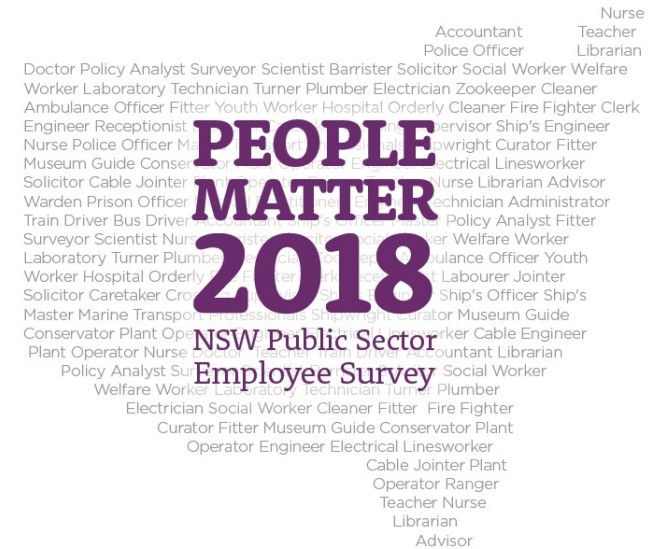


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Agency for Clinical Innovation

## RESPONSE RATE

# 74%

127 OF 171 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 64%

DIFFERENCE FROM 2017 -7  
 DIFFERENCE FROM CLUSTER 0  
 DIFFERENCE FROM PUBLIC SECTOR -1

## ENGAGEMENT WITH WORK

# 69%

DIFFERENCE FROM 2017 -10  
 DIFFERENCE FROM CLUSTER -4  
 DIFFERENCE FROM PUBLIC SECTOR -4

## SENIOR MANAGERS

# 58%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER +12  
 DIFFERENCE FROM PUBLIC SECTOR +9

## COMMUNICATION

# 66%

DIFFERENCE FROM 2017 -2  
 DIFFERENCE FROM CLUSTER +7  
 DIFFERENCE FROM PUBLIC SECTOR +4

## HIGH PERFORMANCE

# 70%

DIFFERENCE FROM 2017 -4  
 DIFFERENCE FROM CLUSTER +6  
 DIFFERENCE FROM PUBLIC SECTOR +5

## PUBLIC SECTOR VALUES

# 67%

DIFFERENCE FROM 2017 -3  
 DIFFERENCE FROM CLUSTER +7  
 DIFFERENCE FROM PUBLIC SECTOR +5

## DIVERSITY & INCLUSION

# 71%

DIFFERENCE FROM CLUSTER +5  
 DIFFERENCE FROM PUBLIC SECTOR +3

## FLEXIBLE WORKING SATISFACTION

# 71%

DIFFERENCE FROM 2017 +21  
 DIFFERENCE FROM CLUSTER +13  
 DIFFERENCE FROM PUBLIC SECTOR +12

## ACTION ON RESULTS

# 50%

DIFFERENCE FROM 2017 -4  
 DIFFERENCE FROM CLUSTER +14  
 DIFFERENCE FROM PUBLIC SECTOR +13



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index 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

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

2a.	My workgroup strives to achieve customer/client satisfaction	89%	94%
1g.	I know how to address a health and safety issue I have identified	87%	-
2c.	I receive help and support from other members of my workgroup	85%	89%
2e.	People in my workgroup treat each other with respect	83%	88%
2b.	My workgroup works collaboratively to achieve its objectives	81%	88%
1a.	I understand what is expected of me to do well in my role	81%	83%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	79%	77%
7a.	My organisation focuses on improving the work we do	77%	85%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	76%	86%
2d.	There is good team spirit in my workgroup	75%	81%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

5h.	My manager appropriately deals with employees who perform poorly	33%	40%
9a.	I have confidence in the ways my organisation resolves grievances	34%	29%
7g.	I have confidence in the way recruitment decisions are made	41%	52%
6b.	I feel that senior managers effectively lead and manage change	47%	45%
7c.	I feel that change is managed well in my organisation	47%	52%
6a.	I believe senior managers provide clear direction for the future of the organisation	48%	46%
7k.	I feel a strong personal attachment to my organisation	50%	61%
3g.	I am satisfied with the opportunities available for career development in my organisation	50%	56%
14.	I believe action will be taken on the results from this survey by my organisation	50%	54%
3e.	My performance is assessed against clear criteria	50%	50%



### 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

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
8d. How satisfied are you with your ability to access and use flexible working arrangements?	71%	50%
9a. I have confidence in the ways my organisation resolves grievances	34%	29%
7d. There is good co-operation between teams across our organisation	55%	51%
6b. I feel that senior managers effectively lead and manage change	47%	45%
6c. I feel that senior managers model the values of my organisation	54%	51%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	79%	77%
6i. Senior managers in my organisation support the career advancement of women	61%	60%
6a. I believe senior managers provide clear direction for the future of the organisation	48%	46%
3e. My performance is assessed against clear criteria	50%	50%
6d. Senior managers encourage innovation by employees	67%	66%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7j. I am proud to tell others I work for my organisation	64%	80%
7h. My organisation generally selects capable people to do the job	63%	76%
7i. I would recommend my organisation as a great place to work	63%	75%
7g. I have confidence in the way recruitment decisions are made	41%	52%
7m. My organisation inspires me to do the best in my job	59%	70%
7l. My organisation motivates me to help it achieve its objectives	57%	68%
7k. I feel a strong personal attachment to my organisation	50%	61%
1d. I feel motivated to contribute more than what is normally required at work	70%	81%
1e. I am satisfied with my job	65%	75%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	76%	86%



### 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

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

**Q5h.** My manager appropriately deals with employees who perform poorly



**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



**Q7k.** I feel a strong personal attachment to my organisation



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q5h.** My manager appropriately deals with employees who perform poorly



**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



**Q7k.** I feel a strong personal attachment to my organisation



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q5h.** My manager appropriately deals with employees who perform poorly



**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



**Q7k.** I feel a strong personal attachment to my organisation



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



## FIND YOUR HIGHEST NEUTRAL SCORES

### THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?  
**(STRENGTHS)**

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.  
**(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?  
**(AREAS OF CONCERN)**



## 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.

# 50%

of employees replied favourably to:

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

## 37%

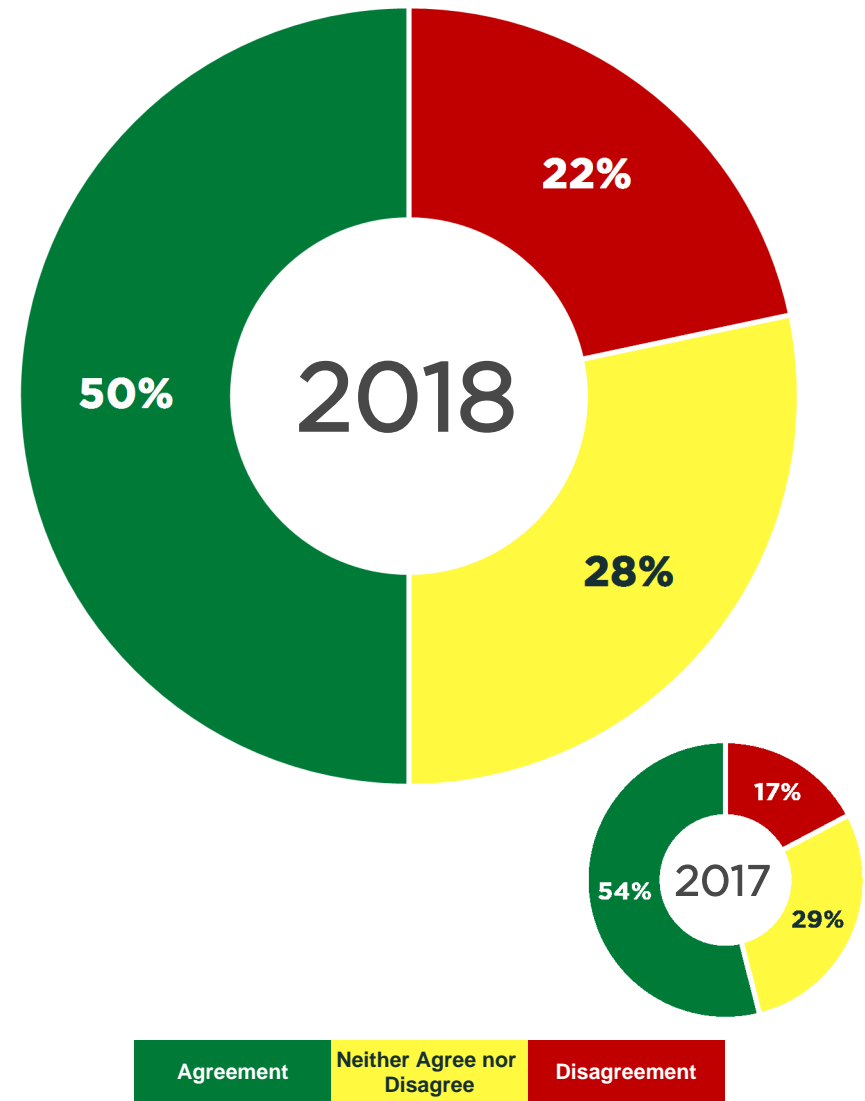
SECTOR

## 36%

CLUSTER

## 54%

2017



# KEY DRIVERS OF ENGAGEMENT



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.

## RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>69%</b>	69%	56%	57%
<b>2</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>54%</b>	51%	47%	50%
<b>3</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>47%</b>	52%	42%	40%
<b>4</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>48%</b>	46%	46%	49%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>47%</b>	45%	44%	46%
<b>6</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>77%</b>	85%	68%	69%



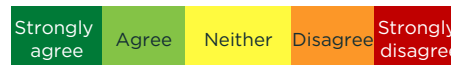
## EXPLORE THE FULL RESULTS

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.

EMPLOYEE ENGAGEMENT	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	25	38	25		63%	75%	61%	61%
Q7j. I am proud to tell others I work for my organisation	28	36	24		64%	80%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	20	30	30	14	50%	61%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	41	25	13	57%	68%	54%	55%
Q7m. My organisation inspires me to do the best in my job	16	43	24	12	59%	70%	55%	55%

KEY



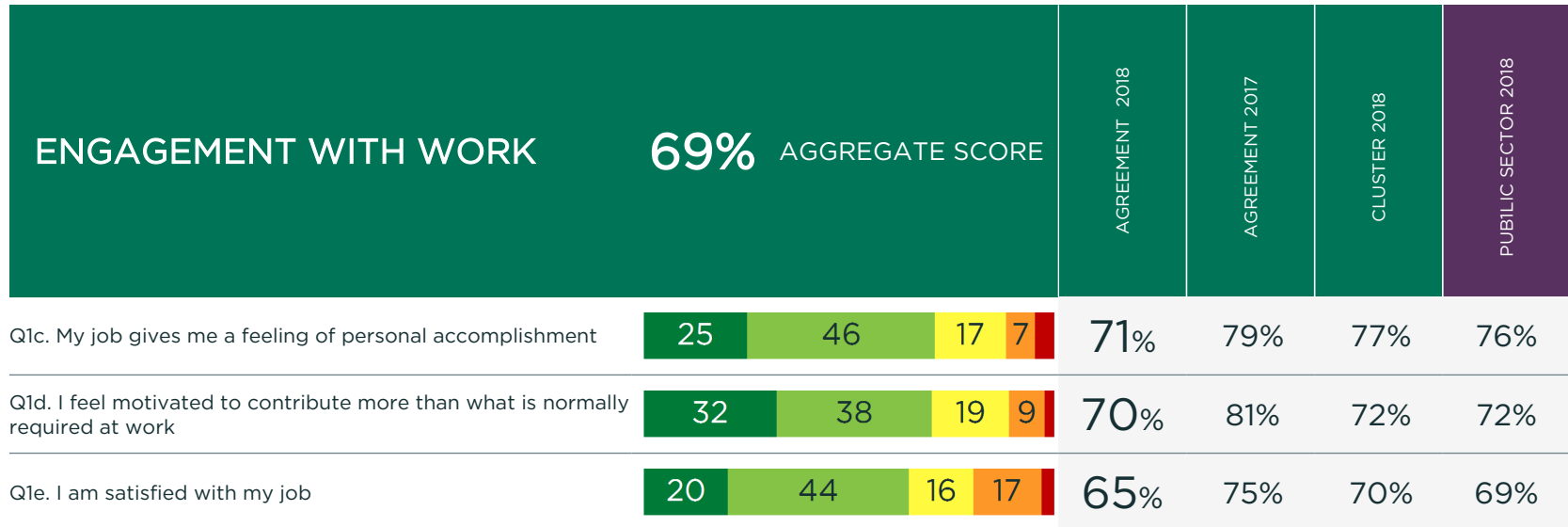




## EXPLORE THE FULL RESULTS

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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





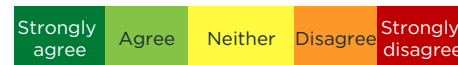
## EXPLORE THE FULL RESULTS

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SENIOR MANAGERS		58% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation		12	35	22	21	9	48%	46%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change		12	36	18	21	14	47%	45%	44%	46%
Q6c. I feel that senior managers model the values of my organisation		16	38	19	17	11	54%	51%	47%	50%
Q6d. Senior managers encourage innovation by employees		15	52	16	10	7	67%	66%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		18	55	16	11	10	73%	75%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		19	51	14	9	7	70%	76%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		14	47	16	14	10	60%	61%	44%	47%
Q6h. I feel that senior managers listen to employees		9	46	23	13	10	54%	57%	40%	43%
Q7c. I feel that change is managed well in my organisation		14	33	20	19	14	47%	52%	42%	40%

KEY





## 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.

COMMUNICATION	66% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	31	33	17	12	7	64%	69%	70%	72%
Q5d. My manager encourages and values employee input	33	41	13	8		74%	74%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	30	42	15	8		71%	72%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	14	47	16	14	10	60%	61%	44%	47%
Q6h. I feel that senior managers listen to employees	9	46	23	13	10	54%	57%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	46	11	11	8	71%	75%	66%	67%

KEY





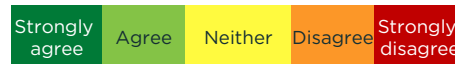
## EXPLORE THE FULL RESULTS

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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.

	HIGH PERFORMANCE				70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	27	54	11	7	81%	83%	92%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	40	40	10	9	81%	88%	79%	79%				
Q3f. I have received appropriate training and development to do my job well	20	45	24	7	65%	69%	70%	65%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	40	18	8	69%	78%	71%	74%				
Q5f. I have confidence in the decisions my manager makes	32	34	15	12	7	66%	74%	65%	68%			
Q6d. Senior managers encourage innovation by employees	15	52	16	10	67%	66%	47%	50%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	55	16		73%	75%	48%	52%				
Q7a. My organisation focuses on improving the work we do	24	53	14		77%	85%	68%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	25	44	17	9	69%	69%	56%	57%				

### KEY

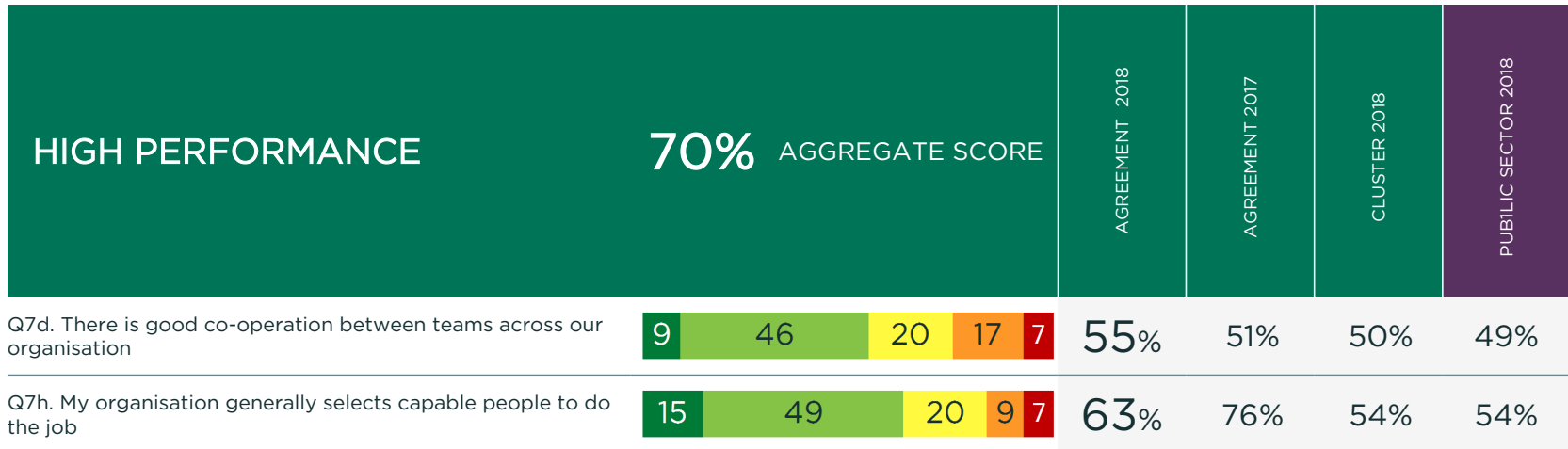




## EXPLORE THE FULL RESULTS

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.



KEY





## 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.

PUBLIC SECTOR VALUES	67% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	46	43	89%	94%	87%	86%		
Q2e. People in my workgroup treat each other with respect	43	40	10	83%	88%	71%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	40	18	8	69%	78%	71%	74%	
Q5b. My manager listens to what I have to say	35	35	17	7	70%	74%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	35	22	21	9	48%	46%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	16	38	19	17	11	54%	51%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	51	14	9	7	70%	76%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	47	16	14	10	60%	61%	44%	47%
Q6h. I feel that senior managers listen to employees	9	46	23	13	10	54%	57%	40%	43%

KEY





## 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.

PUBLIC SECTOR VALUES		67% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		77%	85%	68%	69%		
Q7e. People in my organisation take responsibility for their own actions		59%	61%	49%	49%		

KEY





## 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.

DIVERSITY & INCLUSION	71% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1b. I am provided with the support I need to do my best at work	18	46	17	16	64%	72%	66%	65%	
Q5b. My manager listens to what I have to say	35	35	17	7	70%	74%	73%	76%	
Q5d. My manager encourages and values employee input	33	41	13	8	74%	74%	70%	72%	
Q6i. Senior managers in my organisation support the career advancement of women	16	45	23	8	7	61%	60%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	39	38	16		76%	86%	74%	76%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	38	41	17		79%	77%	75%	75%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	46	11	11	8	71%	75%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	25	46	13	13		71%	50%	58%	59%
Q8e. My manager supports flexible working in my team	31	42	14	8		74%	-	61%	63%

KEY



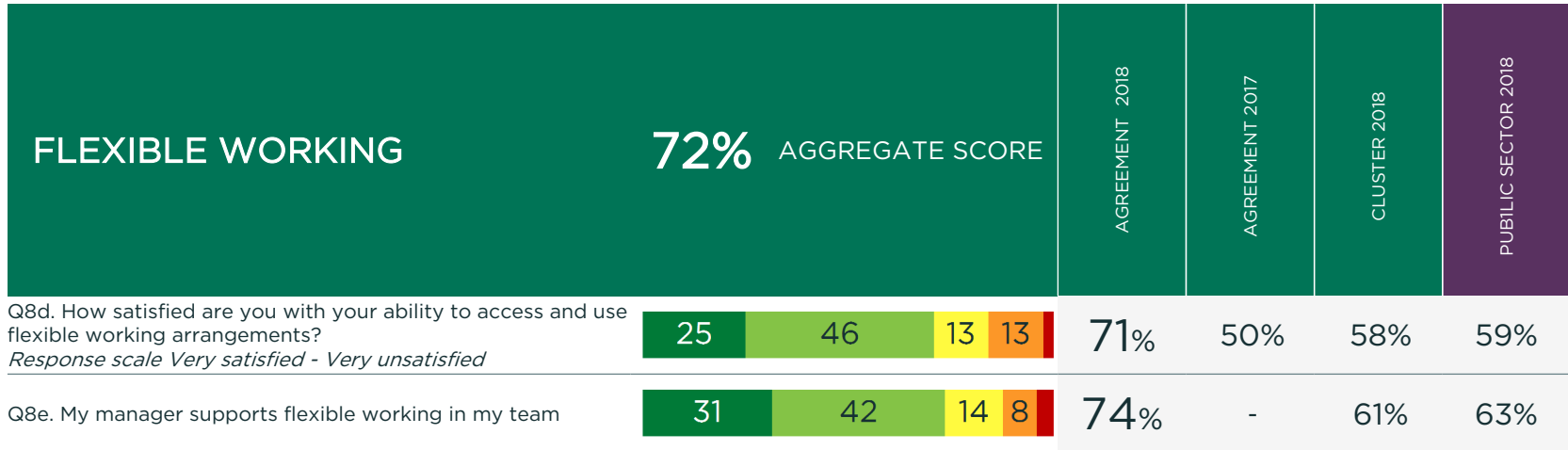




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Questions are grouped by topics in this report.

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



KEY

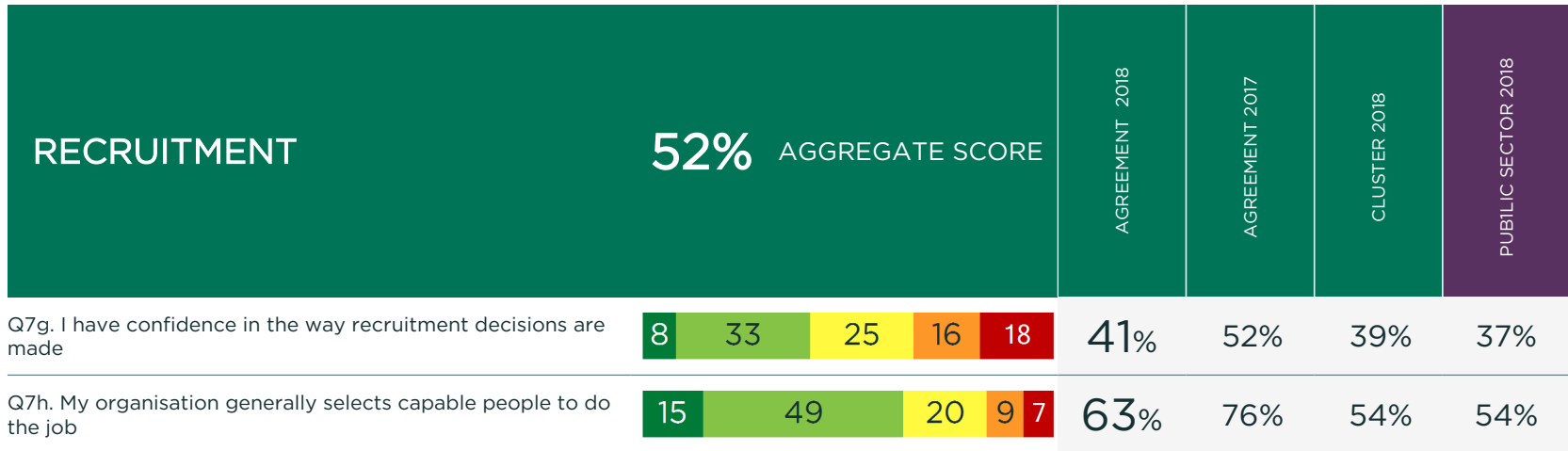




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





## EXPLORE THE FULL RESULTS

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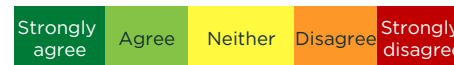
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**54%** AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		60%	66%	65%	65%
Q3e. My performance is assessed against clear criteria		50%	50%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		50%	56%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		69%	73%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly		33%	40%	46%	46%
Q7f. My organisation is committed to developing its employees		62%	70%	51%	52%

KEY





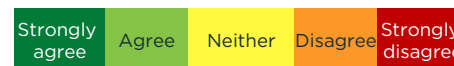
## EXPLORE THE FULL RESULTS

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.

WORKPLACE SUPPORT		72% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work		64%	72%	66%	65%				
Q1f. I am able to keep my work stress at an acceptable level		62%	69%	62%	60%				
Q2c. I receive help and support from other members of my workgroup		85%	89%	80%	81%				
Q2d. There is good team spirit in my workgroup		75%	81%	68%	70%				

KEY

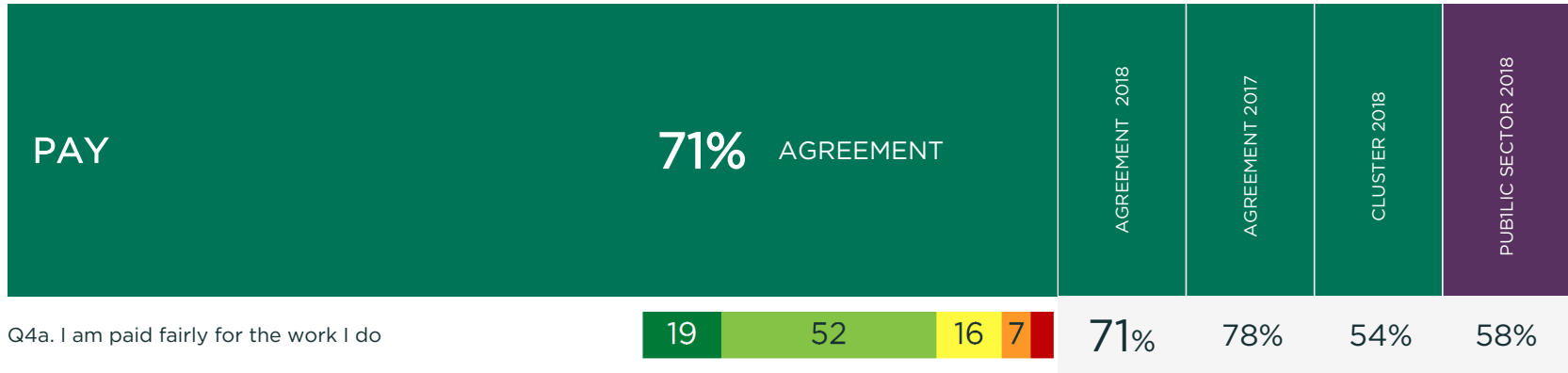




## EXPLORE THE FULL RESULTS

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### KEY

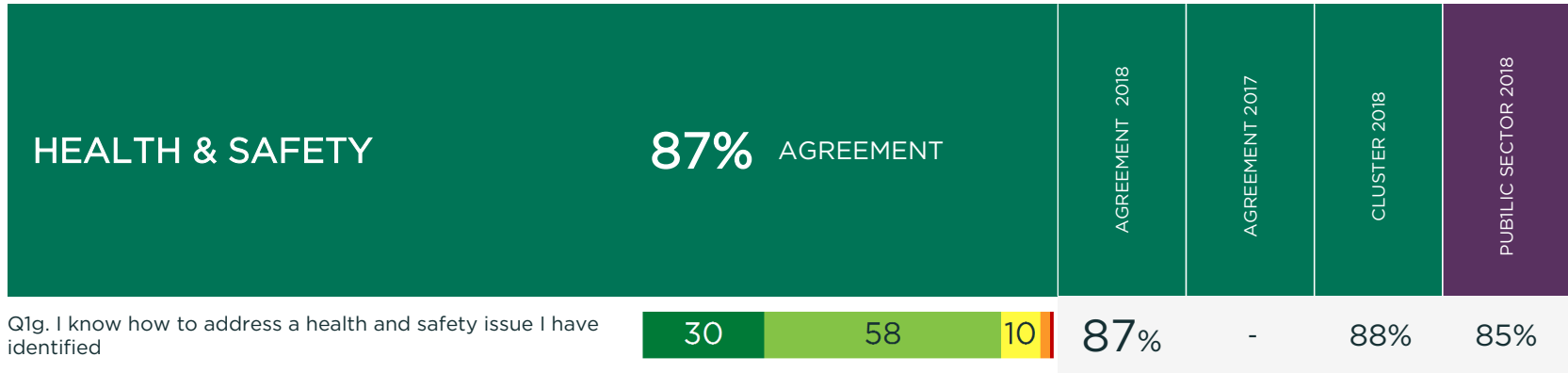




## EXPLORE THE FULL RESULTS

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KEY

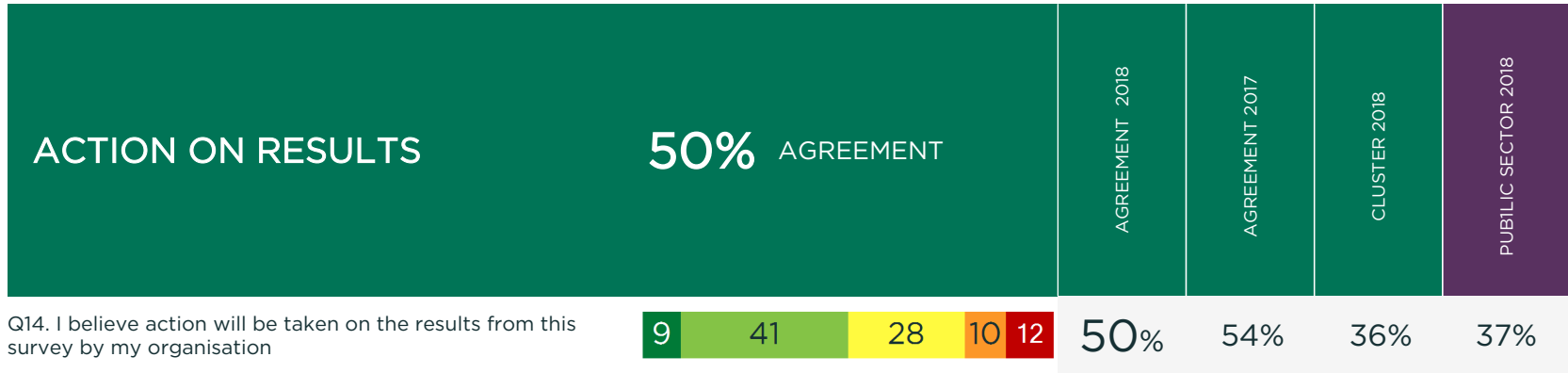




## EXPLORE THE FULL RESULTS

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.



### KEY

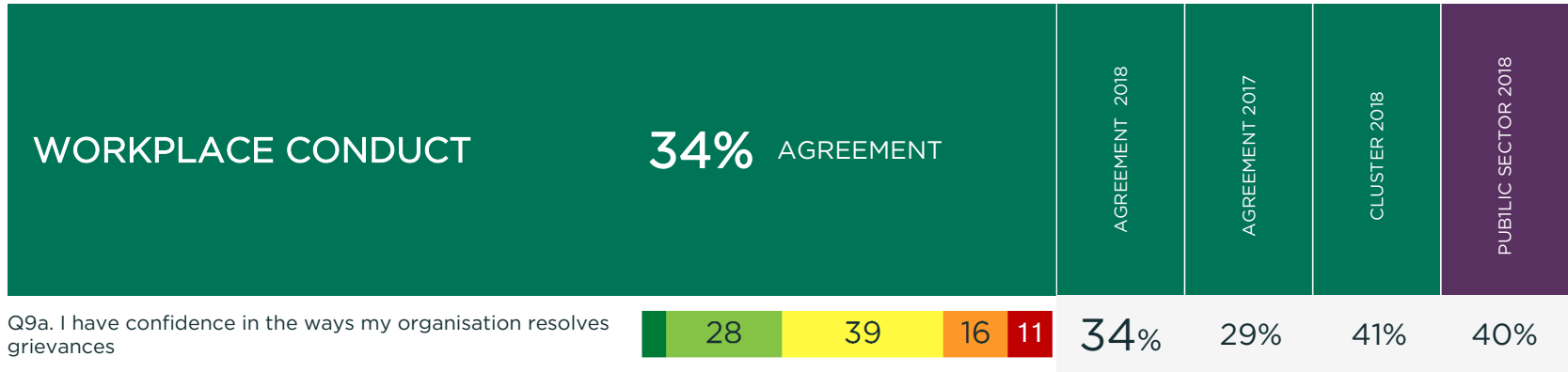




## EXPLORE THE FULL RESULTS

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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 topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		68%	63%	69%	71%
No		32%	37%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		78%	80%	74%	76%
No		22%	20%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		67%	58%	57%	58%
No		33%	42%	43%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

**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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		54%	47%	40%	41%
No		46%	53%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

**Q3i.** Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		39%	32%	29%	30%
Lack of promotion opportunities		36%	29%	27%	29%
There are no major barriers to my career progression		30%	37%	34%	32%
Lack of support from my manager/supervisor		21%	13%	15%	14%
Geographic location considerations		20%	16%	23%	26%
The application/recruitment process is too cumbersome or time consuming		20%	10%	18%	23%
Personal/family considerations		16%	22%	29%	30%
Lack of required capabilities or experience		11%	7%	10%	11%
Insufficient training and development		9%	9%	15%	16%
Lack of support for temporary assignments/secondments		9%	6%	14%	15%
Other		6%	10%	9%	9%

% are calculated with the number of unique respondents (N = 122 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q10a.** In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		23%	11%	28%	24%
No		58%	74%	54%	58%
Don't know		19%	15%	17%	18%

**Q10b.** If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		26%	47%	69%	66%
No		74%	47%	29%	32%
Don't know	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

#### Q11a. In the last 12 months I have witnessed bullying at work

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	37%	17%	39%	33%
No	57%	70%	52%	57%
Don't know	6%	13%	9%	10%

#### Q11b. In the last 12 months I have been subjected to bullying at work

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	17%	12%	21%	18%
No	78%	78%	73%	76%
Don't know	5%	10%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q11c.** 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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A senior manager		35%	6%	18%	21%
Your Immediate Manager/Supervisor		35%	41%	23%	23%
Prefer not to say		15%	35%	13%	14%
A fellow worker at your level		10%	12%	32%	27%
A subordinate		5%	6%	6%	7%
A client or customer	(r)				
A member of the public other than a client or customer	(r)				
Other	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q12a.** In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		1%	-	5%	3%
No	████████████████████	98%	-	93%	94%
Don't know		1%	-	2%	2%

**Q12b.** If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse 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)



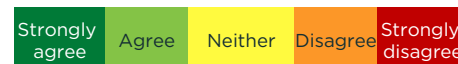
## EXPLORE THE FULL RESULTS

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.

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		70%	78%	62%
Q2. I believe I am valued for what I can offer at my workplace		71%	73%	70%
Q3. In my workplace, we recognise our successes and innovations		77%	82%	66%
Q4. Staff are treated respectfully regardless of their job		75%	83%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		64%	66%	53%

KEY







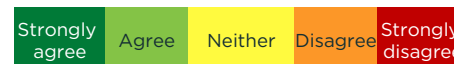
## EXPLORE THE FULL RESULTS

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.

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	16	40	24	13	8	56%	64%	52%
Q7. I have a say in decisions which affect my work	15	42	19	18		57%	67%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	16	50	18	13		66%	64%	68%
Q9. My team's objectives/work plans are clearly outlined	12	50	17	16		62%	67%	66%
Q10. Our objectives/work plans help us to deliver a quality service	13	49	21	13		61%	69%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	9	22	36	18	14	31%	38%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		22%
Female		78%
Other		-

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		-
20 - 24		1%
25 -29	█	5%
30 - 34	█	23%
35 - 39	█	12%
40 - 44	█	16%
45 - 49	█	17%
50 - 54	█	11%
55 - 59	█	9%
60 - 64		3%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

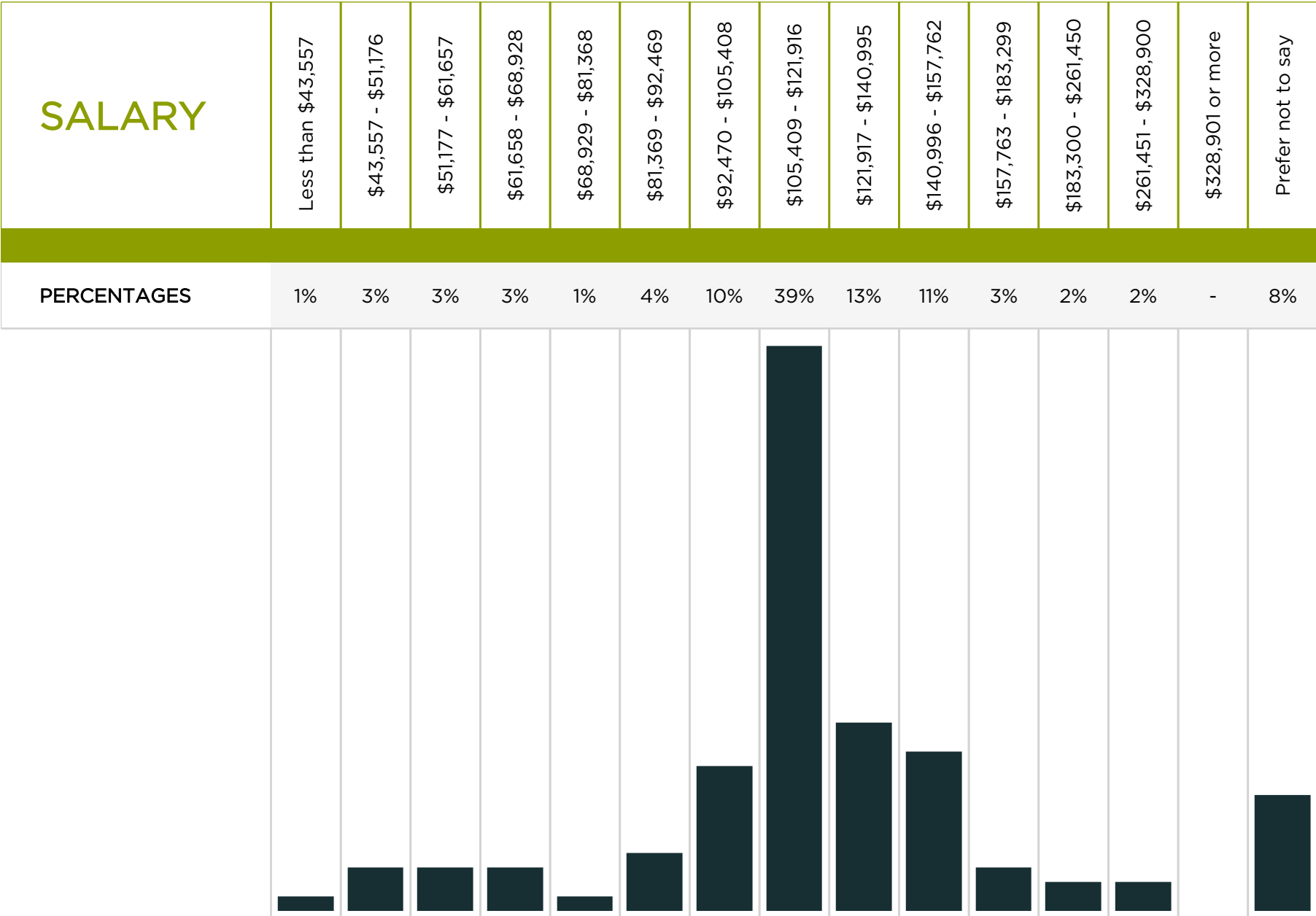
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	8%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	1%
Research	1%
Program and project management support	56%
Legal (including developing and/or reviewing legislation)	-
Other	10%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		26%
1 - 2 years		21%
2 - 5 years		22%
5 - 10 years		21%
10 - 20 years		8%
More than 20 years		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		65%
Working from home		43%
Working from different locations		28%
None of the above		23%
Working additional hours to make up for time off		15%
Part-time work		12%
Leave without pay		9%

% are calculated with the number of unique respondents (N = 119 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working more hours over fewer days	6%
Study leave	6%
Other	3%
Job sharing	2%
Flexible scheduling for rostered workers	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 119 to this question)



# RESULT BY TYPE OF WORK



## 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	10	5	8	15	1	1	67	0	12
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	73%	(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

# RESULT BY SALARY



## 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	1	3	3	3	1	5	12	46	16	13	3	2	2
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(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

# RESULT BY SALARY



## 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.

	Agency for Clinical Innovation	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>127</b>	<b>0</b>	<b>9</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)
COMMUNICATION	66%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)
DIVERSITY & INCLUSION	71%	(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

# RESULT BY TENURE IN ORGANISATION



## 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.

	Agency for Clinical Innovation	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	127	31	25	26	25	9	1
<b>EMPLOYEE ENGAGEMENT</b>	64%	71%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	73%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	73%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	78%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	78%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	79%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	83%	(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

# RESULTS BY TYPES OF FLEXIBLE WORKING



## 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	77	7	18	1	14	2	33	51	1	11	7	3	27
<b>EMPLOYEE ENGAGEMENT</b>	64%	66%	(r)	(r)	(r)	(r)	(r)	63%	71%	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	70%	(r)	(r)	(r)	(r)	(r)	69%	80%	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	57%	(r)	(r)	(r)	(r)	(r)	58%	64%	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	66%	66%	(r)	(r)	(r)	(r)	(r)	66%	72%	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	70%	71%	(r)	(r)	(r)	(r)	(r)	69%	77%	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	67%	(r)	(r)	(r)	(r)	(r)	69%	74%	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	74%	(r)	(r)	(r)	(r)	(r)	76%	81%	(r)	(r)	(r)	(r)	(r)

\*multiple types may be chosen.

### 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

# RESULTS BY REGION



## 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.

	Agency for Clinical Innovation	Sydney East	Sydney - North Sydney and Hornsby	Sydney West	New England and North West	Newcastle and Lake Macquarie	Sydney - South West	Far West and Orana	Sydney - Eastern Suburbs	Sydney - Inner West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde
NUMBER OF RESPONDENTS	127	104	102	3	2	2	2	1	1	1	1	0	0
EMPLOYEE ENGAGEMENT	64%	65%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	71%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	60%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	67%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	72%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	69%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	73%	72%	(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

# RESULTS BY REGION



## 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.

	Agency for Clinical Innovation	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	127	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(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

# RESULTS BY REGION



## 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.

	Agency for Clinical Innovation	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Sydney - Blacktown	Sydney - City and Inner South
<b>NUMBER OF RESPONDENTS</b>	127	0	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(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



# RESULT BY AGE



## 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.

	Agency for Clinical Innovation	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	127	0	1	6	27	14	19	20	13	11	3	3
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(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

# 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.

	Agency for Clinical Innovation	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>127</b>	<b>26</b>	<b>93</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Agency for Clinical Innovation	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	127	0	0	0	0	0	0	0	2	0	0	4	3	1
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	6	6	4	1	0	0	0	0	0	0	0	1	2
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	0	0	0	0	0	0	0	0	31	20	2	0	0
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(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 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	127	0	0	0	0	1	0	15	20
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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.

## PRIVACY

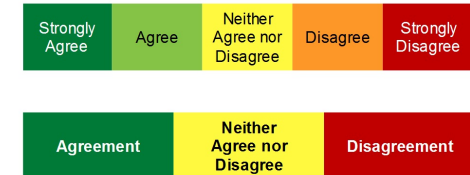
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

## HOW TO READ THIS REPORT

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



## ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

## MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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