

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 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 Receptionist Labourer Jointer
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 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

Western NSW Local Health District

RESPONSE RATE

54%

3,188 OF 5,957 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

65%

DIFFERENCE FROM 2016 **0**

DIFFERENCE FROM CLUSTER **+1**

DIFFERENCE FROM PUBLIC SECTOR **0**

SENIOR MANAGERS

49%

DIFFERENCE FROM 2016 **+2**

DIFFERENCE FROM CLUSTER **+4**

DIFFERENCE FROM PUBLIC SECTOR **+1**

COMMUNICATION

59%

DIFFERENCE FROM 2016 **+2**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **-1**



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

75%

DIFFERENCE FROM CLUSTER **+3**

DIFFERENCE FROM PUBLIC SECTOR **+3**

HIGH PERFORMANCE

65%

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+2**

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM CLUSTER **+1**

DIFFERENCE FROM PUBLIC SECTOR **-1**

DIVERSITY & INCLUSION

67%

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **0**

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	52%	53%	49%	50%
2	Q7a. My organisation focuses on improving the work we do	69%	78%	67%	69%
3	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%	73%	72%	74%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	59%	65%	55%	57%
5	Q7c. I feel that change is managed well in my organisation	45%	45%	41%	39%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	65%	68%	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	93%
2a.	My workgroup strives to achieve customer/client satisfaction	86%
1c.	My job gives me a feeling of personal accomplishment	80%
2c.	I receive help and support from other members of my workgroup	80%
2b.	My workgroup works collaboratively to achieve its objectives	78%
8b.	Personal background is not a barrier to success in my organisation	74%
1d.	I feel motivated to contribute more than what is normally required at work	74%
5b.	My manager listens to what I have to say	72%
1e.	I am satisfied with my job	72%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	33%
9a.	I have confidence in the ways my organisation resolves grievances	37%
7g.	I have confidence in the way recruitment decisions are made	40%
6h.	I feel that senior managers listen to employees	41%
6g.	I feel that senior managers keep employees informed about what's going on	44%
5h.	My manager appropriately deals with employees who perform poorly	44%
7c.	I feel that change is managed well in my organisation	45%
7e.	People in my organisation take responsibility for their own actions	46%
6b.	I feel that senior managers effectively lead and manage change	47%
6c.	I feel that senior managers model the values of my organisation	48%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

1e.	I am satisfied with my job	72%	64%
2b.	My workgroup works collaboratively to achieve its objectives	78%	72%
1b.	I am provided with the support I need to do my best at work	67%	61%
3g.	I am satisfied with the opportunities available for career development in my organisation	56%	51%
6g.	I feel that senior managers keep employees informed about what's going on	44%	39%
6i.	Senior managers in my organisation support the career advancement of women	55%	51%
2e.	People in my workgroup treat each other with respect	67%	63%
6h.	I feel that senior managers listen to employees	41%	37%
2d.	There is good team spirit in my workgroup	65%	61%
3e.	My performance is assessed against clear criteria	59%	56%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7a.	My organisation focuses on improving the work we do	69%	78%
9a.	I have confidence in the ways my organisation resolves grievances	37%	45%
7b.	My organisation is making the necessary improvements to meet our future challenges	59%	65%
8c.	I am able to speak up and share a different view to my colleagues and manager	65%	68%
7d.	There is good co-operation between teams across our organisation	50%	52%
1d.	I feel motivated to contribute more than what is normally required at work	74%	76%
7f.	My organisation is committed to developing its employees	52%	53%
7h.	My organisation generally selects capable people to do the job	53%	54%
5f.	I have confidence in the decisions my manager makes	65%	66%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%	73%



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 Western NSW 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.

	Western NSW Local Health District	Baradine	Bathurst - Acute/Primary & Community Health	Blayney	Bourke	Brewarrina	Canowindra	Cobar	Collarenebri	Condobolin	Coolah	Coonabarabran	Coonamble	Cowra
NUMBER OF RESPONDENTS	3188	21	174	61	46	21	50	35	26	30	27	38	38	84
EMPLOYEE ENGAGEMENT	65%	72%	65%	73%	55%	57%	82%	88%	66%	72%	82%	68%	63%	60%
ENGAGEMENT WITH WORK	75%	83%	79%	77%	64%	56%	90%	97%	79%	87%	80%	76%	74%	73%
SENIOR MANAGERS	49%	59%	42%	65%	47%	43%	86%	84%	56%	49%	85%	61%	53%	45%
COMMUNICATION	59%	67%	56%	68%	50%	48%	88%	85%	56%	61%	90%	67%	61%	48%
HIGH PERFORMANCE	65%	77%	63%	73%	57%	58%	89%	90%	73%	74%	90%	72%	63%	60%
PUBLIC SECTOR VALUES	59%	67%	56%	68%	56%	47%	87%	89%	63%	63%	89%	68%	55%	51%
DIVERSITY & INCLUSION	67%	80%	63%	74%	55%	57%	90%	91%	64%	76%	91%	75%	65%	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

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Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Western NSW Local Health District	Directorate - Corporate Services	Directorate - Finance Accounting, Revenue, Strategy	Directorate - Workforce & Culture	Dubbo - Acute/Primary & Community Health	Dunedoo	Eugowra	Forbes	Gilgandra	Grenfell	Gulgambone	Gulgong	Lightning Ridge/Goodooga	Medical Imaging
NUMBER OF RESPONDENTS	3188	44	37	55	477	25	23	82	42	66	22	25	29	64
EMPLOYEE ENGAGEMENT	65%	57%	62%	69%	63%	66%	78%	69%	64%	69%	68%	72%	67%	71%
ENGAGEMENT WITH WORK	75%	69%	75%	78%	72%	79%	80%	80%	78%	80%	86%	92%	75%	79%
SENIOR MANAGERS	49%	42%	48%	48%	45%	33%	59%	61%	41%	47%	54%	55%	62%	56%
COMMUNICATION	59%	56%	58%	62%	57%	61%	73%	74%	63%	55%	67%	70%	63%	61%
HIGH PERFORMANCE	65%	58%	62%	67%	62%	64%	75%	73%	67%	69%	70%	70%	68%	69%
PUBLIC SECTOR VALUES	59%	55%	62%	63%	58%	54%	68%	70%	55%	59%	66%	66%	64%	65%
DIVERSITY & INCLUSION	67%	61%	72%	74%	62%	76%	83%	77%	71%	69%	80%	82%	68%	72%

KEY

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BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Western NSW Local Health District

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	Western NSW Local Health District	Molong/Cudal	Mudgee	Narromine	Nyngan	Oberon	Orange Health Service - (Acute/ Primary & Community Health)	Parkes	Peak Hill	Rylstone	Tottenham	Trangie	Trundle	Tullamore
NUMBER OF RESPONDENTS	3188	46	116	29	41	32	414	88	24	39	16	26	15	23
EMPLOYEE ENGAGEMENT	65%	76%	67%	62%	80%	62%	62%	63%	71%	69%	55%	75%	64%	52%
ENGAGEMENT WITH WORK	75%	83%	78%	84%	93%	74%	74%	71%	72%	75%	67%	90%	69%	49%
SENIOR MANAGERS	49%	67%	45%	39%	77%	51%	42%	50%	59%	65%	23%	56%	41%	23%
COMMUNICATION	59%	69%	56%	57%	79%	60%	55%	56%	62%	57%	33%	67%	47%	24%
HIGH PERFORMANCE	65%	76%	65%	62%	84%	60%	61%	60%	70%	67%	48%	74%	57%	47%
PUBLIC SECTOR VALUES	59%	71%	59%	55%	80%	57%	55%	58%	64%	66%	36%	65%	51%	36%
DIVERSITY & INCLUSION	67%	79%	68%	63%	86%	63%	62%	63%	75%	66%	39%	75%	57%	45%

KEY

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BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Western NSW 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.

	Western NSW Local Health District	Directorate - Integrated Primary Care & Partnerships	Directorate - Operations	Directorate - Other (Allied Health, EU, CGU, Pop Health, C&E, Medical, N&M)	MHD&A - Bathurst and Regional	MHD&A - Dubbo Acute and Community	MHD&A - Orange Acute & Community	Orange Health Service - Linen, Food, Spotless Managed	Walgett	Warren	Wellington
NUMBER OF RESPONDENTS	3188	90	50	88	24	67	117	39	27	41	46
EMPLOYEE ENGAGEMENT	65%	72%	63%	66%	53%	62%	54%	51%	62%	55%	77%
ENGAGEMENT WITH WORK	75%	87%	65%	75%	61%	74%	68%	68%	81%	48%	88%
SENIOR MANAGERS	49%	69%	53%	43%	28%	37%	31%	32%	45%	18%	76%
COMMUNICATION	59%	79%	56%	61%	49%	53%	52%	40%	49%	32%	83%
HIGH PERFORMANCE	65%	79%	62%	64%	49%	60%	55%	51%	60%	42%	86%
PUBLIC SECTOR VALUES	59%	76%	59%	60%	42%	53%	50%	39%	53%	34%	82%
DIVERSITY & INCLUSION	67%	84%	65%	72%	54%	63%	58%	54%	64%	42%	86%

KEY

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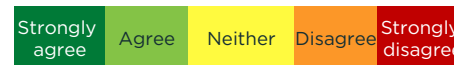
EXPLORE THE FULL RESULTS

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	18	42	25	9	60%	60%	59%	60%
Q7j. I am proud to tell others I work for my organisation	21	46	22		67%	67%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	21	41	24	8	63%	63%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	17	38	27	11	56%	56%	52%	53%
Q7m. My organisation inspires me to do the best in my job	19	38	27	10	57%	57%	53%	53%

KEY





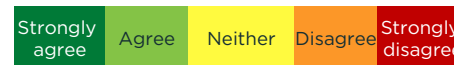
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ENGAGEMENT WITH WORK	75% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	32	48	12		80%	78%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	32	42	15	8	74%	76%	72%	72%
Q1e. I am satisfied with my job	26	46	16	9	72%	64%	68%	68%

KEY





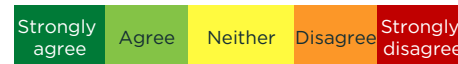
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

SENIOR MANAGERS	49% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	36	26	15	10	50%	47%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	13	33	26	15	12	47%	44%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	14	34	27	13	12	48%	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	13	38	28	13	8	51%	49%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	39	29	11	8	52%	51%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	44	24	10	7	59%	57%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	32	25	18	13	44%	39%	42%	45%
Q6h. I feel that senior managers listen to employees	12	29	27	17	15	41%	37%	38%	41%
Q7c. I feel that change is managed well in my organisation	11	35	28	19	8	45%	45%	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	59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	29	40	14	10	69%	68%	68%	70%	
Q5d. My manager encourages and values employee input	29	40	16	9	69%	67%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	26	40	17	10	66%	64%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	32	25	18	13	44%	39%	42%	45%
Q6h. I feel that senior managers listen to employees	12	29	27	17	15	41%	37%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	44	16	11	8	65%	68%	65%	66%

KEY





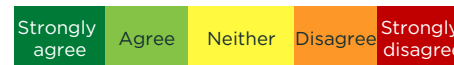
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Questions are grouped by themes in this report.

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

	HIGH PERFORMANCE		65% 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	46	48		93%	92%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	31	47	13 7	78%	72%	77%	78%
Q3f. I have received appropriate training and development to do my job well	21	50	16 9	71%	68%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	17 9	70%	71%	70%	72%
Q5f. I have confidence in the decisions my manager makes	26	39	19 9 7	65%	66%	64%	67%
Q6d. Senior managers encourage innovation by employees	13	38	28 13 8	51%	49%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	39	29 11 8	52%	51%	47%	51%
Q7a. My organisation focuses on improving the work we do	19	51	20 8	69%	78%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	16	44	25 10	59%	65%	55%	57%

KEY





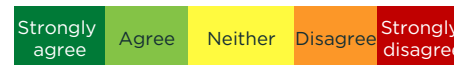
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Questions are grouped by themes in this report.

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

	HIGH PERFORMANCE					65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	11	39	26	17	7	50%	52%	48%	47%				
Q7h. My organisation generally selects capable people to do the job	10	43	25	14	8	53%	54%	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		59% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		39	47	9	86%	86%	86%	85%		
Q2e. People in my workgroup treat each other with respect		26	40	18	10	67%	63%	70%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		27	44	17	9	70%	71%	70%	72%	
Q5b. My manager listens to what I have to say		32	41	13	8	72%	70%	71%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	36	26	15	10	50%	47%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		14	34	27	13	12	48%	45%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	44	24	10	7	59%	57%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	32	25	18	13	44%	39%	42%	45%
Q6h. I feel that senior managers listen to employees		12	29	27	17	15	41%	37%	38%	41%

KEY





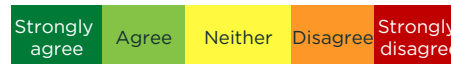
EXPLORE THE FULL RESULTS

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		59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		69%	78%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		46%	47%	47%	47%				

KEY





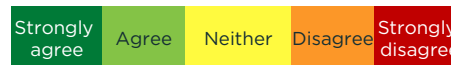
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	67% 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	22	45	17	12	67%	61%	64%	63%
Q5b. My manager listens to what I have to say	32	41	13	8	72%	70%	71%	75%
Q5d. My manager encourages and values employee input	29	40	16	9	69%	67%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	17	38	32		55%	51%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	22	50	18		72%	73%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	24	50	17		74%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	44	16	11	65%	68%	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>	22	39	22	10	61%	59%	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	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	30	29	17	14	40%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	10	43	25	14	8	53%	54%	53%	52%

KEY





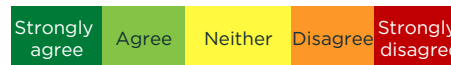
EXPLORE THE FULL RESULTS

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	57% 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	21	43	19	12	64%	61%	63%	63%	
Q3e. My performance is assessed against clear criteria	18	41	24	13	59%	56%	57%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	38	22	14	8	56%	51%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28	38	17	10	7	66%	65%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	17	27	28	15	13	44%	44%	44%	44%
Q7f. My organisation is committed to developing its employees	12	40	27	14	8	52%	53%	49%	50%

KEY

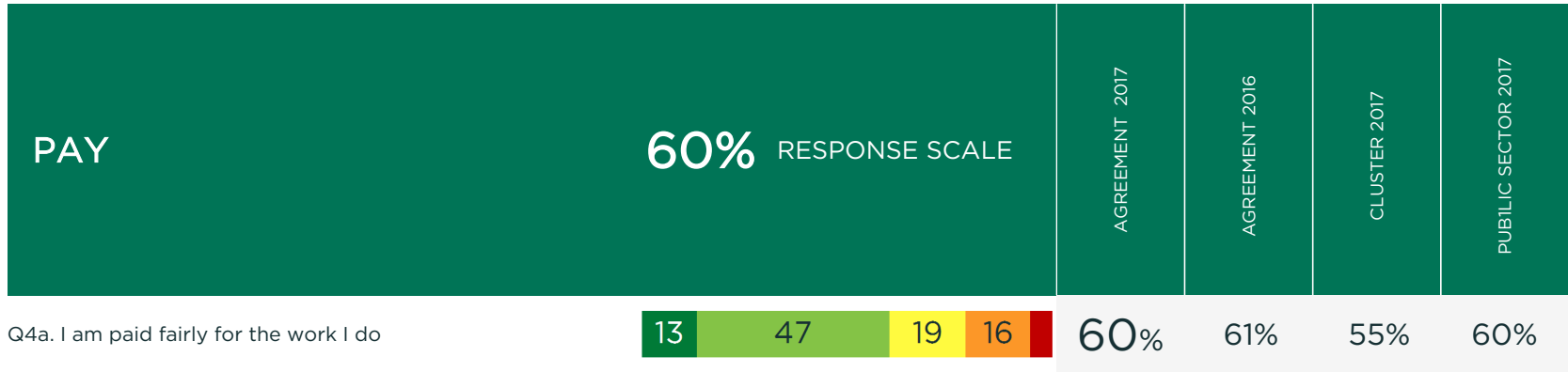




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





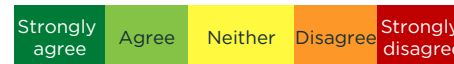
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

WORKPLACE SUPPORT		69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		22	45	17	12	67%	61%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level		15	48	19	13	63%	59%	61%	59%
Q2c. I receive help and support from other members of my workgroup		32	47	13	5	80%	78%	79%	81%
Q2d. There is good team spirit in my workgroup		28	38	17	12	65%	61%	66%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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ACTION ABOUT SURVEY RESULTS

33% RESPONSE SCALE

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



KEY

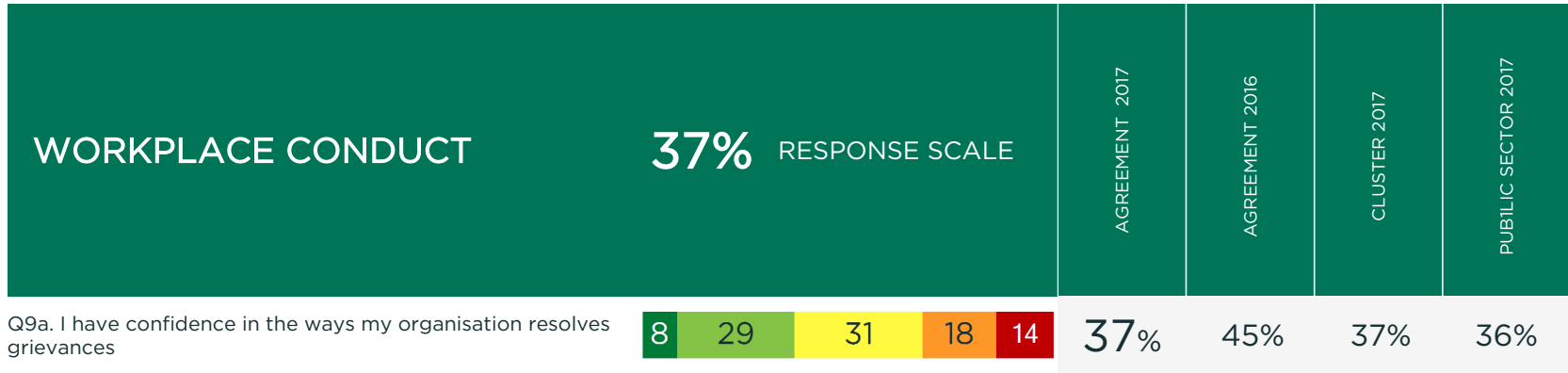




EXPLORE THE FULL RESULTS

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		65%	67%	67%
No		35%	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		34%	40%	41%
No		66%	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		32%	32%	30%
Lack of visible opportunities		27%	30%	31%
Lack of promotion opportunities		22%	27%	30%
Lack of support from my manager / supervisor		13%	15%	14%
Geographic location considerations		29%	24%	28%
Personal / family considerations		38%	32%	33%
Insufficient training and development		15%	14%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		11%	14%	15%
The application/recruitment process is too cumbersome or time consuming		15%	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		34%	30%	25%
No		54%	57%	62%
Don't know		12%	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		45%	40%	33%
No		48%	51%	58%
Don't know		8%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		23%	22%	18%
No		71%	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		18%	19%	22%
Your immediate manager/supervisor		23%	24%	24%
A fellow worker at your level		34%	31%	27%
A subordinate		4%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		0%	1%	1%
Other		5%	5%	4%
Prefer not to say		13%	12%	13%



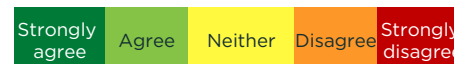
EXPLORE THE FULL RESULTS

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	16	44	18	15		60%	57%	60%
Q2. I believe I am valued for what I can offer at my workplace	22	50	16	9		71%	68%	69%
Q3. In my workplace, we recognise our successes and innovations	20	47	20	9		67%	65%	64%
Q4. Staff are treated respectfully regardless of their job	20	46	18	10		66%	66%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	18	36	22	13	11	53%	49%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	17	37	23	13	10	54%	50%	51%

KEY





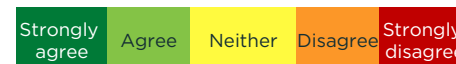
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q7. I have a say in decisions which affect my work	14	44	22	13		58%	51%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	17	50	20	10		67%	64%	67%
Q9. My team's objectives/work plans are clearly outlined	15	51	21	10		66%	64%	64%
Q10. Our objectives/work plans help us to deliver a quality service	16	52	21	7		69%	66%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	14	32	30	14	10	46%	42%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		16%
Female		82%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	█	4%
25 -29	█	9%
30 - 34	█	11%
35 - 39	█	9%
40 - 44	█	12%
45 - 49	█	14%
50 - 54	█	14%
55 - 59	█	15%
60 - 64	█	10%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		10%
No		88%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		7%
No		89%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

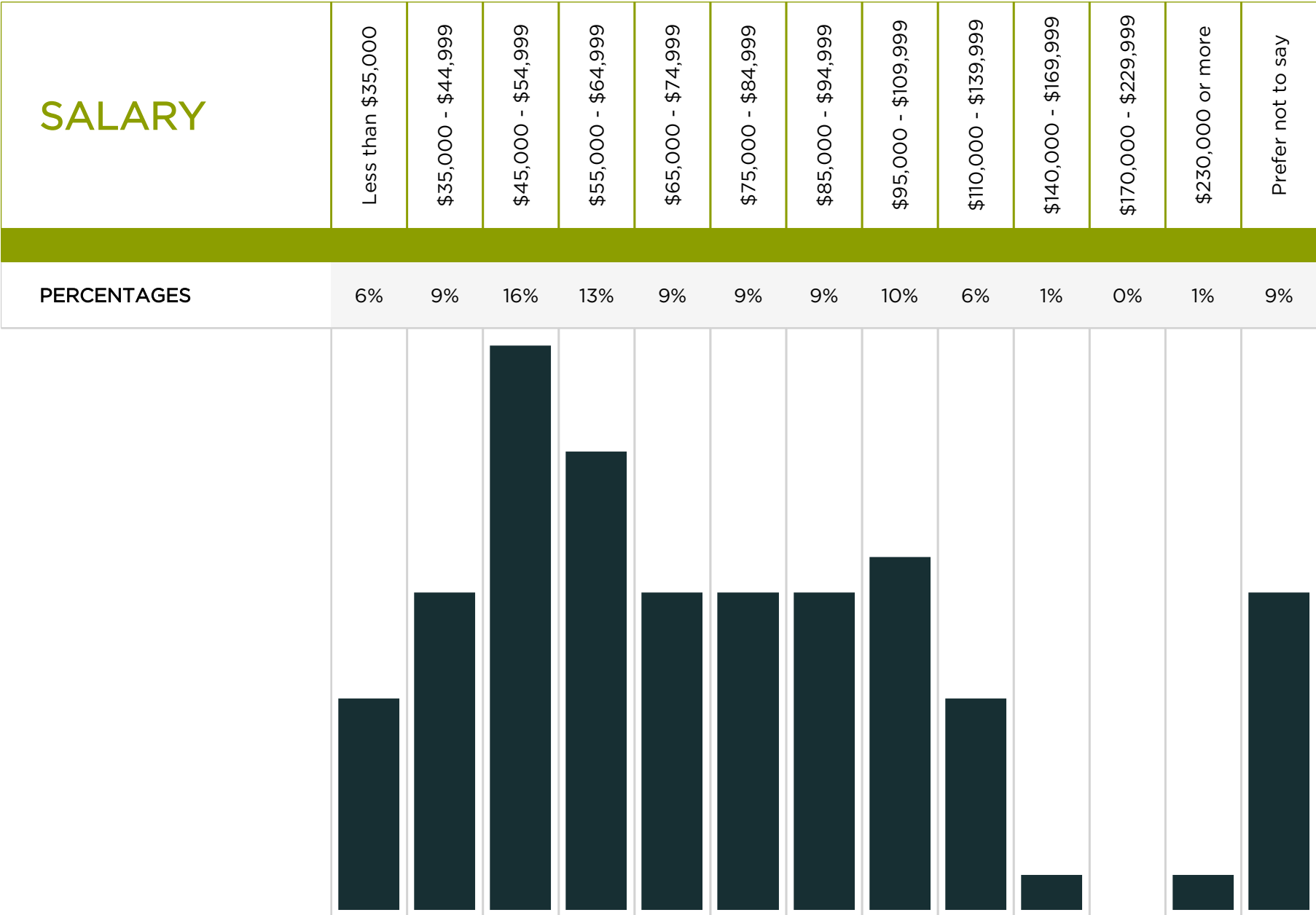
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		95%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		93%
Prefer not to say		4%

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.

	Western NSW 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	3188	2023	294	267	101	7	7	58	1	254
EMPLOYEE ENGAGEMENT	65%	65%	64%	69%	63%	(r)	(r)	71%	(r)	63%
ENGAGEMENT WITH WORK	75%	76%	77%	81%	69%	(r)	(r)	83%	(r)	73%
SENIOR MANAGERS	49%	48%	52%	53%	44%	(r)	(r)	56%	(r)	47%
COMMUNICATION	59%	59%	60%	64%	56%	(r)	(r)	72%	(r)	54%
HIGH PERFORMANCE	65%	65%	66%	68%	59%	(r)	(r)	73%	(r)	61%
PUBLIC SECTOR VALUES	59%	59%	60%	64%	58%	(r)	(r)	68%	(r)	56%
DIVERSITY & INCLUSION	67%	66%	69%	74%	68%	(r)	(r)	81%	(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.

	Western NSW 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	3188	185	283	492	399	272	258	266	308	173	39	13	33	280
EMPLOYEE ENGAGEMENT	65%	74%	68%	67%	67%	64%	60%	63%	64%	69%	68%	(r)	62%	60%
ENGAGEMENT WITH WORK	75%	87%	78%	77%	79%	71%	71%	75%	75%	81%	81%	(r)	68%	69%
SENIOR MANAGERS	49%	62%	54%	51%	55%	45%	39%	46%	45%	57%	61%	(r)	42%	40%
COMMUNICATION	59%	72%	61%	60%	63%	56%	49%	61%	57%	67%	68%	(r)	53%	52%
HIGH PERFORMANCE	65%	78%	68%	64%	69%	63%	59%	64%	62%	73%	72%	(r)	58%	59%
PUBLIC SECTOR VALUES	59%	71%	62%	59%	64%	57%	52%	60%	58%	68%	70%	(r)	53%	53%
DIVERSITY & INCLUSION	67%	82%	69%	67%	71%	65%	59%	67%	65%	74%	77%	(r)	55%	60%

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.

	Western NSW 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	3188	330	280	464	673	742	489
EMPLOYEE ENGAGEMENT	65%	78%	71%	64%	62%	63%	63%
ENGAGEMENT WITH WORK	75%	91%	80%	75%	71%	74%	75%
SENIOR MANAGERS	49%	69%	53%	46%	44%	46%	47%
COMMUNICATION	59%	79%	65%	58%	55%	56%	57%
HIGH PERFORMANCE	65%	81%	70%	64%	61%	63%	63%
PUBLIC SECTOR VALUES	59%	77%	64%	58%	56%	57%	57%
DIVERSITY & INCLUSION	67%	84%	74%	66%	63%	65%	63%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY 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.

	Western NSW 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	3188	17	127	257	321	256	353	418	414	435	301	78
EMPLOYEE ENGAGEMENT	65%	(r)	75%	66%	67%	67%	67%	64%	64%	63%	66%	71%
ENGAGEMENT WITH WORK	75%	(r)	86%	70%	74%	76%	75%	76%	75%	77%	80%	89%
SENIOR MANAGERS	49%	(r)	62%	50%	52%	47%	51%	50%	45%	48%	48%	50%
COMMUNICATION	59%	(r)	71%	58%	63%	60%	63%	61%	56%	57%	58%	61%
HIGH PERFORMANCE	65%	(r)	79%	65%	67%	65%	67%	66%	63%	63%	65%	66%
PUBLIC SECTOR VALUES	59%	(r)	70%	60%	62%	60%	61%	61%	57%	58%	59%	62%
DIVERSITY & INCLUSION	67%	(r)	80%	67%	70%	69%	71%	67%	64%	65%	67%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY 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.

	Western NSW Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	3188	497	2478	47
EMPLOYEE ENGAGEMENT	65%	64%	66%	48%
ENGAGEMENT WITH WORK	75%	74%	77%	59%
SENIOR MANAGERS	49%	50%	49%	27%
COMMUNICATION	59%	62%	59%	35%
HIGH PERFORMANCE	65%	65%	66%	48%
PUBLIC SECTOR VALUES	59%	61%	60%	41%
DIVERSITY & INCLUSION	67%	68%	68%	43%

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.

	Western NSW 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	3188	24	5	23	34	0	77	277	815	44	136	87	32	5
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	51%	(r)	78%	66%	62%	70%	71%	67%	66%	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	66%	(r)	84%	74%	75%	93%	79%	79%	80%	(r)
SENIOR MANAGERS	49%	(r)	(r)	(r)	25%	(r)	62%	51%	43%	54%	60%	47%	48%	(r)
COMMUNICATION	59%	(r)	(r)	(r)	40%	(r)	68%	59%	55%	70%	69%	61%	56%	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	51%	(r)	77%	65%	62%	70%	74%	65%	57%	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	42%	(r)	69%	58%	57%	66%	70%	60%	57%	(r)
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	50%	(r)	76%	67%	63%	76%	74%	71%	65%	(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.

	Western NSW 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	3188	200	83	42	282	59	14	17	0	31	15	11	2	8
EMPLOYEE ENGAGEMENT	65%	69%	61%	85%	65%	67%	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	79%	71%	91%	76%	84%	(r)	(r)	(r)	87%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	53%	40%	79%	50%	50%	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)
COMMUNICATION	59%	65%	54%	83%	62%	61%	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	68%	57%	89%	68%	67%	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	63%	55%	84%	63%	62%	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	74%	66%	88%	71%	70%	(r)	(r)	(r)	72%	(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.

	Western NSW 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	3188	12	24	0	28	0	4	0	1	23	17	199	18	31
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	52%
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	81%	(r)	61%
SENIOR MANAGERS	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	42%
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	48%
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	46%
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	47%
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	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

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.

	Western NSW 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	3188	16	3	17	2	6	0	93	229
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	64%	54%
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	79%	57%
SENIOR MANAGERS	49%	(r)	(r)	(r)	(r)	(r)	(r)	54%	30%
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	58%	40%
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	65%	49%
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	43%
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	(r)	(r)	(r)	67%	49%

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.

33%

of employees replied favourably to:

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

34%

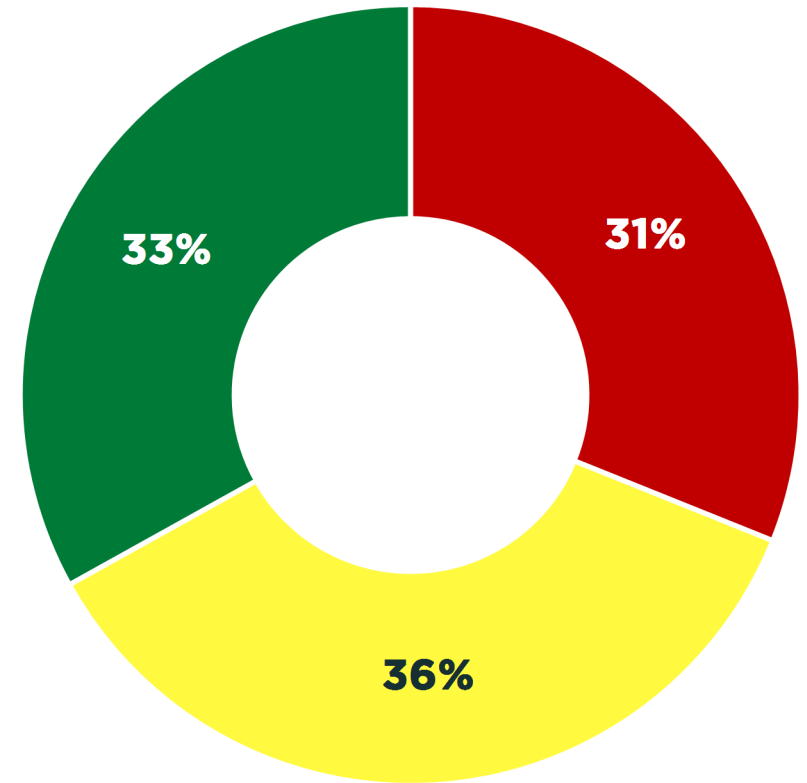
SECTOR

35%

CLUSTER

33%

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

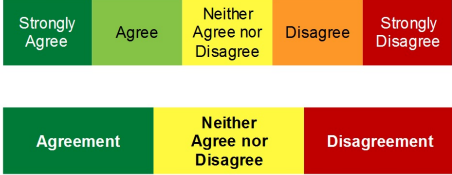
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.