

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 Teacher Train Driver Bus Driver Welfare Worker
Solicitor Cable Jointer Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Jointer
Solicitor Caretaker Crosser 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 Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Health

Nepean Blue Mountains Local Health District

RESPONSE RATE

33%

1,744 OF 5,213 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

60%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -5

SENIOR MANAGERS

37%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -10

COMMUNICATION

52%

DIFFERENCE FROM 2016 0

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 -3

HIGH PERFORMANCE

58%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

52%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -8

DIVERSITY & INCLUSION

61%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -6

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	44%	48%	49%	50%
2	Q7c. I feel that change is managed well in my organisation	35%	35%	41%	39%
3	Q7a. My organisation focuses on improving the work we do	60%	67%	67%	69%
4	Q6h. I feel that senior managers listen to employees	31%	29%	38%	41%
5	Q7b. My organisation is making the necessary improvements to meet our future challenges	49%	50%	55%	57%
6	Q6b. I feel that senior managers effectively lead and manage change	36%	34%	43%	44%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	91%
2a.	My workgroup strives to achieve customer/client satisfaction	85%
2c.	I receive help and support from other members of my workgroup	78%
2b.	My workgroup works collaboratively to achieve its objectives	75%
1c.	My job gives me a feeling of personal accomplishment	74%
8b.	Personal background is not a barrier to success in my organisation	70%
3f.	I have received appropriate training and development to do my job well	69%
2e.	People in my workgroup treat each other with respect	69%
5b.	My manager listens to what I have to say	69%
1d.	I feel motivated to contribute more than what is normally required at work	69%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	29%
9a.	I have confidence in the ways my organisation resolves grievances	31%
6h.	I feel that senior managers listen to employees	31%
6g.	I feel that senior managers keep employees informed about what's going on	34%
7g.	I have confidence in the way recruitment decisions are made	34%
7c.	I feel that change is managed well in my organisation	35%
6b.	I feel that senior managers effectively lead and manage change	36%
6a.	I believe senior managers provide clear direction for the future of the organisation	37%
6c.	I feel that senior managers model the values of my organisation	37%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	37%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
1e. I am satisfied with my job	64%	57%
2d. There is good team spirit in my workgroup	66%	60%
1b. I am provided with the support I need to do my best at work	61%	55%
2b. My workgroup works collaboratively to achieve its objectives	75%	70%
2e. People in my workgroup treat each other with respect	69%	65%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	50%	46%
1a. I understand what is expected of me to do well in my role	91%	87%
2c. I receive help and support from other members of my workgroup	78%	74%
2a. My workgroup strives to achieve customer/client satisfaction	85%	82%
3g. I am satisfied with the opportunities available for career development in my organisation	50%	47%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
7a. My organisation focuses on improving the work we do	60%	67%
9a. I have confidence in the ways my organisation resolves grievances	31%	37%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	37%	41%
7f. My organisation is committed to developing its employees	44%	48%
7m. My organisation inspires me to do the best in my job	47%	49%
5f. I have confidence in the decisions my manager makes	59%	61%
5a. My manager encourages people in my workgroup to keep improving the work they do	67%	69%
8c. I am able to speak up and share a different view to my colleagues and manager	62%	63%
7e. People in my organisation take responsibility for their own actions	40%	42%
7l. My organisation motivates me to help it achieve its objectives	46%	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'.

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Nepean Blue Mountains 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.

	Nepean Blue Mountains Local Health District	Blue Mountains Hospital	Community Health Service	Drug and Alcohol Service	Executive Other	Finance, Business and Information Directorate	Lithgow Hospital	Mental Health Service	Nepean Hospital	Nursing and Midwifery	Oral Health Service	Portland Hospital	Public Health/Population Health	Springwood Hospital
NUMBER OF RESPONDENTS	1744	119	204	86	22	41	68	148	756	90	38	19	44	15
EMPLOYEE ENGAGEMENT	60%	57%	61%	31%	66%	65%	56%	59%	62%	60%	76%	53%	63%	61%
ENGAGEMENT WITH WORK	69%	61%	75%	44%	74%	69%	69%	70%	70%	76%	76%	51%	71%	82%
SENIOR MANAGERS	37%	30%	35%	27%	39%	51%	29%	39%	39%	38%	63%	23%	32%	27%
COMMUNICATION	52%	47%	52%	45%	59%	68%	48%	52%	53%	58%	61%	26%	58%	44%
HIGH PERFORMANCE	58%	54%	60%	45%	62%	63%	53%	59%	60%	62%	79%	39%	61%	64%
PUBLIC SECTOR VALUES	52%	48%	54%	42%	56%	63%	46%	54%	53%	55%	72%	35%	54%	52%
DIVERSITY & INCLUSION	61%	56%	63%	46%	71%	74%	57%	64%	62%	64%	75%	43%	71%	61%

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

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Nepean Blue Mountains 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.

	Nepean Blue Mountains Local Health District	Total Asset Management	Workforce People and Culture Directorate
NUMBER OF RESPONDENTS	1744	23	41
EMPLOYEE ENGAGEMENT	60%	38%	66%
ENGAGEMENT WITH WORK	69%	59%	73%
SENIOR MANAGERS	37%	14%	36%
COMMUNICATION	52%	35%	60%
HIGH PERFORMANCE	58%	36%	63%
PUBLIC SECTOR VALUES	52%	32%	56%
DIVERSITY & INCLUSION	61%	41%	69%

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



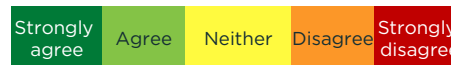
EXPLORE THE FULL RESULTS

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	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	14	40	25	11	10	54%	52%	59%	60%
Q7j. I am proud to tell others I work for my organisation	18	41	26	8	8	59%	59%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	16	38	27	11	8	55%	56%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12	34	31	14	9	46%	48%	52%	53%
Q7m. My organisation inspires me to do the best in my job	13	34	30	14	9	47%	49%	53%	53%

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.

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	26	48	13	8	74%	73%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	25	43	17	10	69%	70%	72%	72%
Q1e. I am satisfied with my job	20	43	19	12	64%	57%	68%	68%

KEY





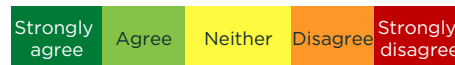
EXPLORE THE FULL RESULTS

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.

SENIOR MANAGERS	37% 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	9	28	31	17	16	37%	37%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	8	27	28	18	18	36%	34%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	9	27	30	16	17	37%	36%	45%	48%
Q6d. Senior managers encourage innovation by employees	9	31	30	17	13	39%	39%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	8	30	36	14	12	37%	41%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	36	30	12	12	46%	46%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	26	27	21	18	34%	34%	42%	45%
Q6h. I feel that senior managers listen to employees		24	28	20	20	31%	29%	38%	41%
Q7c. I feel that change is managed well in my organisation		29	30	21	13	35%	35%	41%	39%

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.

COMMUNICATION	52% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	24	42	16	10	9	65%	66%	68%	70%
Q5d. My manager encourages and values employee input	25	40	19	8	9	64%	62%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	20	39	20	12	9	59%	58%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	8	26	27	21	18	34%	34%	42%	45%
Q6h. I feel that senior managers listen to employees	24	28	20	20		31%	29%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	15	46	18	12	9	62%	63%	65%	66%

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.

	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	40	51				91%	87%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	27	48	15	8		75%	70%	77%	78%
Q3f. I have received appropriate training and development to do my job well	19	51	16	10		69%	68%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	21	46	17	10		67%	69%	70%	72%
Q5f. I have confidence in the decisions my manager makes	21	38	21	10	9	59%	61%	64%	67%
Q6d. Senior managers encourage innovation by employees	9	31	30	17	13	39%	39%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	8	30	36	14	12	37%	41%	47%	51%
Q7a. My organisation focuses on improving the work we do	12	48	23	11		60%	67%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	39	28	15	8	49%	50%	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.

	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	36	26	20	10	44%	43%	48%	47%	
Q7h. My organisation generally selects capable people to do the job	7	43	26	15	9	50%	49%	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.

PUBLIC SECTOR VALUES		52% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		34	52	9	0	85%	82%	86%	85%	
Q2e. People in my workgroup treat each other with respect		27	42	16	10	69%	65%	70%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		21	46	17	10	67%	69%	70%	72%	
Q5b. My manager listens to what I have to say		25	43	15	8	8	69%	69%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		9	28	31	17	16	37%	37%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		9	27	30	16	17	37%	36%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		10	36	30	12	12	46%	46%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		8	26	27	21	18	34%	34%	42%	45%
Q6h. I feel that senior managers listen to employees		24	28	20	20	8	31%	29%	38%	41%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

PUBLIC SECTOR VALUES		52% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		60%	67%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		40%	42%	47%	47%				

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.

DIVERSITY & INCLUSION		61% 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		20	41	18	14	8	61%	55%	64%	63%
Q5b. My manager listens to what I have to say		25	43	15	8	8	69%	69%	71%	75%
Q5d. My manager encourages and values employee input		25	40	19	8	9	64%	62%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women		15	32	37	10	8	47%	45%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		16	52	20	7	5	68%	67%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation		19	52	19	8	2	70%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		15	46	18	12	9	62%	63%	65%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		15	35	23	16	10	50%	46%	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		42% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made		34%	-	38%	35%				
Q7h. My organisation generally selects capable people to do the job		50%	49%	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	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	18	45	17	14		63%	60%	63%	63%
Q3e. My performance is assessed against clear criteria	16	43	21	14		59%	57%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14	37	22	17	11	50%	47%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22	39	18	11	10	62%	63%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	13	29	29	15	14	42%	41%	44%	44%
Q7f. My organisation is committed to developing its employees	8	36	30	16	10	44%	48%	49%	50%

KEY

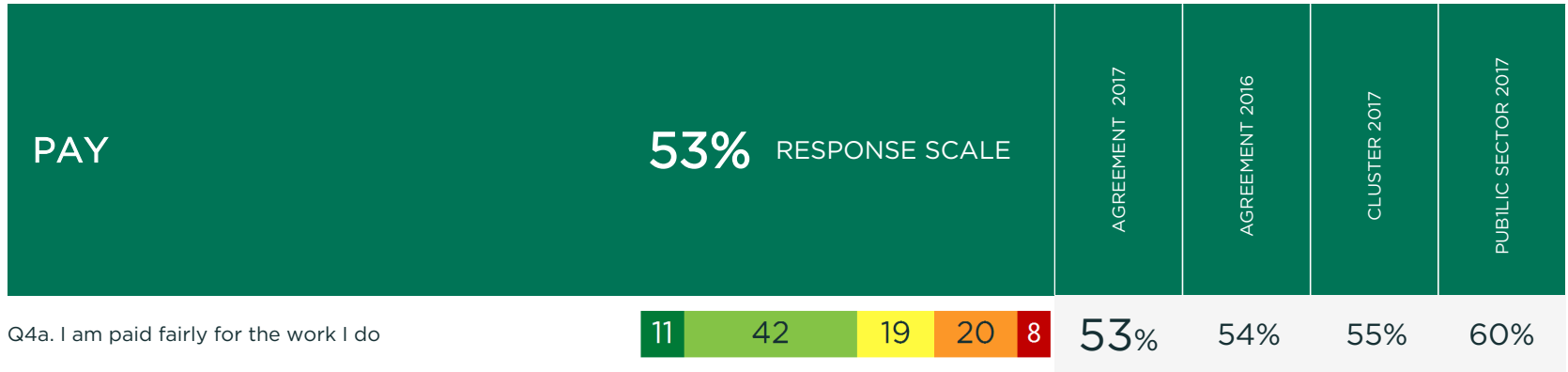




EXPLORE THE FULL RESULTS

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





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		65% 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		20	41	18	14	7	61%	55%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level		13	44	19	17	7	57%	55%	61%	59%
Q2c. I receive help and support from other members of my workgroup		29	49	14	7	1	78%	74%	79%	81%
Q2d. There is good team spirit in my workgroup		26	39	16	12	7	66%	60%	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.

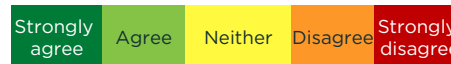
ACTION ABOUT SURVEY RESULTS

29% RESPONSE SCALE

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



KEY

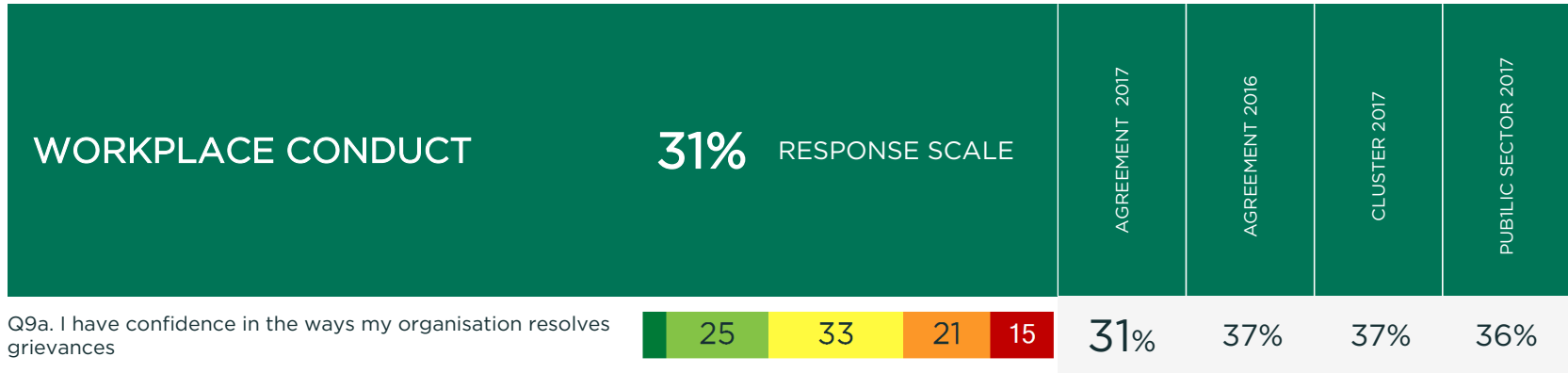




EXPLORE THE FULL RESULTS

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			69%	67%	67%
No			31%	33%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			72%	73%	75%
No			28%	27%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			55%	56%	57%
No			45%	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		43%	40%	41%
No		57%	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		28%	32%	30%
Lack of visible opportunities		31%	30%	31%
Lack of promotion opportunities		29%	27%	30%
Lack of support from my manager / supervisor		16%	15%	14%
Geographic location considerations		24%	24%	28%
Personal / family considerations		33%	32%	33%
Insufficient training and development		14%	14%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		15%	14%	15%
The application/recruitment process is too cumbersome or time consuming		15%	16%	23%
Other		7%	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		32%	30%	25%
No		54%	57%	62%
Don't know		14%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		65%	66%	63%
No		33%	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		45%	40%	33%
No		46%	51%	58%
Don't know		9%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		26%	22%	18%
No		68%	72%	76%
Don't know		6%	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		27%	19%	22%
Your immediate manager/supervisor		19%	24%	24%
A fellow worker at your level		26%	31%	27%
A subordinate		6%	6%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer		0%	1%	1%
Other		6%	5%	4%
Prefer not to say		13%	12%	13%



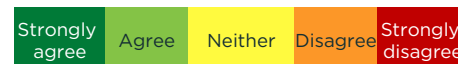
EXPLORE THE FULL RESULTS

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	15	43	17	15	10	59%	51%	60%
Q2. I believe I am valued for what I can offer at my workplace	18	48	15	11	8	66%	61%	69%
Q3. In my workplace, we recognise our successes and innovations	15	45	23	11		60%	59%	64%
Q4. Staff are treated respectfully regardless of their job	17	45	17	13	8	62%	59%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	12	30	25	16	17	42%	39%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	11	33	26	13	16	44%	44%	51%

KEY





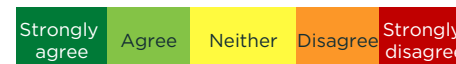
EXPLORE THE FULL RESULTS

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	9	39	23	18	10	49%	45%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	13	48	19	13	7	61%	57%	67%
Q9. My team's objectives/work plans are clearly outlined	12	48	21	11		60%	59%	64%
Q10. Our objectives/work plans help us to deliver a quality service	14	47	23	9		61%	60%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	9	29	32	15	16	38%	38%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		18%
Female		79%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		4%
25 -29		10%
30 - 34		12%
35 - 39		13%
40 - 44		13%
45 - 49		14%
50 - 54		12%
55 - 59		14%
60 - 64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		14%
No		82%
Prefer not to say		4%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		2%
No		94%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

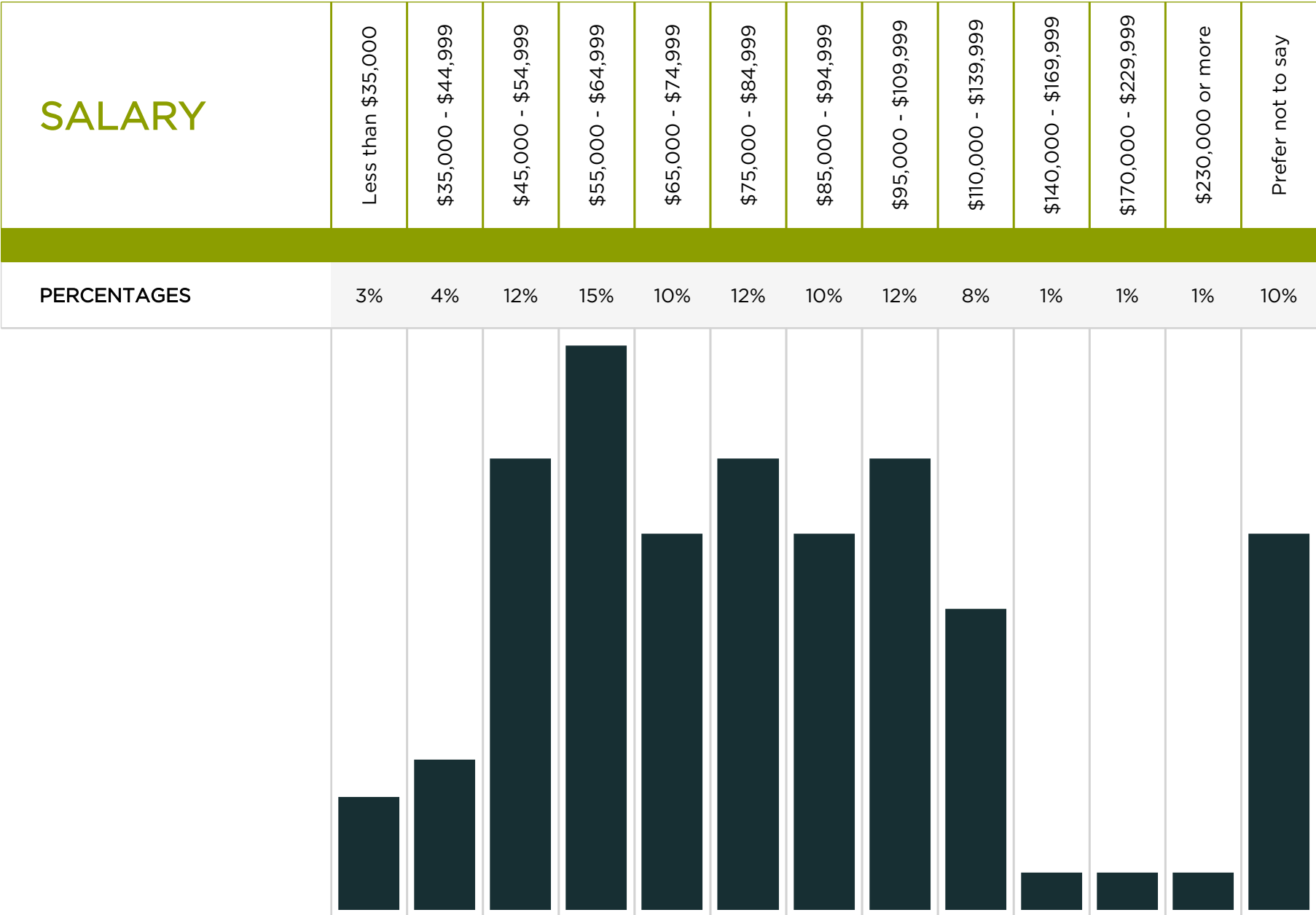
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		93%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		91%
Prefer not to say		5%

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.

	Nepean Blue Mountains 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	1744	1055	83	202	97	0	8	39	1	135
EMPLOYEE ENGAGEMENT	60%	59%	55%	62%	66%	(r)	(r)	58%	(r)	59%
ENGAGEMENT WITH WORK	69%	70%	66%	69%	74%	(r)	(r)	65%	(r)	67%
SENIOR MANAGERS	37%	36%	35%	38%	48%	(r)	(r)	44%	(r)	38%
COMMUNICATION	52%	51%	51%	52%	65%	(r)	(r)	64%	(r)	55%
HIGH PERFORMANCE	58%	59%	53%	59%	66%	(r)	(r)	59%	(r)	57%
PUBLIC SECTOR VALUES	52%	52%	48%	51%	63%	(r)	(r)	59%	(r)	52%
DIVERSITY & INCLUSION	61%	60%	57%	64%	73%	(r)	(r)	70%	(r)	61%

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.

	Nepean Blue Mountains 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	1744	55	70	197	241	165	198	169	194	122	24	9	11	159
EMPLOYEE ENGAGEMENT	60%	61%	55%	64%	64%	59%	59%	56%	59%	63%	(r)	(r)	(r)	53%
ENGAGEMENT WITH WORK	69%	68%	64%	69%	74%	70%	67%	70%	70%	75%	(r)	(r)	(r)	59%
SENIOR MANAGERS	37%	35%	33%	38%	42%	37%	37%	35%	39%	48%	(r)	(r)	(r)	24%
COMMUNICATION	52%	50%	45%	52%	55%	50%	53%	51%	55%	65%	(r)	(r)	(r)	44%
HIGH PERFORMANCE	58%	57%	52%	59%	63%	57%	60%	57%	59%	67%	(r)	(r)	(r)	49%
PUBLIC SECTOR VALUES	52%	49%	44%	54%	56%	52%	53%	52%	54%	64%	(r)	(r)	(r)	43%
DIVERSITY & INCLUSION	61%	62%	52%	65%	66%	58%	61%	59%	61%	71%	(r)	(r)	(r)	53%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Nepean Blue Mountains 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	1744	168	197	299	296	450	184
EMPLOYEE ENGAGEMENT	60%	71%	65%	61%	56%	55%	59%
ENGAGEMENT WITH WORK	69%	79%	76%	71%	63%	66%	68%
SENIOR MANAGERS	37%	54%	45%	37%	36%	31%	30%
COMMUNICATION	52%	70%	61%	55%	50%	46%	48%
HIGH PERFORMANCE	58%	72%	65%	60%	56%	54%	54%
PUBLIC SECTOR VALUES	52%	68%	60%	53%	51%	47%	47%
DIVERSITY & INCLUSION	61%	74%	70%	64%	58%	56%	58%

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.

	Nepean Blue Mountains 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	1744	1	65	157	197	210	209	227	199	220	88	36
EMPLOYEE ENGAGEMENT	60%	(r)	70%	67%	62%	58%	60%	58%	54%	59%	64%	54%
ENGAGEMENT WITH WORK	69%	(r)	80%	75%	65%	64%	72%	69%	65%	69%	79%	75%
SENIOR MANAGERS	37%	(r)	52%	48%	39%	37%	38%	34%	29%	36%	41%	27%
COMMUNICATION	52%	(r)	67%	61%	55%	51%	52%	54%	44%	53%	57%	43%
HIGH PERFORMANCE	58%	(r)	71%	67%	60%	57%	61%	57%	51%	57%	64%	50%
PUBLIC SECTOR VALUES	52%	(r)	66%	60%	54%	51%	54%	52%	45%	51%	57%	46%
DIVERSITY & INCLUSION	61%	(r)	77%	69%	66%	59%	62%	61%	52%	61%	67%	54%

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 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.

	Nepean Blue Mountains Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	1744	296	1275	35
EMPLOYEE ENGAGEMENT	60%	61%	60%	37%
ENGAGEMENT WITH WORK	69%	69%	70%	39%
SENIOR MANAGERS	37%	41%	37%	13%
COMMUNICATION	52%	57%	53%	33%
HIGH PERFORMANCE	58%	60%	59%	36%
PUBLIC SECTOR VALUES	52%	55%	53%	32%
DIVERSITY & INCLUSION	61%	64%	62%	37%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Nepean Blue Mountains 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	1744	14	2	15	9	0	12	54	491	27	66	83	16	7
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	57%	57%	(r)	61%	58%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	62%	68%	(r)	71%	61%	(r)	(r)
SENIOR MANAGERS	37%	(r)	(r)	(r)	(r)	(r)	(r)	21%	33%	(r)	44%	33%	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	36%	49%	(r)	55%	51%	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	50%	55%	(r)	64%	56%	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	39%	49%	(r)	57%	49%	(r)	(r)
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	(r)	(r)	(r)	51%	56%	(r)	64%	62%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Nepean Blue Mountains 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	1744	153	76	32	213	21	20	8	0	5	12	8	3	3
EMPLOYEE ENGAGEMENT	60%	62%	66%	79%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	69%	73%	92%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	37%	49%	63%	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	51%	67%	82%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	58%	69%	78%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	51%	65%	75%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	63%	75%	85%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Nepean Blue Mountains 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	1744	14	12	0	19	0	0	0	1	7	7	17	3	6
EMPLOYEE ENGAGEMENT	60%	(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	37%	(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	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Nepean Blue Mountains 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	1744	10	2	16	0	4	6	41	129
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	60%	49%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	78%	56%
SENIOR MANAGERS	37%	(r)	(r)	(r)	(r)	(r)	(r)	39%	21%
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	61%	35%
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	55%	44%
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	54%	37%
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	(r)	(r)	(r)	69%	45%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



WHAT'S NEXT?

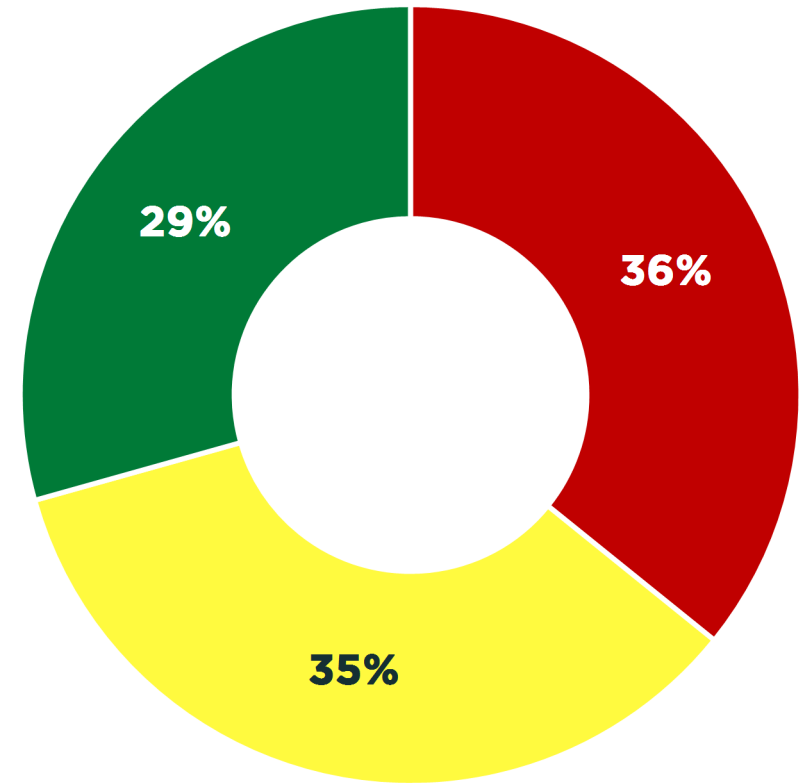
Sector employees have now given their feedback and these results show where actions and improvements are required.

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

29%

of employees replied favourably to:

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



34%

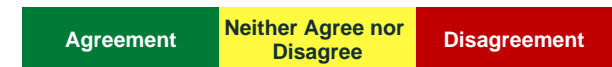
SECTOR

35%

CLUSTER

31%

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

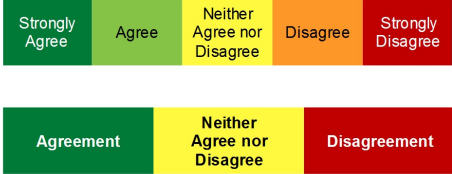
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.