

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 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

Western Sydney Local Health District

RESPONSE RATE

22%

2,605 OF 12,016 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

60%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -4

SENIOR MANAGERS

40%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -7

COMMUNICATION

54%

DIFFERENCE FROM 2016 +3

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -6



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

70%

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

59%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -4

PUBLIC SECTOR VALUES

54%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -6

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	45%	47%	49%	50%
2	Q7a. My organisation focuses on improving the work we do	61%	70%	67%	69%
3	Q7c. I feel that change is managed well in my organisation	37%	39%	41%	39%
4	Q6h. I feel that senior managers listen to employees	33%	31%	38%	41%
5	Q6c. I feel that senior managers model the values of my organisation	39%	40%	45%	48%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	52%	60%	55%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	90%
2a.	My workgroup strives to achieve customer/client satisfaction	83%
2c.	I receive help and support from other members of my workgroup	76%
2b.	My workgroup works collaboratively to achieve its objectives	76%
1c.	My job gives me a feeling of personal accomplishment	74%
2e.	People in my workgroup treat each other with respect	70%
1d.	I feel motivated to contribute more than what is normally required at work	70%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	70%
5b.	My manager listens to what I have to say	69%
8b.	Personal background is not a barrier to success in my organisation	69%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

6h.	I feel that senior managers listen to employees	33%
14.	I believe action will be taken on the results from this survey by my organisation	34%
9a.	I have confidence in the ways my organisation resolves grievances	34%
7g.	I have confidence in the way recruitment decisions are made	35%
7c.	I feel that change is managed well in my organisation	37%
6b.	I feel that senior managers effectively lead and manage change	37%
6g.	I feel that senior managers keep employees informed about what's going on	38%
6c.	I feel that senior managers model the values of my organisation	39%
6d.	Senior managers encourage innovation by employees	40%
6a.	I believe senior managers provide clear direction for the future of the organisation	41%



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

3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	61%	55%
5d.	My manager encourages and values employee input	66%	60%
2b.	My workgroup works collaboratively to achieve its objectives	76%	70%
2d.	There is good team spirit in my workgroup	64%	59%
5b.	My manager listens to what I have to say	69%	64%
2e.	People in my workgroup treat each other with respect	70%	64%
3g.	I am satisfied with the opportunities available for career development in my organisation	51%	46%
6i.	Senior managers in my organisation support the career advancement of women	46%	41%
1e.	I am satisfied with my job	65%	60%
3e.	My performance is assessed against clear criteria	56%	52%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7a.	My organisation focuses on improving the work we do	61%	70%
7b.	My organisation is making the necessary improvements to meet our future challenges	52%	60%
9a.	I have confidence in the ways my organisation resolves grievances	34%	39%
1d.	I feel motivated to contribute more than what is normally required at work	70%	72%
7f.	My organisation is committed to developing its employees	45%	47%
7c.	I feel that change is managed well in my organisation	37%	39%
6d.	Senior managers encourage innovation by employees	40%	41%
7m.	My organisation inspires me to do the best in my job	48%	49%
6c.	I feel that senior managers model the values of my organisation	39%	40%
7d.	There is good co-operation between teams across our organisation	42%	43%



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 Sydney 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 Sydney Local Health District	Auburn	Blacktown	Integrated and Community Health	Mental Health Service	Mount Druitt	Oral Health Service	Other Western Sydney Local Health District Location	Westmead	WSLHD Corporate
NUMBER OF RESPONDENTS	2605	194	453	187	177	158	55	118	1116	104
EMPLOYEE ENGAGEMENT	60%	64%	60%	60%	57%	62%	66%	59%	60%	61%
ENGAGEMENT WITH WORK	70%	73%	68%	72%	63%	69%	68%	69%	70%	72%
SENIOR MANAGERS	40%	42%	41%	36%	38%	37%	47%	43%	39%	46%
COMMUNICATION	54%	53%	54%	55%	53%	51%	63%	54%	53%	63%
HIGH PERFORMANCE	59%	60%	59%	61%	58%	55%	66%	60%	58%	64%
PUBLIC SECTOR VALUES	54%	55%	54%	53%	53%	51%	60%	55%	54%	61%
DIVERSITY & INCLUSION	61%	61%	61%	65%	60%	59%	68%	62%	60%	72%

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	13	39	28	12	9	52%	50%	59%	60%
Q7j. I am proud to tell others I work for my organisation	18	42	25	8		61%	59%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	18	40	26	10	7	58%	57%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	34	31	14	8	47%	48%	52%	53%
Q7m. My organisation inspires me to do the best in my job	14	34	30	13	9	48%	49%	53%	53%

KEY





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ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	27	47	14	8	74%	74%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	29	41	16	9	70%	72%	72%	72%
Q1e. I am satisfied with my job	20	45	20	10	65%	60%	68%	68%

KEY





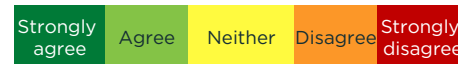
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SENIOR MANAGERS	40% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	31	29	17	13	41%	39%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	9	28	30	17	15	37%	38%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	10	29	30	16	15	39%	40%	45%	48%
Q6d. Senior managers encourage innovation by employees	9	31	32	16	12	40%	41%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	33	33	14	10	43%	42%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	38	28	12	10	50%	48%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	29	27	20	15	38%	36%	42%	45%
Q6h. I feel that senior managers listen to employees	8	25	29	20	19	33%	31%	38%	41%
Q7c. I feel that change is managed well in my organisation	7	30	29	20	13	37%	39%	41%	39%

KEY





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COMMUNICATION	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	26	39	16	10	8	65%	61%	68%	70%
Q5d. My manager encourages and values employee input	27	39	17	10	8	66%	60%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	23	38	19	12	8	61%	56%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	9	29	27	20	15	38%	36%	42%	45%
Q6h. I feel that senior managers listen to employees	8	25	29	20	19	33%	31%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	45	19	10	9	61%	62%	65%	66%

KEY





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	HIGH PERFORMANCE		59% 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	42	47		90%	89%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	28	47	14 7	76%	70%	77%	78%
Q3f. I have received appropriate training and development to do my job well	19	49	19 9	67%	66%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	45	17 9	69%	64%	70%	72%
Q5f. I have confidence in the decisions my manager makes	24	37	21 10 9	61%	57%	64%	67%
Q6d. Senior managers encourage innovation by employees	9	31	32 16 12	40%	41%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	33	33 14 10	43%	42%	47%	51%
Q7a. My organisation focuses on improving the work we do	14	47	23 11	61%	70%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	40	27 13 7	52%	60%	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					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
	59% RESPONSE SCALE								
Q7d. There is good co-operation between teams across our organisation	8	34	30	18	10	42%	43%	48%	47%
Q7h. My organisation generally selects capable people to do the job	7	40	27	16	10	47%	45%	53%	52%

KEY





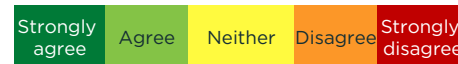
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PUBLIC SECTOR VALUES		54% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction				83%	82%	86%	85%
Q2e. People in my workgroup treat each other with respect				70%	64%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				69%	64%	70%	72%
Q5b. My manager listens to what I have to say				69%	64%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation				41%	39%	45%	48%
Q6c. I feel that senior managers model the values of my organisation				39%	40%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				50%	48%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on				38%	36%	42%	45%
Q6h. I feel that senior managers listen to employees				33%	31%	38%	41%

KEY





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

PUBLIC SECTOR VALUES		54% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		14	47	23	11	61%	70%	67%	69%
Q7e. People in my organisation take responsibility for their own actions		7	36	31	16	9	43%	42%	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		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		60%	55%	64%	63%					
Q5b. My manager listens to what I have to say		69%	64%	71%	75%					
Q5d. My manager encourages and values employee input		66%	60%	68%	71%					
Q6i. Senior managers in my organisation support the career advancement of women		46%	41%	52%	58%					
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		70%	68%	72%	74%					
Q8b. Personal background is not a barrier to success in my organisation		69%	-	73%	74%					
Q8c. I am able to speak up and share a different view to my colleagues and manager		61%	62%	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>		50%	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	41% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	7	27	32	19	15	35%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	7	40	27	16	10	47%	45%	53%	52%

KEY





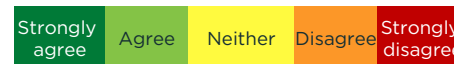
EXPLORE THE FULL RESULTS

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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	43	20	12	7	61%	55%	63%	63%
Q3e. My performance is assessed against clear criteria	15	41	23	13	7	56%	52%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15	35	23	15	11	51%	46%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25	37	17	11	9	62%	59%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15	29	30	14	13	43%	41%	44%	44%
Q7f. My organisation is committed to developing its employees	9	36	31	15	10	45%	47%	49%	50%

KEY

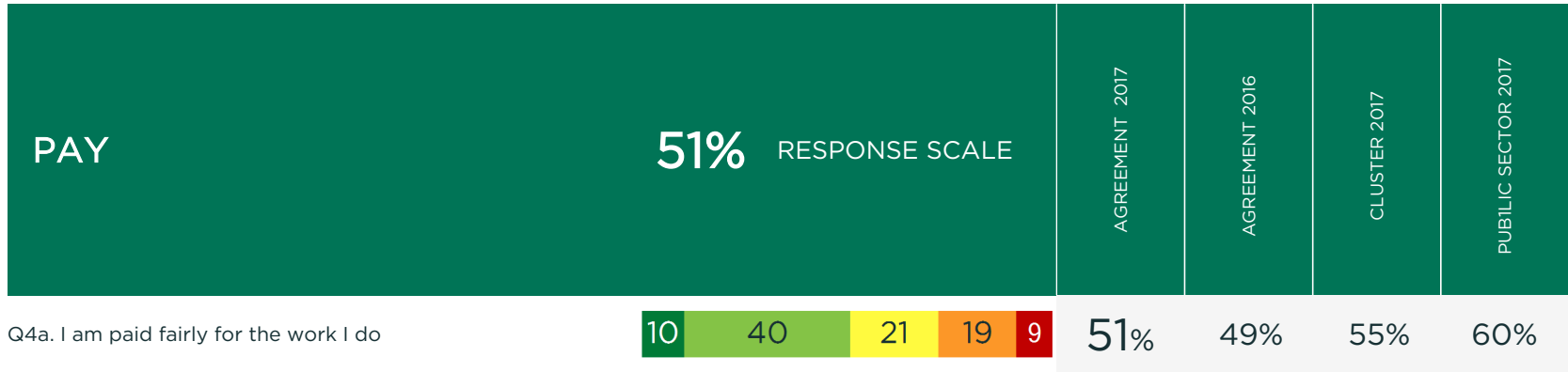




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





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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		60%	55%	64%	63%					
Q1f. I am able to keep my work stress at an acceptable level		59%	55%	61%	59%					
Q2c. I receive help and support from other members of my workgroup		76%	73%	79%	81%					
Q2d. There is good team spirit in my workgroup		64%	59%	66%	69%					

KEY





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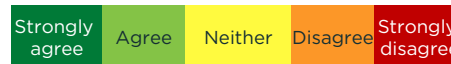
ACTION ABOUT SURVEY RESULTS

34% RESPONSE SCALE

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



KEY

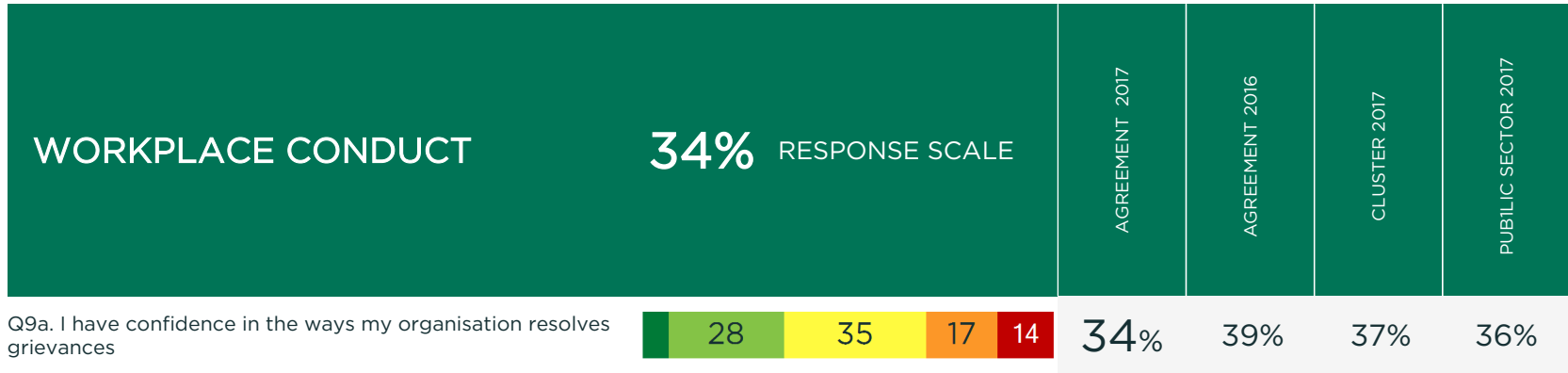




EXPLORE THE FULL RESULTS

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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.



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		67%	67%	67%
No		33%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		71%	73%	75%
No		29%	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		44%	40%	41%
No		56%	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		29%	30%	31%
Lack of promotion opportunities		27%	27%	30%
Lack of support from my manager / supervisor		16%	15%	14%
Geographic location considerations		19%	24%	28%
Personal / family considerations		28%	32%	33%
Insufficient training and development		12%	14%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		12%	14%	15%
The application/recruitment process is too cumbersome or time consuming		17%	16%	23%
Other		10%	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		29%	30%	25%
No		55%	57%	62%
Don't know		16%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		62%	66%	63%
No		35%	33%	35%
Don't know		3%	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		40%	40%	33%
No		49%	51%	58%
Don't know		11%	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		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		20%	19%	22%
Your immediate manager/supervisor		28%	24%	24%
A fellow worker at your level		27%	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		1%	1%	1%
Other		4%	5%	4%
Prefer not to say		13%	12%	13%



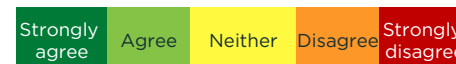
EXPLORE THE FULL RESULTS

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	14	45	18	15	8	59%	53%	60%
Q2. I believe I am valued for what I can offer at my workplace	18	48	17	11		65%	64%	69%
Q3. In my workplace, we recognise our successes and innovations	15	46	23	11		60%	56%	64%
Q4. Staff are treated respectfully regardless of their job	17	48	18	12		65%	61%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	14	32	26	15	13	45%	43%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	13	33	26	15	13	46%	42%	51%

KEY





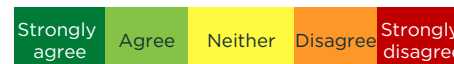
EXPLORE THE FULL RESULTS

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	11	39	23	17	10	50%	44%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	49	20	11		64%	60%	67%
Q9. My team's objectives/work plans are clearly outlined	13	47	23	11		60%	58%	64%
Q10. Our objectives/work plans help us to deliver a quality service	15	47	23	8		62%	61%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	28	30	16	14	40%	37%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		22%
Female		77%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		4%
25 -29		8%
30 - 34		12%
35 - 39		12%
40 - 44		14%
45 - 49		14%
50 - 54		14%
55 - 59		12%
60 - 64		7%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		34%
No		60%
Prefer not to say		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		96%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

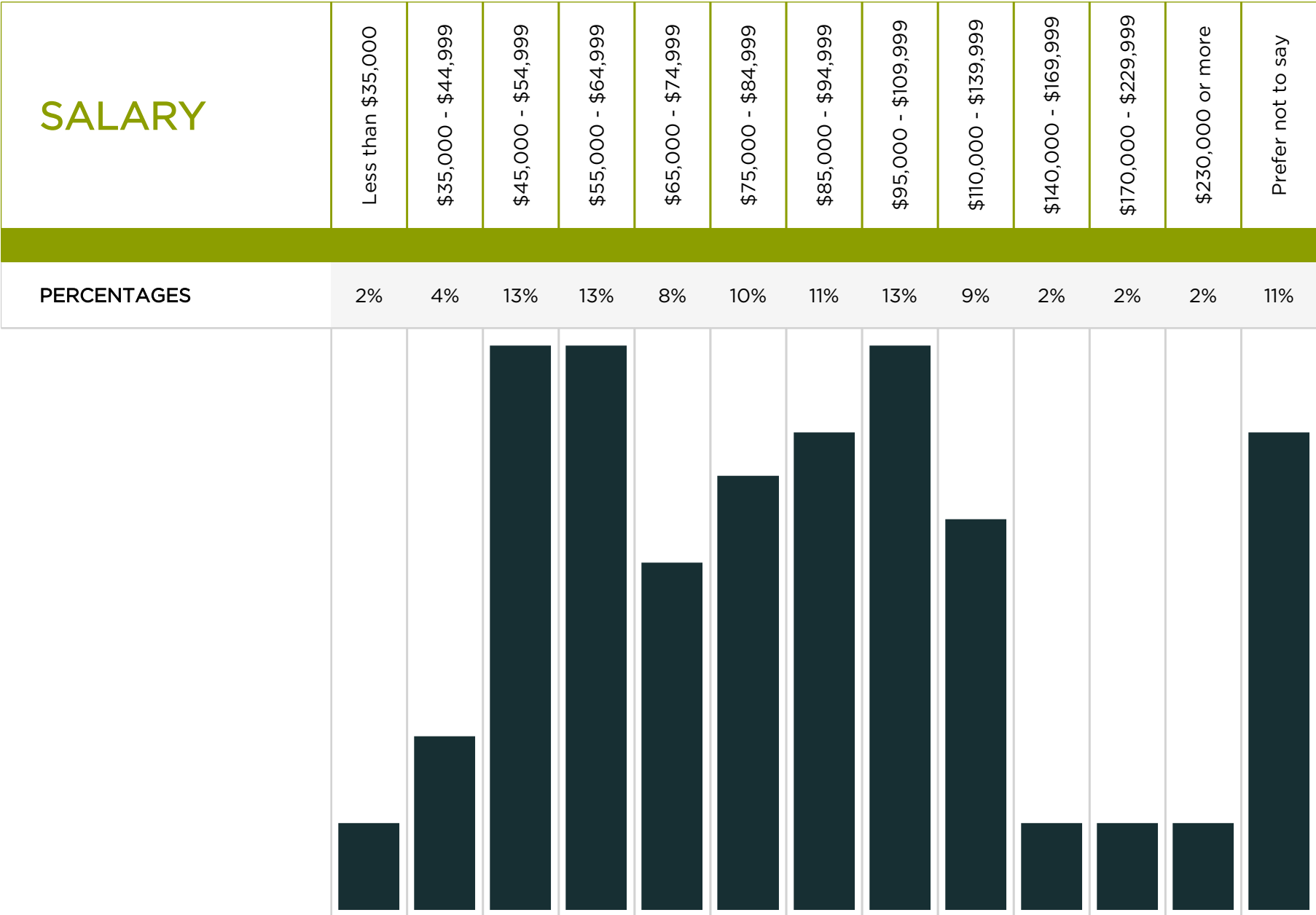
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		93%
Prefer not to say		4%

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 Sydney 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	2605	1406	123	346	134	9	32	58	1	247
EMPLOYEE ENGAGEMENT	60%	59%	61%	66%	60%	(r)	60%	58%	(r)	61%
ENGAGEMENT WITH WORK	70%	68%	70%	72%	73%	(r)	68%	69%	(r)	73%
SENIOR MANAGERS	40%	37%	42%	46%	46%	(r)	37%	39%	(r)	44%
COMMUNICATION	54%	52%	54%	60%	63%	(r)	48%	51%	(r)	58%
HIGH PERFORMANCE	59%	57%	59%	64%	64%	(r)	54%	58%	(r)	62%
PUBLIC SECTOR VALUES	54%	52%	54%	58%	63%	(r)	52%	52%	(r)	57%
DIVERSITY & INCLUSION	61%	59%	61%	69%	72%	(r)	61%	62%	(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 Sydney 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	2605	50	100	318	297	198	232	262	315	206	55	36	36	253
EMPLOYEE ENGAGEMENT	60%	75%	61%	64%	64%	60%	56%	56%	58%	61%	62%	55%	70%	57%
ENGAGEMENT WITH WORK	70%	86%	68%	70%	71%	72%	64%	69%	69%	70%	73%	64%	93%	63%
SENIOR MANAGERS	40%	61%	34%	41%	43%	41%	34%	35%	42%	43%	53%	34%	56%	31%
COMMUNICATION	54%	70%	48%	55%	56%	56%	48%	50%	55%	59%	63%	59%	71%	47%
HIGH PERFORMANCE	59%	76%	55%	60%	61%	60%	55%	55%	60%	61%	69%	57%	72%	53%
PUBLIC SECTOR VALUES	54%	72%	49%	54%	57%	55%	49%	51%	56%	57%	66%	52%	67%	48%
DIVERSITY & INCLUSION	61%	79%	56%	63%	64%	62%	57%	59%	61%	67%	70%	61%	74%	53%

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 Sydney 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	2605	294	244	382	457	623	339
EMPLOYEE ENGAGEMENT	60%	69%	64%	59%	59%	57%	58%
ENGAGEMENT WITH WORK	70%	77%	71%	69%	65%	68%	70%
SENIOR MANAGERS	40%	56%	44%	39%	39%	34%	34%
COMMUNICATION	54%	69%	59%	54%	52%	49%	50%
HIGH PERFORMANCE	59%	72%	64%	59%	56%	55%	55%
PUBLIC SECTOR VALUES	54%	68%	60%	55%	51%	50%	50%
DIVERSITY & INCLUSION	61%	76%	66%	61%	59%	58%	57%

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.

	Western Sydney 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	2605	3	96	195	289	287	320	320	327	293	156	65
EMPLOYEE ENGAGEMENT	60%	(r)	71%	63%	59%	59%	64%	58%	59%	59%	59%	58%
ENGAGEMENT WITH WORK	70%	(r)	75%	71%	63%	69%	71%	67%	71%	70%	75%	76%
SENIOR MANAGERS	40%	(r)	48%	40%	40%	42%	45%	38%	38%	39%	32%	36%
COMMUNICATION	54%	(r)	64%	56%	55%	58%	58%	51%	53%	51%	51%	49%
HIGH PERFORMANCE	59%	(r)	71%	63%	58%	61%	63%	55%	58%	57%	55%	57%
PUBLIC SECTOR VALUES	54%	(r)	63%	57%	53%	57%	58%	52%	53%	52%	50%	52%
DIVERSITY & INCLUSION	61%	(r)	74%	66%	62%	63%	65%	59%	59%	59%	58%	58%

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 Sydney Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	2605	507	1792	28
EMPLOYEE ENGAGEMENT	60%	60%	61%	(r)
ENGAGEMENT WITH WORK	70%	67%	71%	(r)
SENIOR MANAGERS	40%	44%	39%	(r)
COMMUNICATION	54%	59%	54%	(r)
HIGH PERFORMANCE	59%	60%	59%	(r)
PUBLIC SECTOR VALUES	54%	58%	54%	(r)
DIVERSITY & INCLUSION	61%	64%	62%	(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 Sydney 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	2605	48	8	87	24	6	24	77	507	54	128	120	37	24
EMPLOYEE ENGAGEMENT	60%	61%	(r)	59%	(r)	(r)	(r)	63%	55%	60%	61%	64%	62%	(r)
ENGAGEMENT WITH WORK	70%	63%	(r)	71%	(r)	(r)	(r)	64%	64%	71%	69%	73%	78%	(r)
SENIOR MANAGERS	40%	48%	(r)	39%	(r)	(r)	(r)	36%	31%	40%	44%	42%	52%	(r)
COMMUNICATION	54%	60%	(r)	59%	(r)	(r)	(r)	51%	46%	48%	57%	59%	61%	(r)
HIGH PERFORMANCE	59%	67%	(r)	61%	(r)	(r)	(r)	56%	52%	57%	62%	62%	67%	(r)
PUBLIC SECTOR VALUES	54%	61%	(r)	56%	(r)	(r)	(r)	52%	46%	52%	58%	57%	64%	(r)
DIVERSITY & INCLUSION	61%	62%	(r)	63%	(r)	(r)	(r)	58%	54%	61%	64%	65%	70%	(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.

	Western Sydney 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	2605	239	101	35	282	25	24	13	6	4	22	27	10	5
EMPLOYEE ENGAGEMENT	60%	65%	58%	65%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	73%	70%	77%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	44%	43%	62%	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	59%	62%	66%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	63%	62%	69%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	54%	58%	60%	68%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	69%	71%	74%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western Sydney 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	2605	37	32	4	26	0	0	0	2	22	15	36	3	16
EMPLOYEE ENGAGEMENT	60%	68%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%	(r)	(r)
ENGAGEMENT WITH WORK	70%	72%	85%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)
SENIOR MANAGERS	40%	43%	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38%	(r)	(r)
COMMUNICATION	54%	55%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	42%	(r)	(r)
HIGH PERFORMANCE	59%	63%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50%	(r)	(r)
PUBLIC SECTOR VALUES	54%	57%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)
DIVERSITY & INCLUSION	61%	66%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%	(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.

	Western Sydney 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	2605	12	1	4	0	11	4	101	150
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	63%	50%
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)	77%	55%
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	48%	23%
COMMUNICATION	54%	(r)	(r)	(r)	(r)	(r)	(r)	59%	37%
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	44%
PUBLIC SECTOR VALUES	54%	(r)	(r)	(r)	(r)	(r)	(r)	59%	39%
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	(r)	(r)	(r)	65%	44%

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.

34%

of employees replied favourably to:

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

34%

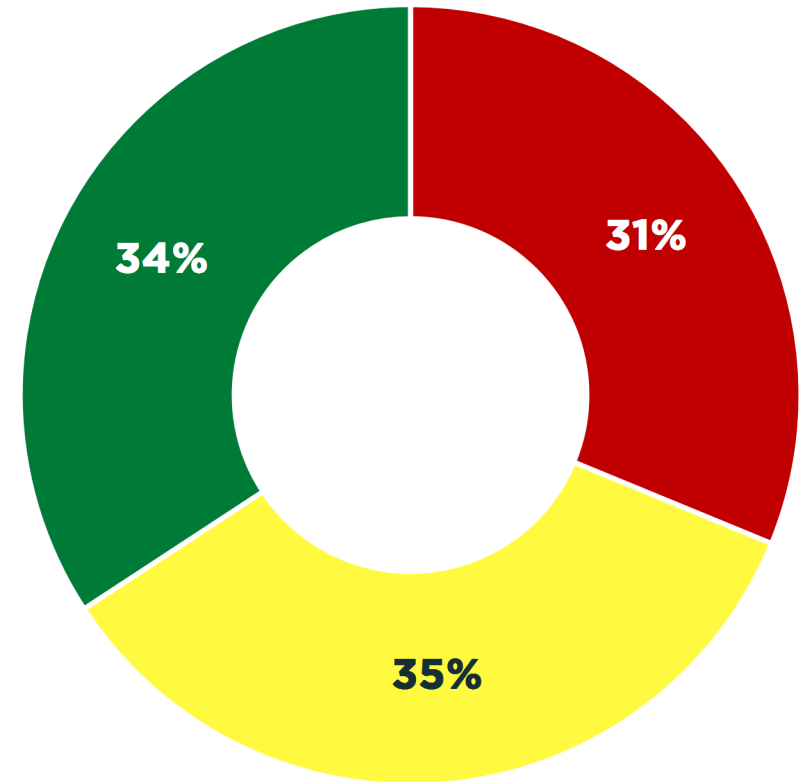
SECTOR

35%

CLUSTER

30%

2016



Agreement

Neither Agree nor Disagree

Disagreement

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.