PEOPLE MATTER 2018

NSW Public Sector Employee Survey

Nurse Teacher Accountant Police Officer Librarian 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 PEOPLE Envisor Ship's Engineer wright Curator Fitter Envisor Ship's Engineer Engineer Receptionist Nurse Police Officer N Museum Guide Conse ctrical Linesworker Solicitor Cable Jointer MATTER irse Librarian Adviso Warden Prison Officer echnician Administrato Train Driver Bus Drive Surveyor Scientist Nu Laboratory Turner Plumb lance Officer Yout Worker Hospital Order abourer Jointer Solicitor Caretaker hip's Officer Ship's Master Marine Transp r Museum Guide Conservator Plant Op NSW Public Sector Cable Engineer Plant Operator Nurse **Employee Survey** Policy Analyst Su Social Worke Welfare Wor 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

Family and Community Services

Multicultural NSW





HEADLINES

RESPONSE RATE	EMPLOYEE ENGAGEMENT			i
71% 50 OF 70 RESPONDENTS	71% DIFFERENCE FROM -7 DIFFERENCE FROM +9 DIFFERENCE FROM +6 PUBLIC SECTOR +6			QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.
ENGAGEMENT WITH WORK	SENIOR MANAGERS	COMMUNICATION	HIGH PERFORMANCE	This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions
77%	53%	73%	71%	section.
DIFFERENCE FROM -5	DIFFERENCE FROM -18	DIFFERENCE FROM -5	DIFFERENCE FROM -4	The Employee Engagement index is weighted. It cannot be
DIFFERENCE FROM CLUSTER +7	DIFFERENCE FROM CLUSTER +6	DIFFERENCE FROM CLUSTER +10	DIFFERENCE FROM CLUSTER +7	compared to the other scores which are the average of the %
DIFFERENCE FROM PUBLIC SECTOR +5	DIFFERENCE FROM PUBLIC SECTOR +4	DIFFERENCE FROM PUBLIC SECTOR +11	DIFFERENCE FROM PUBLIC SECTOR +6	agreement results (strongly agree and agree scores).
PUBLIC SECTOR VALUES	DIVERSITY & INCLUSION	FLEXIBLE WORKING SATISFACTION	ACTION ON RESULTS	Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees
68%	80%	81%	48%	selecting the wrong work location in the survey
DIFFERENCE FROM -8	DIFFERENCE FROM CLUSTER +9	DIFFERENCE FROM 0	DIFFERENCE FROM -20	
DIFFERENCE FROM CLUSTER +5	DIFFERENCE FROM PUBLIC SECTOR +12	DIFFERENCE FROM CLUSTER +13	DIFFERENCE FROM CLUSTER +11	
DIFFERENCE FROM PUBLIC SECTOR +6		DIFFERENCE FROM +22 PUBLIC SECTOR +22	DIFFERENCE FROM PUBLIC SECTOR +11	

HIGHEST AND LOWEST QUESTIONS

¢	HIGHEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017	0	LOWEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
1a.	I understand what is expected of me to do well in my role	96%	93%	3g.	I am satisfied with the opportunities available for career development in my organisation	44%	44%
2a.	My workgroup strives to achieve customer/client satisfaction	90%	89%	9a.	I have confidence in the ways my organisation resolves grievances	45%	58%
2c.	l receive help and support from other members of my workgroup	90%	86%	7c.	I feel that change is managed well in my organisation	45%	65%
5b.	My manager listens to what I have to say	90%	84%	14.	I believe action will be taken on the results from this survey by my organisation	48%	68%
5c.	My manager communicates effectively with me	88%	78%	6a.	I believe senior managers provide clear direction for the future of the organisation	48%	66%
5g.	My manager provides acknowledgement or other recognition for the work I do	88%	82%	6b.	I feel that senior managers effectively lead and manage change	48%	68%
2e.	People in my workgroup treat each other with respect	88%	78%	6h.	I feel that senior managers listen to employees	49%	73%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	84%	6i.	Senior managers in my organisation support the career advancement of women	49%	82%
8e.	My manager supports flexible working in my team	85%	-	7f.	My organisation is committed to developing its employees	50%	58%
1g.	I know how to address a health and safety issue I have identified	84%	-	6c.	I feel that senior managers model the values of my organisation	50%	77%

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YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

ŧ	MOST IMPROVED AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017	•	LEAST IMPROVED AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
1b.	I am provided with the support I need to do my best at work	84%	71%	6i.	Senior managers in my organisation support the career advancement of women	49%	82%
2e.	People in my workgroup treat each other with respect	88%	78%	6c.	I feel that senior managers model the values of my organisation	50%	77%
5c.	My manager communicates effectively with me	88%	78%	6h.	I feel that senior managers listen to employees	49%	73%
5g.	My manager provides acknowledgement or other recognition for the work I do	88%	82%	6e.	Senior managers promote collaboration between my organisation and other organisations we work with	59%	80%
5b.	My manager listens to what I have to say	90%	84%	7c.	I feel that change is managed well in my organisation	45%	65%
3f.	I have received appropriate training and development to do my job well	58%	53%	6b.	I feel that senior managers effectively lead and manage change	48%	68%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	84%	14.	I believe action will be taken on the results from this survey by my organisation	48%	68%
2c.	l receive help and support from other members of my workgroup	90%	86%	71.	My organisation motivates me to help it achieve its objectives	55%	74%
7a.	My organisation focuses on improving the work we do	78%	74%	7b.	My organisation is making the necessary improvements to meet our future challenges	56%	74%
1a.	I understand what is expected of me to do well in my role	96%	93%	6a.	I believe senior managers provide clear direction for the future of the organisation	48%	66%

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YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	DISAGREEMENT SCORES FOR HIGHEST NEUTRAL	% NEGATIVE
	Q7I. My organisation motivates me to help it achieve its objectives		Q7I. My organisation motivates me to help it achieve its objectives	
55%		43%		2%
	Q6i. Senior managers in my organisation support the career advancement of women		Q6i. Senior managers in my organisation support the career advancement of women	
49 %		41 %		10%
	Q9. I understand how my work links to the priorities in the FACS Strategic Plan		Q9. I understand how my work links to the priorities in the FACS Strategic Plan	
31 %		38%		31 %
	Q14. I believe action will be taken on the results from this survey by my organisation		Q14. I believe action will be taken on the results from this survey by my organisation	
48 %		38%		15%
	Q9a. I have confidence in the ways my organisation resolves grievances		Q9a. I have confidence in the ways my organisation resolves grievances	
45 %				19%
	POSITIVE 55% 49% 31%	POSITIVE SCORING QUESTIONS G71. My organisation motivates me to help it achieve its objectives G71. My organisation motivates me to help it achieve its objectives 55% G6i. Senior managers in my organisation support the career advancement of women 49% G9. I understand how my work links to the priorities in the FACS Strategic Plan 31% G14. I believe action will be taken on the results from this survey by my organisation 48% G9a. I have confidence in the ways my organisation resolves grievances	POSITIVE SCORING QUESTIONS NEUTRAL G71. My organisation motivates me to help it achieve its objectives G71. My organisation motivates me to help it achieve its objectives 55% 43% G6i. Senior managers in my organisation support the career advancement of women 43% 49% 41% 99. I understand how my work links to the priorities in the FACS Strategic Plan 38% G14. I believe action will be taken on the results from this survey by my organisation 38% 48% 38%	POSITIVE SCORING QUESTIONS NEUTRAL FOR HIGHEST NEUTRAL G71. My organisation motivates me to help it achieve its objectives G71. My organisation motivates me to help it achieve its objectives G71. My organisation motivates me to help it achieve its objectives 55% 43% G61. Senior managers in my organisation support the career advancement of women G61. Senior managers in my organisation support the career advancement of women 49% 41% G9. I understand how my work links to the priorities in the FACS Strategic Plan G9. I understand how my work links to the priorities in the FACS Strategic Plan 31% 38% G14. I believe action will be taken on the results from this survey by my organisation G14. I believe action will be taken on the results from this survey by my organisation 48% G9a. I have confidence in the ways my organisation resolves grievances G9a. I have confidence in the ways my organisation

TAKING ACTION

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WHAT'S NEXT?

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

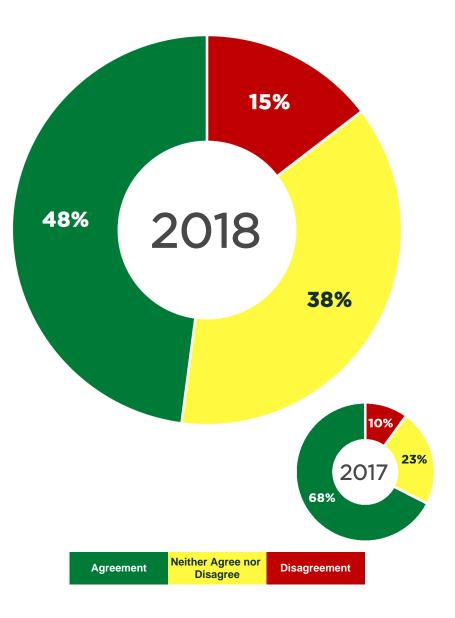
Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.



of employees replied favourably to:

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

37% 37% 68% sector cluster 2017



KEY DRIVERS OF ENGAGEMENT

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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 level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

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

RAN	NK	% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q6c. I feel that senior managers model the values of my organisation	50 %	77%	50%	50%
2	Q6b. I feel that senior managers effectively lead and manage change	48 %	68%	43%	46%
3	Q6h. I feel that senior managers listen to employees	49 %	73%	41%	43%
4	Q6i. Senior managers in my organisation support the career advancement of women	49 %	82%	59%	60%
5	Q6g. I feel that senior managers keep employees informed about what's going on	53 %	68%	45%	47%
6	Q7a. My organisation focuses on improving the work we do	78 %	74%	70%	69%

EXPLORE THE FULL RESULTS	EMPLOYEE ENGAGEMENT	71%	AGGREGA	TE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q7i. I would recommend my organisation as a great place to work	21	46	31	67%	84%	53%	61%
	Q7j. I am proud to tell others I work for my organisation	24	53	20	78%	84%	61%	69%
	Q7k. I feel a strong personal attachment to my organisation	23	48	27	71%	81%	59%	63%
Results show the proportion of respondents	Q7I. My organisation motivates me to help it achieve its objectives	16	39	43	55%	74%	53%	55%
answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and	Q7m. My organisation inspires me to do the best in my job	20	41	35	61%	70%	52%	55%

Neither Disagree Strongly disagree Strongly KEY Agree agree

are neutral.

Disagree) and those who

EXPLORE THE FULL RESULTS	ENGAGEMENT WITH WORK	77%	AGGREGATE	SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q1c. My job gives me a feeling of personal accomplishment	26	52	18	78%	82%	72%	76%
	Q1d. I feel motivated to contribute more than what is normally required at work	38	44	18	82%	82%	73%	72%
	Q1e. I am satisfied with my job	24	46	26	70%	80%	65%	69%

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

Neither Disagree Strongly disagree Strongly agree Agree KEY

EXPLORE THE FULL RESULTS	SENIOR MANAGERS	53% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q6a. I believe senior managers provide clear direction for the future of the organisation	14 34 28 12 12	48%	66%	47%	49%
	Q6b. I feel that senior managers effectively lead and manage change	14 34 24 14 14	48%	68%	43%	46%
	Q6c. I feel that senior managers model the values of my organisation	12 38 30 16	50%	77%	50%	50%
Results show the proportion of respondents	Q6d. Senior managers encourage innovation by employees	14 45 33	59%	58%	45%	50%
answering positively (Strongly Agree and Agree), negatively	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14 45 35	59%	80%	56%	52%
(Strongly Disagree and Disagree) and those who are neutral.	Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18 49 27	67%	82%	63%	62%
	Q6g. I feel that senior managers keep employees informed about what's going on	12 41 33 8	53%	68%	45%	47%
	Q6h. I feel that senior managers listen to employees	14 35 35 10	49%	73%	41%	43%
	Q7c. I feel that change is managed well in my organisation	10 35 <u>29</u> 16 10	45%	65%	31%	40%

KEY

Strongly agree Agree Neither Disagree Strongly disagree

EXPLORE THE FULL RESULTS	COMMUNICATION	73%	AGGREGATE S	CORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q5c. My manager communicates effectively with me	42	46	10	88%	78%	74%	72%
	Q5d. My manager encourages and values employee input	44	38	14	82%	80%	76%	72%
	Q5e. My manager involves my workgroup in decisions about our work	40	42	14	82%	80%	69%	67%
Results show the proportion of respondents	Q6g. I feel that senior managers keep employees informed about what's going on	12 4	1 33	8	53%	68%	45%	47%
answering positively (Strongly Agree and Agree), negatively	Q6h. I feel that senior managers listen to employees	14 35	5 35	10	49%	73%	41%	43%
(Strongly Disagree and Disagree) and those who are neutral.	Q8c. I am able to speak up and share a different view to my colleagues and manager	35	47	16	82%	88%	69%	67%

Neither Disagree Strongly disagree Strongly agree Agree KEY

EXPLORE THE FULL RESULTS	HIGH PERFORMANCE	71% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q1a. I understand what is expected of me to do well in my role	36 60	96%	93%	87%	90%
	Q2b. My workgroup works collaboratively to achieve its objectives	50 32 16	82%	91%	81%	79%
	Q3f. I have received appropriate training and development to do my job well	10 48 28 12	58%	53%	56%	65%
Results show the proportion of respondents	Q5a. My manager encourages people in my workgroup to keep improving the work they do	38 40 18	78%	77%	77%	74%
answering positively (Strongly Agree and Agree), negatively	Q5f. I have confidence in the decisions my manager makes	38 40 <mark>16</mark>	78%	80%	72%	68%
(Strongly Disagree and Disagree) and those who are neutral.	Q6d. Senior managers encourage innovation by employees	14 45 33	59%	58%	45%	50%
	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14 45 35	59%	80%	56%	52%
	Q7a. My organisation focuses on improving the work we do	14 63 14 <mark>8</mark>	78%	74%	70%	69%
	Q7b. My organisation is making the necessary improvements to meet our future challenges	8 48 25 15	56%	74%	55%	57%

KEY Strongly Agree Neither Disagree Strongly disagree

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EXPLORE THE FULL	
RESULTS	

Questions are grouped by topics 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.

L	HIGH PERFORMANCE	71%	AGGREC	SATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
су	Q7d. There is good co-operation between teams across our organisation	15	43	26 17	57%	56%	45%	49%
	Q7h. My organisation generally selects capable people to do the job	14	59	20	73%	79%	49%	54%

KEY Strongly agree	Agree	Neither	Disagree	Strongly disagree
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EXPLORE THE FULL RESULTS	F
Questions are grouped by	Q2a

topics in this report.

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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.

LL	PUBLIC SECTOR VALUES	68% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
lby	Q2a. My workgroup strives to achieve customer/client satisfaction	46 44 8	90%	89%	87%	86%
	Q2e. People in my workgroup treat each other with respect	62 26 8	88%	78%	80%	75%
	Q5a. My manager encourages people in my workgroup to keep improving the work they do	38 40 18	78%	77%	77%	74%
ents	Q5b. My manager listens to what I have to say	42 48 <mark>8</mark>	90%	84%	79%	76%
	Q6a. I believe senior managers provide clear direction for the future of the organisation	14 34 28 12 12	48%	66%	47%	49%
ł ho	Q6c. I feel that senior managers model the values of my organisation	12 38 30 16	50%	77%	50%	50%
	Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18 49 27	67%	82%	63%	62%
	Q6g. I feel that senior managers keep employees informed about what's going on	12 41 33 8	53%	68%	45%	47%
	Q6h. I feel that senior managers listen to employees	14 35 35 10	49%	73%	41%	43%

KEY

Strongly Agree Neither Disagree Strongly disagree

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EXPLORE THE FULL RESULTS	PUBLIC SECTOR VALUES	68%	AGGREGATE	SCORE	AGREEMENT 20	AGREEMENT 20	CLUSTER 2018	PUBILIC SECTOR (
Questions are grouped by topics in this report.	Q7a. My organisation focuses on improving the work we do	14	63	14 8	78%	74%	70%	69%
	Q7e. People in my organisation take responsibility for their own actions	10	41 35	12	51%	63%	44%	49%

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

EXPLORE THE FULL RESULTS	DIVERSITY & INCLUSION	80% A	GGREGATE S	CORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q1b. I am provided with the support I need to do my best at work 	20	64	10	84%	71%	62%	65%
	Q5b. My manager listens to what I have to say	42	48	8	90%	84%	79%	76%
	Q5d. My manager encourages and values employee input	44	38	14	82%	80%	76%	72%
Results show the proportion of respondents	Q6i. Senior managers in my organisation support the career advancement of women	14 35	41	8	49%	82%	59%	60%
answering positively (Strongly Agree and Agree), negatively	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	43	45	10	88%	84%	75%	76%
(Strongly Disagree and Disagree) and those who are neutral.	Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	39	41	16	80%	88%	76%	75%
	Q8c. I am able to speak up and share a different view to my colleagues and manager	35	47	16	82%	88%	69%	67%
	Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	42	40	13	81%	81%	68%	59%
	Q8e. My manager supports flexible working in my team	44	42	8	85%	-	73%	63%

KEY

Strongly agree Agree Neither Disagree Strongly disagree

i	FLEXIBLE WORKING	83%	AGGREGATE SC	CORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	SECTOR 2018
EXPLORE THE FULL RESULTS					AGRE	AGRE	CLU	PUBILIC
Questions are grouped by topics in this report.	Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	42	40	13	81%	81%	68%	59%
	Q8e. My manager supports flexible working in my team	44	42	8	85%	-	73%	63%

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

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EXPLORE	THE	FULL
RESULTS		

Questions are grouped by topics 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.

L	RECRUITMENT	64% Agg	REGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
by	Q7g. I have confidence in the way recruitment decisions are made	11 43	32 9	53%	67%	33%	37%
	Q7h. My organisation generally selects capable people to do the job	14 59	20	73%	79%	49%	54%

KEY	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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EXPLORE THE FULL RESULTS	PERFORMANCE FRAMEWORK & DEVELOPMENT	63% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	30 48 16	78%	76%	65%	65%
	Q3e. My performance is assessed against clear criteria	16 48 26 10	64%	64%	49%	56%
	Q3g. I am satisfied with the opportunities available for career development in my organisation	10 34 <u>24 26</u>	44%	44%	46%	50%
Results show the proportion of respondents	Q5g. My manager provides acknowledgement or other recognition for the work I do	40 48	88%	82%	72%	69%
answering positively (Strongly Agree and Agree), negatively	Q5h. My manager appropriately deals with employees who perform poorly	29 24 33 8	53%	51%	47%	46%
(Strongly Disagree and Disagree) and those who are neutral.	Q7f. My organisation is committed to developing its employees	8 42 27 19	50%	58%	49%	52%

KEY Strongly Agree Neither Disagree Strongly disagree

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EXPLORE THE FULL RESULTS	WORKPLACE SUPPORT	81% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Questions are grouped by topics in this report.	Q1b. I am provided with the support I need to do my best at work	20 64 10	84%	71%	62%	65%
	Q1f. I am able to keep my work stress at an acceptable level	16 54 22 8	70%	71%	59%	60%
	Q2c. I receive help and support from other members of my workgroup	50 40 <mark>10</mark>	90%	86%	85%	81%
Results show the proportion of respondents	Q2d. There is good team spirit in my workgroup	60 20 14	80%	78%	73%	70%

Results sho proportion answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

KEY	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

ŪLL	ΡΑΥ	66%	AGREEN	1ENT	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
bed by	Q4a. I am paid fairly for the work I do	16	50	20 12	66%	73%	70%	58%

KEY	Strongly agree	Agree	Neither	Disagree	Strongly disagree	
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EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

=ULL	HEALTH & SAFETY	84% AGREEMENT		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
oed by	Q1g. I know how to address a health and safety issue I have identified	12 72	16	84%	-	84%	85%

KEY Strongly agree	Agree	Neither	Disagree	Strongly disagree
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37%

AGREEMENT 2017

68%

PUB1LIC SECTOR 2018

37%



EXPLORE THE FULL RESULTS	ACTION ON RESULTS	48	% agri	EEMENT		AGREEMENT 20	
Questions are grouped by	Q14. I believe action will be taken on the results from this survey by my organisation	15	33	38	13	48%	

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

topics in this report.

KEY Strongly agree	Agree	Neither	Disagree	Strongly disagree
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EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

FULL	WORKPLACE CONDUCT	45% <i>/</i>	AGREEMENT		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
iped by	Q9a. I have confidence in the ways my organisation resolves grievances	43	36	11 9	45%	58%	34%	40%

EXPLORE THE FULL RESULTS

Q3a. I have a current performance and development plan that sets out my individual objectives 72% 73% 52% 71% No 28% 27% 48% 29% Q3b. I have informal feedback conversations with my manager 78% 80% 79% 76% No 22% 20% 21% 24% Q3c. I have scheduled feedback conversations with my manager 74% 64% 58% 58% No 74% 64% 58% 58% 58% No 74% 64% 58% 58% No 26% 36% 42% 42%	PERFORMANCE FRAMEWORK & DEVELOPMENT	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
No 28% 27% 48% 29% Q3b. I have informal feedback conversations with my manager 78% 80% 79% 76% Yes 78% 20% 21% 24% No 22% 20% 21% 24% Q3c. I have scheduled feedback conversations with my manager 74% 64% 58% 58%	Q3a. I have a current performance and development plan that sets out my individual objectives				
Q3b. I have informal feedback conversations with my manager Yes 78% 80% 79% 76% No 22% 20% 21% 24% Q3c. I have scheduled feedback conversations with my manager 74% 64% 58% 58%	Yes	72%	73%	52%	71%
Yes 78% 80% 79% 76% No 22% 20% 21% 24% Q3c. I have scheduled feedback conversations with my manager 74% 64% 58% 58%	No	28%	27%	48%	29%
No 22% 20% 21% 24% Q3c. I have scheduled feedback conversations with my manager 74% 64% 58% 58%	Q3b. I have informal feedback conversations with my manager				
Q3c. I have scheduled feedback conversations with my manager Yes 74% 64% 58% 58%	Yes	78%	80%	79%	76%
Yes 74% 64% 58% 58%	No	22%	20%	21%	24%
	Q3c. I have scheduled feedback conversations with my manager				
No 26% 36% 42% 42%	Yes	74%	64%	58%	58%
	No	26%	36%	42%	42%

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EXPLORE THE FULL RESULTS

MOBILITY		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3h. Are you currently looking, or thinking a but outside of your current workplace in or	bout looking, for a new role within the NSW Public Sector der to broaden your experience?				
Yes		53%	51%	49%	41%
No		47%	49%	51%	59%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?				
Lack of visible opportunities	39%	26%	30%	30%
Lack of promotion opportunities	37%	30%	28%	29%
There are no major barriers to my career progression	35%	40%	30%	32%
Geographic location considerations	22%	16%	30%	26%
Insufficient training and development	20%	23%	18%	16%
Personal/family considerations	17%	16%	29%	30%
The application/recruitment process is too cumbersome or time consuming	15%	21%	26%	23%
Lack of support for temporary assignments/secondments	13%	12%	20%	15%
Other	9%	5%	10%	9%
Lack of required capabilities or experience	4%	16%	12%	11%
Lack of support from my manager/supervisor	2%	14%	14%	14%
% are calculated with the number of unique respondents (N = 46 to this question)	∠%	14 /0	14 /0	1470

EXPLORE THE FULL RESULTS

PUBLIC SECTOR 2018	CLUSTER 2018	2017	2018		UNACCEPTABLE CONDUCT
				rongdoing at work	Q10a. In the last 12 months I have witnessed misconduct/wrong
24%	26%	19%	15%		Yes
58%	57%	64%	57%		No
18%	17%	17%	28%		Don't know
				ngdoing you witnessed in the last 12 months?	Q10b. If yes to 10a, have you reported the misconduct/wrongd
				(r)	Yes
				(r)	No
				(r)	Don't know
	57%	64%	57%	(r) (r)	No Don't know Q10b. If yes to 10a, have you reported the misconduct/wrongd Yes No

EXPLORE THE FULL RESULTS

UNACCEPTABLE CONDUCT	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work				
Yes	22%	24%	34%	33%
No	61%	60%	56%	57%
Don't know	16%	17%	10%	10%
Q11b. In the last 12 months I have been subjected to bullying at work				
Yes	6%	17%	17%	18%
No	88%	81%	76%	76%
Don't know	6%	2%	7%	6%

EXPLORE THE FULL RESULTS

UNACCEPTABLE CONDUCT		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11c. Please indicate the role of the person who has been the s have been subjected to in the last 12 months	ource of the most serious bullying you				
A senior manager	(r)				
Your Immediate Manager/Supervisor	(r)				
A fellow worker at your level	(r)				
A subordinate	(r)				
A client or customer	(r)				
A member of the public other than a client or customer	(r)				
Other	(r)				
Prefer not to say	(r)				

EXPLORE THE FULL RESULTS

UNACCEPTABLE CONDUC	F	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q12a. In the last 12 months I have been subjected at work	to physical harm and/or sexual harassment or abuse				
Yes		0%	-	2%	3%
No		98%	-	96%	94%
Don't know		2%	-	2%	2%
Q12b. If yes to 12a, please indicate the role of the physical harm and/or sexual harassment or abuse	person who has been the source of the most serious you have been subjected to in the last 12 months				
A person at work	(r)				
A member of the public	(r)				
Other	(r)				
Prefer not to say	(r)				

EXPLORE THE FULL RESULTS	FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Questions are grouped by topics in this report.	Q1. My manager communicates the importance of customers / clients in achieving our business objectives	27	58	15	85%	-	79%
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.	Q2. I am equipped to provide advice and service that helps empower clients	23	63	15	85%	92%	81%
	Q3. I understand the most important aspect of my role is to provide quality customer service	33	56	8	90%	89%	90%
	Q4. I understand what I can do to promote a zero tolerance of violence against women	43	45	13	87%	89%	90%
	Q5. All things considered, I feel my organisation provides good support for my mental health and wellbeing	29	40	21	69%	81%	54%
	Q9. I understand how my work links to the priorities in the FACS Strategic Plan	26	38	31	31%	-	66%
	Q10. My manager has had a conversation with me / my team about how my work links to the new Strategic Plan	26	33	31	31%	-	44%



EXPLORE THE FULL SURVEY RESULTS

FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS	2018	CLUSTER 2018
Q6. What is your job family?		
Administration	27%	12%
Business Enabler and Manager (Legal, IT, Finance, HR)	13%	8%
Child Protection	0%	30%
Client Service Officer and Manager	4%	16%
Disability Services	0%	3%
Policy/Project/Program Officer and Manager	22%	14%
Property and Asset Management	0%	4%
Psychologists	0%	1%
Senior Executive	2%	2%
Other	31%	11%

EXPLORE THE FULL SURVEY RESULTS

FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS	2018	CLUSTER 2018
Q7. What is your role?		
Administration	28%	11%
Asset Management	0%	2%
Business Enabler (Legal, IT, Finance, HR)	9%	5%
Business Manager (Legal, IT, Finance, HR)	2%	1%
Casework Specialist	0%	2%
Casework Support Worker	0%	2%
Child Protection Caseworker	0%	21%
Client Liaison Officer / Client Service Officer (field and HCC)	4%	10%

EXPLORE THE FULL SURVEY RESULTS

FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS	2018	CLUSTER 2018
Q7. What is your role?		
Coordinator A&R	0%	0%
Disability Case Manager	0%	0%
Disability Clinician	0%	0%
Disability Team Leader	0%	0%
Disability Support Worker	0%	1%
Housing Manager / Housing Team Leader	0%	2%
Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	0%	0%
Manager - Child Protection (MCW and MCS)	0%	5%
Manager / RUNM / NUM	2%	1%

EXPLORE THE FULL SURVEY RESULTS

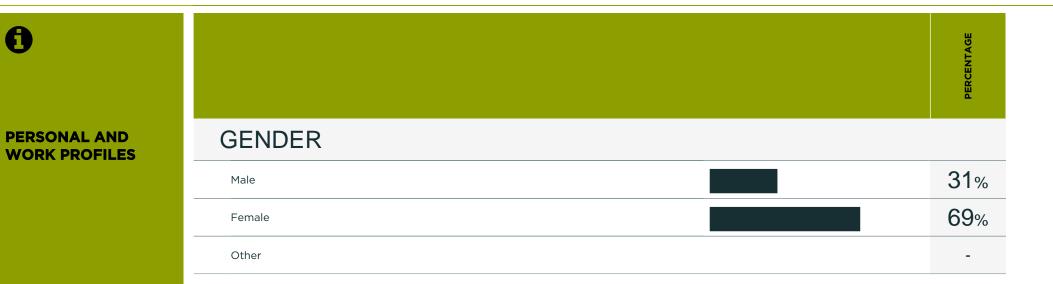
FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS	2018	CLUSTER 2018
Q7. What is your role?		
Policy/Program/Project Manager	4%	5%
Policy/Program/Project Officer	17%	11%
Property Management	0%	1%
Psychologist	0%	1%
Registered Nurse / Enrolled Nurse / AIN	0%	1%
Senior Executive Band 1	6%	2%
Senior Executive Band 2 and 3	0%	1%
Other	28%	15%

ALL QUESTIONS

EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES CUSTOMISED QUESTIONS	2018	CLUSTER 2018
Q8. When completing this survey, I believed that the term "Senior Managers" referred to the following people		
The Secretary and the Deputy Secretaries	0%	4%
My Executive Director and above	11%	13%
My Director and above	43%	30%
My Manager's Manager and above	17%	32%
My Manager and above	30%	21%

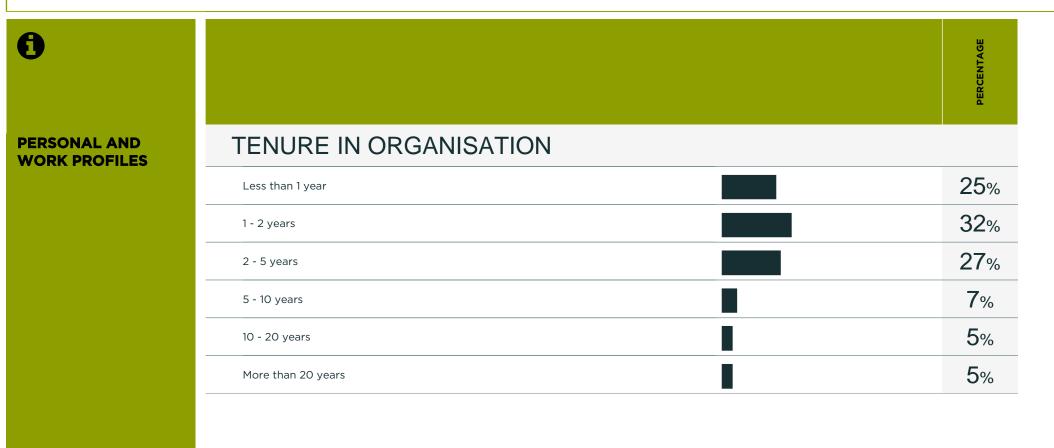


0			PERCENTAGE
PERSONAL AND WORK PROFILES	AGE		
	15 - 19		2%
	20 - 24		-
	25 -29		9%
	30 - 34		20%
	35 - 39		11%
	40 - 44		16%
	45 - 49		13%
	50 - 54		9%
	55 - 59		13%
	60 - 64		2%
	65+		4%

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D		PERCENTAGE
PERSONAL AND WORK PROFILES	TYPE OF WORK	
	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	13%
	Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2%
	Administrative support (e.g. executive/personal assistant, receptionist)	20%
	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	22%
	Policy	9%
	Research	2%
	Program and project management support	11%
	Legal (including developing and/or reviewing legislation)	-
	Other	22%

PERSONAL AND WORK PROFILES	SALARY	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900	\$328,901 or more	Prefer not to say
	PERCENTAGES	2%	2%	-	4%	22%	13%	36%	7%	-	-	-	7%	-	-	7%



•		PERCENTAGE
ERSONAL AND ORK PROFILES	FLEXIBLE WORKING	
	Flexible start and finish times	85%
	Working from home	29%
	Working more hours over fewer days	17%
	Working additional hours to make up for time off	17%
	Leave without pay	6%
	None of the above	6%
	Other	4%

% are calculated with the number of unique respondents (N = 48 to this question)

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•		PERCENTAGE
ERSONAL AND ORK PROFILES	FLEXIBLE WORKING	
	Flexible scheduling for rostered workers	2%
	Part-time work	2%
	Working from different locations	2%

% are calculated with the number of unique respondents (N = 48 to this question)

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RESULT BY TYPE OF WORK

ORE THE .TS FOR RENT PS OF OYEES		Multicultural NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
oloyee ment Index is a d score. The			Service contact v tead	Other s that doe the pul	Adm exect	Corporat IT, mii			Progran	Legal (ir r	
ng scores are	NUMBER OF RESPONDENTS	50	6	1	9	10	4	1	5	0	10
age of % ent results for all hs in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ces have been ted where they more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
r below the n the first	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

The Emp Engagem weighted remaining the avera agreeme questions group.

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EXPLO **RESUL** DIFFER GROUP EMPLO

Differenc highlight are 5 or r above or scores in column.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

RESULT BY SALARY

0			2			~	~		ω	Q	10	2	Ø	0	0
EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES		Multicultural NSW	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
The Employee Engagement Index is a															
weighted score. The remaining scores are	NUMBER OF RESPONDENTS	50	1	1	0	2	10	6	16	3	0	0	0	3	0
the average of % agreement results for all questions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
group.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Differences have been highlighted where they are 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
above or below the scores in the first column.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

LESS THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY SALARY

3				
XPLORE THE ESULTS FOR DIFFERENT ROUPS OF MPLOYEES		Multicultural NSW	\$328,901 or more	Prefer not to say
he Employee ngagement Index is a				
reighted score. The emaining scores are	NUMBER OF RESPONDENTS	50	0	3
ne average of % greement results for all uestions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)
roup.	ENGAGEMENT WITH WORK	77%	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)
ifferences have been ighlighted where they re 5 or more % points	COMMUNICATION	73%	(r)	(r)
bove or below the cores in the first olumn.	HIGH PERFORMANCE	71%	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)
	DIVERSITY & INCLUSION	80%	(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

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RESULT BY TENURE IN ORGANISATION

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Multicultural NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	50	11	14	12	3	2	2
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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

RESULTS BY TYPES OF FLEXIBLE WORKING

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES The Employee Engagement Index is a		Multicultural NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above	
weighted score. The remaining scores are	NUMBER OF RESPONDENTS	50	41	8	8	1	1	0	1	14	0	3	0	2	3	
the average of % agreement results for all questions in a topic	EMPLOYEE ENGAGEMENT	71%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
group.	ENGAGEMENT WITH WORK	77%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
	SENIOR MANAGERS	53%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
Differences have been highlighted where they are 5 or more % points	COMMUNICATION	73%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
above or below the scores in the first column.	HIGH PERFORMANCE	71%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
	PUBLIC SECTOR VALUES	68%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	
	DIVERSITY & INCLUSION	80%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	

*multiple types may be choosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

LESS THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

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RESULTS BY REGION

CPLORE THE SULTS FOR FFERENT ROUPS OF IPLOYEES		Multicultural NSW	Sydney West	Sydney - Parramatta	Sydney East	Riverina	Sydney - Eastern Suburbs	Southern Highlands and Shoalhaven	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
ighted score. The naining scores are	NUMBER OF RESPONDENTS	50	43	43	1	1	1	0	0	0	0	0	0	0
e average of % reement results for all estions in a topic	EMPLOYEE ENGAGEMENT	71%	72%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
bup.	ENGAGEMENT WITH WORK	77%	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	55%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ferences have been hlighted where they 5 or more % points	COMMUNICATION	73%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ove or below the pres in the first umn.	HIGH PERFORMANCE	71%	69%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	68%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	80%	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

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RESULTS BY REGION

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES		Multicultural NSW	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Sydney - Baulkham Hills Hawkesbury	Sydney - Blacktown	Sydney - City and Inner	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
The Employee Engagement Index is a weighted score. The								-		07		S			
remaining scores are	NUMBER OF RESPONDENTS	50	0	0	0	0	0	0	0	0	0	0	0	0	0
the average of % agreement results for all questions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
group.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Differences have been highlighted where they are 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
above or below the scores in the first column.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	*Cualman East and Cualman Master														

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

RESULTS BY REGION

PLORE THE SULTS FOR FERENT OUPS OF PLOYEES Employee lagement Index is a		Multicultural NSW	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed
ghted score. The aining scores are	NUMBER OF RESPONDENTS	50	0	0	0	0	0	0
average of % eement results for all stions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)
up.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)
erences have been hlighted where they 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)
ve or below the res in the first ımn.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

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RESULT BY AGE

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

	Multicultural NSW	15 - 19	20 - 24	25 -29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	50	1	0	4	9	5	7	6	4	6	1	2
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Multicultural NSW	Male	Female	Other
NUMBER OF RESPONDENTS	50	15	33	0
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

JOB FAMILY

XPLORE THE ESULTS FOR IFFERENT ROUPS OF MPLOYEES		Multicultural NSW	Administration	Business Enabler and Manager (Legal, IT, Finance, HR)	Child Protection	Client Service Officer and Manager	Disability Services	Policy/Project/Program Officer and Manager	Property and Asset Management	Psychologists	Senior Executive	Other
eighted score. The maining scores are	NUMBER OF RESPONDENTS	50	12	6	0	2	0	10	0	0	1	14
e average of % greement results for all gestions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
oup.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
fferences have been ghlighted where they e 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
oove or below the ores in the first olumn.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(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

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ROLE

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES The Employee Engagement Index is a		Multicultural NSW	Administration	Asset Management	Business Enabler (Legal, IT, Finance, HR)	Business Manager (Legal, IT, Finance, HR)	Casework Specialist	Casework Support Worker	Child Protection Caseworker	Client Liaison Officer / Client Service Officer (field and HCC)	Coordinator A&R	Disability Case Manager	Disability Clinician	Disability Team Leader	Disability Support Worker
weighted score. The remaining scores are	NUMBER OF RESPONDENTS	50	13	0	4	1	0	0	0	2	0	0	0	0	ο
the average of % agreement results for all questions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
group.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Differences have been highlighted where they are 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
above or below the scores in the first column.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(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

ROLE

S XPLORE THE ESULTS FOR IFFERENT ROUPS OF MPLOYEES The Employee regagement Index is a circletelese The		Multicultural NSW	Housing Manager / Housing Team Leader	Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	Manager - Child Protection (MCW and MCS)	Manager / RUNM / NUM	Policy/Program/Project Manager	Policy/Program/Project Officer	Property Management	Psychologist	Registered Nurse / Enrolled Nurse / AIN	Senior Executive Band 1	Senior Executive Band 2 and 3	Other
eighted score. The maining scores are	NUMBER OF RESPONDENTS	50	0	0	0	1	2	8	0	0	0	3	0	13
le average of % greement results for all Jestions in a topic	EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
roup.	ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ifferences have been ghlighted where they e 5 or more % points	COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
oove or below the cores in the first olumn.	HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
	DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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GUIDE TO THIS REPORT

SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

HOW TO READ THIS REPORT

The majority of questions have a 5point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Agreen	nent	Neither Agree nor Disagree	Disa	greement

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 work teams 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.

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%.

1 MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.