
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Central Coast Local Health District

RESPONSE RATE

41%

2,767 OF 6,675 RESPONDENTS

EMPLOYEE ENGAGEMENT

65%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **0**
 DIFFERENCE FROM PUBLIC SECTOR **0**

ENGAGEMENT WITH WORK

72%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **0**

SENIOR MANAGERS

44%

DIFFERENCE FROM 2017 **+5**
 DIFFERENCE FROM CLUSTER **-2**
 DIFFERENCE FROM PUBLIC SECTOR **-5**

COMMUNICATION

58%

DIFFERENCE FROM 2017 **+5**
 DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **-3**

HIGH PERFORMANCE

63%

DIFFERENCE FROM 2017 **+4**
 DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **-1**

PUBLIC SECTOR VALUES

58%

DIFFERENCE FROM 2017 **+5**
 DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **-3**

DIVERSITY & INCLUSION

65%

DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **-3**

FLEXIBLE WORKING SATISFACTION

55%

DIFFERENCE FROM 2017 **+4**
 DIFFERENCE FROM CLUSTER **-3**
 DIFFERENCE FROM PUBLIC SECTOR **-4**

ACTION ON RESULTS

34%

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



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

1a.	I understand what is expected of me to do well in my role	92%	90%
1g.	I know how to address a health and safety issue I have identified	89%	-
2a.	My workgroup strives to achieve customer/client satisfaction	87%	84%
2c.	I receive help and support from other members of my workgroup	80%	77%
2b.	My workgroup works collaboratively to achieve its objectives	78%	75%
1c.	My job gives me a feeling of personal accomplishment	76%	74%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	75%	73%
5b.	My manager listens to what I have to say	73%	70%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	73%	70%
1d.	I feel motivated to contribute more than what is normally required at work	71%	69%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	34%	28%
7g.	I have confidence in the way recruitment decisions are made	35%	33%
9a.	I have confidence in the ways my organisation resolves grievances	37%	31%
6h.	I feel that senior managers listen to employees	38%	31%
7c.	I feel that change is managed well in my organisation	40%	34%
5h.	My manager appropriately deals with employees who perform poorly	41%	37%
6g.	I feel that senior managers keep employees informed about what's going on	41%	36%
6b.	I feel that senior managers effectively lead and manage change	42%	35%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	43%	40%
6d.	Senior managers encourage innovation by employees	44%	38%



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

6b.	I feel that senior managers effectively lead and manage change	42%	35%
6h.	I feel that senior managers listen to employees	38%	31%
7m.	My organisation inspires me to do the best in my job	54%	47%
7b.	My organisation is making the necessary improvements to meet our future challenges	57%	51%
7l.	My organisation motivates me to help it achieve its objectives	54%	47%
7e.	People in my organisation take responsibility for their own actions	47%	41%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%	39%
7c.	I feel that change is managed well in my organisation	40%	34%
9a.	I have confidence in the ways my organisation resolves grievances	37%	31%
7f.	My organisation is committed to developing its employees	49%	44%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017



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

Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



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



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.

34%

of employees replied favourably to:

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

37%

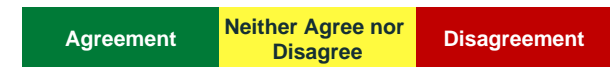
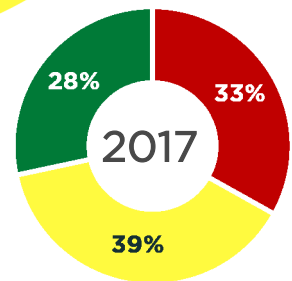
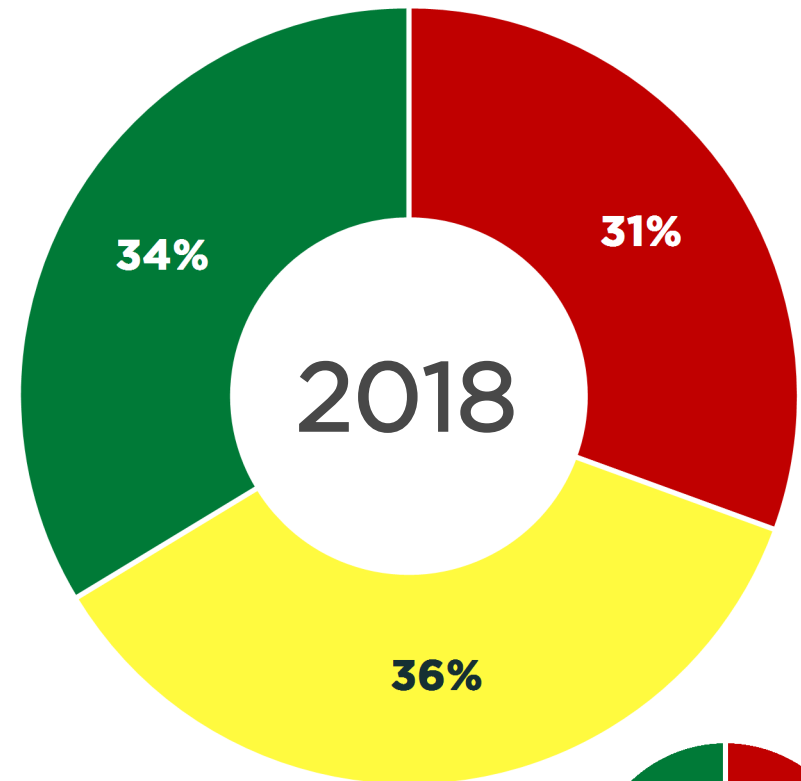
SECTOR

36%

CLUSTER

28%

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
1	Q7f. My organisation is committed to developing its employees	49%	44%	51%	52%
2	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	73%	70%	74%	76%
3	Q1b. I am provided with the support I need to do my best at work	65%	61%	66%	65%
4	Q7a. My organisation focuses on improving the work we do	68%	64%	68%	69%
5	Q6h. I feel that senior managers listen to employees	38%	31%	40%	43%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	66%	61%	66%	67%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Central Coast Local Health District

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

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

	Central Coast Local Health District	Allied & Oral Health Division	Central Coast Kids and Families	Chief Executive Corporate Units	Clinical Governance Directorate	Clinical Operations - Executive support and others	Division of Aged Subacute & Complex Care	Division of Medicine	Finance & Corporate Services Directorate	Medical Workforce Directorate	Mental Health Division	Nursing & Midwifery Directorate	Strategy & Innovation Directorate	Workforce & Culture Directorate
NUMBER OF RESPONDENTS	2767	323	122	40	102	18	414	279	138	23	265	124	29	68
EMPLOYEE ENGAGEMENT	65%	71%	62%	73%	68%	67%	70%	66%	64%	72%	63%	65%	71%	62%
ENGAGEMENT WITH WORK	72%	80%	72%	77%	71%	74%	77%	70%	70%	84%	73%	66%	84%	64%
SENIOR MANAGERS	44%	61%	34%	60%	61%	46%	44%	47%	50%	64%	40%	40%	55%	36%
COMMUNICATION	58%	71%	53%	80%	70%	58%	62%	62%	64%	73%	58%	55%	70%	55%
HIGH PERFORMANCE	63%	75%	57%	73%	75%	64%	69%	65%	62%	75%	59%	64%	70%	57%
PUBLIC SECTOR VALUES	58%	73%	54%	73%	69%	61%	62%	63%	60%	75%	54%	55%	66%	51%
DIVERSITY & INCLUSION	65%	73%	58%	79%	78%	67%	70%	66%	66%	70%	64%	63%	79%	68%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Central Coast Local Health District

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

	Central Coast Local Health District	Division of Anaesthetics, Surgery and Intensive Care	Gosford Nursing & Midwifery Administration	Medical Imaging	Pharmacy	Subacute & Community Nursing Administration	Wyong Nursing & Midwifery Administration
NUMBER OF RESPONDENTS	2767	318	76	68	61	18	78
EMPLOYEE ENGAGEMENT	65%	61%	67%	54%	45%	68%	72%
ENGAGEMENT WITH WORK	72%	65%	72%	57%	52%	83%	84%
SENIOR MANAGERS	44%	32%	44%	26%	33%	35%	42%
COMMUNICATION	58%	47%	57%	35%	39%	58%	48%
HIGH PERFORMANCE	63%	56%	60%	43%	43%	69%	59%
PUBLIC SECTOR VALUES	58%	49%	56%	38%	42%	57%	56%
DIVERSITY & INCLUSION	65%	56%	66%	50%	38%	68%	64%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL RESULTS

Questions are grouped by 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	65% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	19	45	24	8	63%	60%	61%	61%
Q7j. I am proud to tell others I work for my organisation	22	47	22	8	69%	66%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	20	42	26	8	62%	57%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	15	39	30	11	54%	47%	54%	55%
Q7m. My organisation inspires me to do the best in my job	16	38	30	11	54%	47%	55%	55%

KEY





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ENGAGEMENT WITH WORK	72% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	28	48	13	8	76%	74%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	42	17	9	71%	69%	72%	72%
Q1e. I am satisfied with my job	22	47	18	9	69%	65%	70%	69%

KEY





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SENIOR MANAGERS		44% 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		10	35	32	15	9	45%	39%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change		11	32	31	17	10	42%	35%	44%	46%
Q6c. I feel that senior managers model the values of my organisation		12	34	31	13	9	46%	41%	47%	50%
Q6d. Senior managers encourage innovation by employees		9	34	35	15	7	44%	38%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		9	34	40	11	11	43%	40%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		13	43	29	9	9	56%	52%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		9	33	28	19	11	41%	36%	44%	47%
Q6h. I feel that senior managers listen to employees		9	28	31	19	12	38%	31%	40%	43%
Q7c. I feel that change is managed well in my organisation		8	32	31	20	9	40%	34%	42%	40%

KEY





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COMMUNICATION	58% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	30	40	14	9	7	70%	66%	70%	72%
Q5d. My manager encourages and values employee input	31	39	15	8		69%	64%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	26	38	18	11	7	64%	60%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	9	33	28	19	11	41%	36%	44%	47%
Q6h. I feel that senior managers listen to employees	9	28	31	19	12	38%	31%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	46	16	11		66%	61%	66%	67%

KEY





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	HIGH PERFORMANCE		63% 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	43	49		92%	90%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	33	46	13	78%	75%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	22	49	16	9	71%	67%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	45	16	9	71%	67%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	28	36	20	8	8	64%	61%	65%	68%
Q6d. Senior managers encourage innovation by employees	9	34	35	15	7	44%	38%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	34	40	11		43%	40%	48%	52%
Q7a. My organisation focuses on improving the work we do	16	52	21	8		68%	64%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	45	27	12		57%	51%	56%	57%

KEY

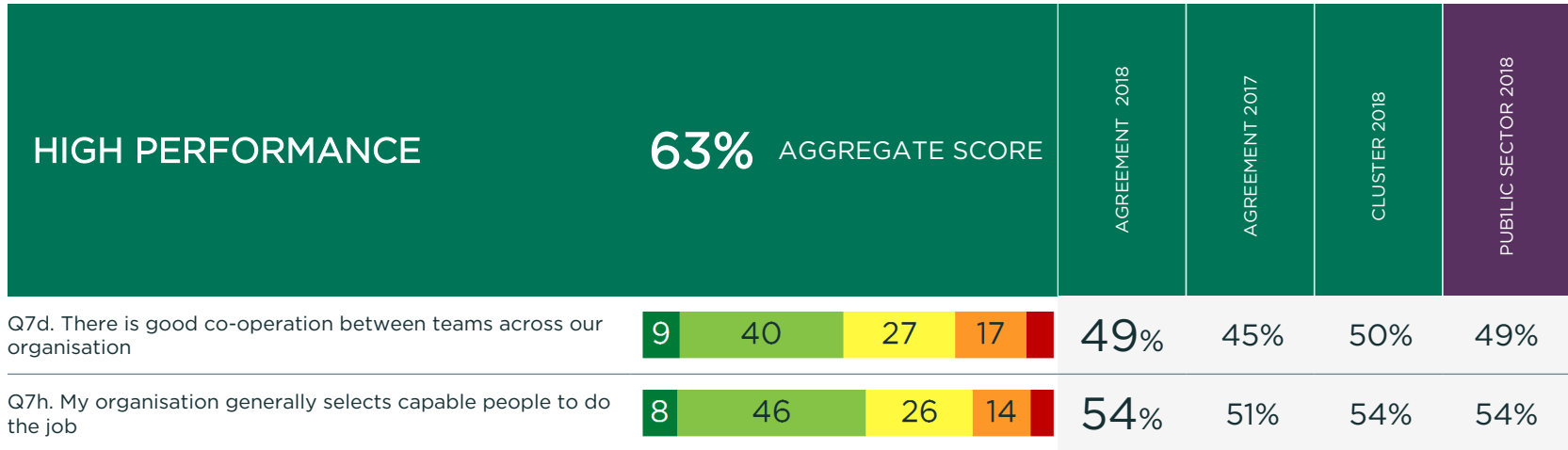




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KEY





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PUBLIC SECTOR VALUES	58% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	40	47	8	87%	85%	87%	86%	
Q2e. People in my workgroup treat each other with respect	30	40	15	10	71%	67%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	45	16	9	71%	67%	71%	74%	
Q5b. My manager listens to what I have to say	32	41	12	8	73%	70%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	35	32	15	9	45%	39%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	12	34	31	13	9	46%	41%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	43	29	9	56%	52%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	33	28	19	11	41%	36%	44%	47%
Q6h. I feel that senior managers listen to employees	9	28	31	19	12	38%	31%	40%	43%

KEY





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PUBLIC SECTOR VALUES		58% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		68%	64%	68%	69%		
Q7e. People in my organisation take responsibility for their own actions		47%	41%	49%	49%		

KEY





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

DIVERSITY & INCLUSION	65% 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	23	43	16	13	65%	61%	66%	65%	
Q5b. My manager listens to what I have to say	32	41	12	8	73%	70%	73%	76%	
Q5d. My manager encourages and values employee input	31	39	15	8	69%	64%	70%	72%	
Q6i. Senior managers in my organisation support the career advancement of women	16	35	37		51%	47%	54%	60%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	22	51	19		73%	70%	74%	76%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	25	50	17		75%	73%	75%	75%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	46	16	11	66%	61%	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>	20	35	23	13	9	55%	51%	58%	59%
Q8e. My manager supports flexible working in my team	23	34	23	12	9	56%	-	61%	63%

KEY

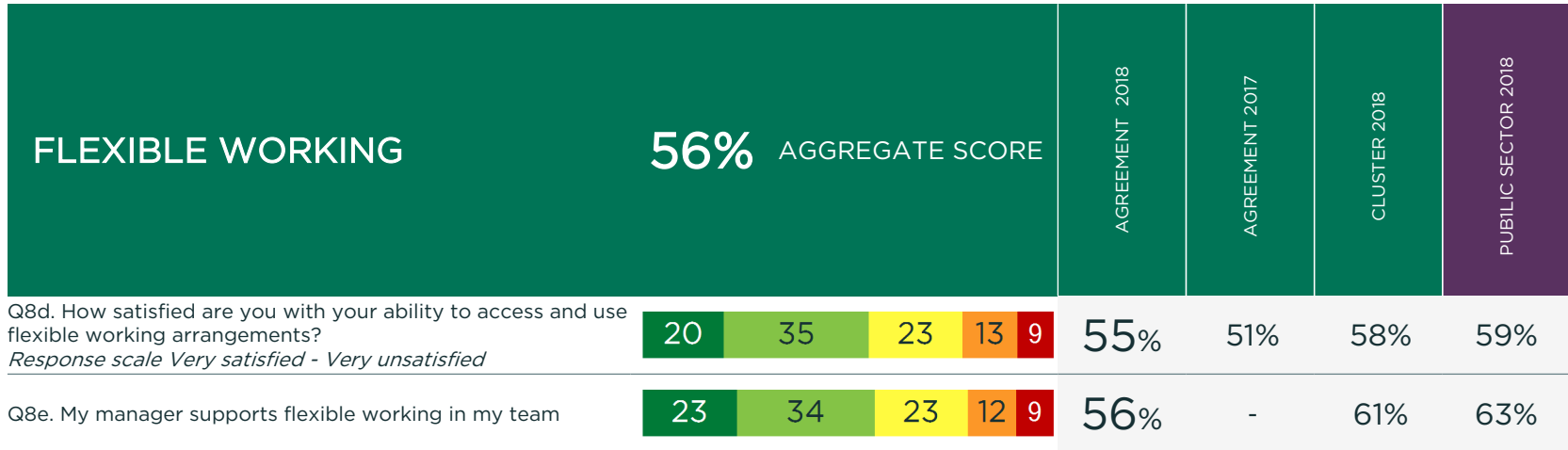




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KEY

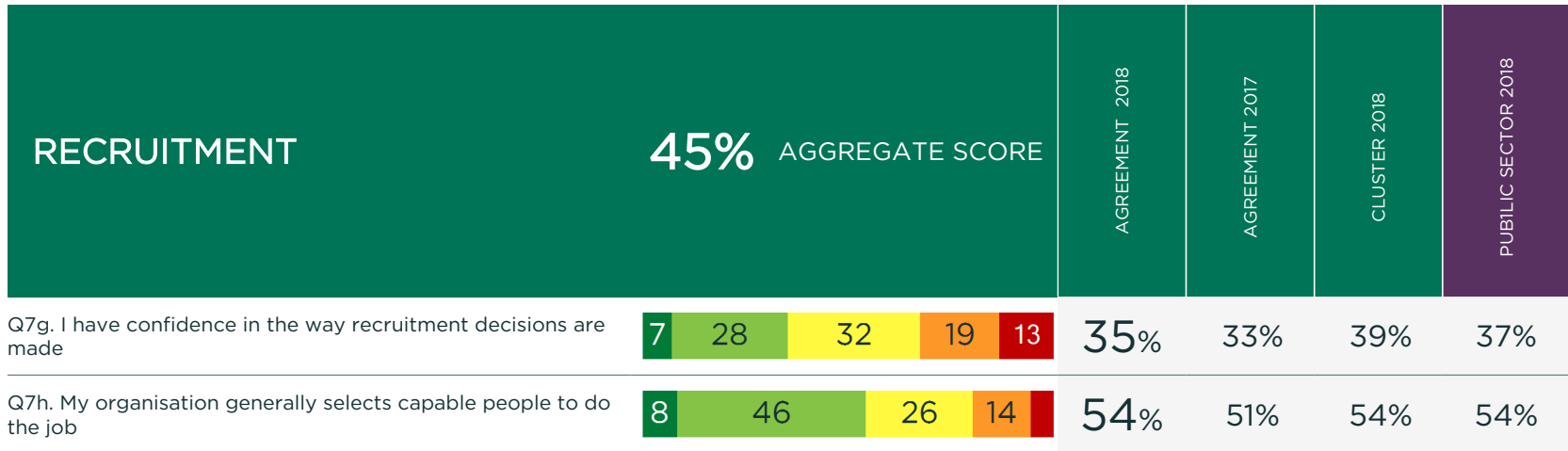




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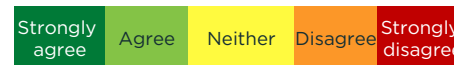
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PERFORMANCE FRAMEWORK & DEVELOPMENT

56% 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	22 43 16 12	65%	60%	65%	65%
Q3e. My performance is assessed against clear criteria	18 43 21 12	61%	56%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16 36 21 17 9	52%	48%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 37 17 10 8	65%	60%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15 26 31 15 12	41%	37%	46%	46%
Q7f. My organisation is committed to developing its employees	9 40 30 14	49%	44%	51%	52%

KEY





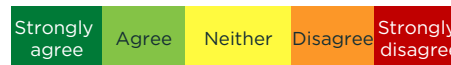
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	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	23	43	16	13	65%	61%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	14	47	20	13	61%	58%	62%	60%
Q2c. I receive help and support from other members of my workgroup	35	46	12		80%	77%	80%	81%
Q2d. There is good team spirit in my workgroup	30	36	16	11	66%	63%	68%	70%

KEY

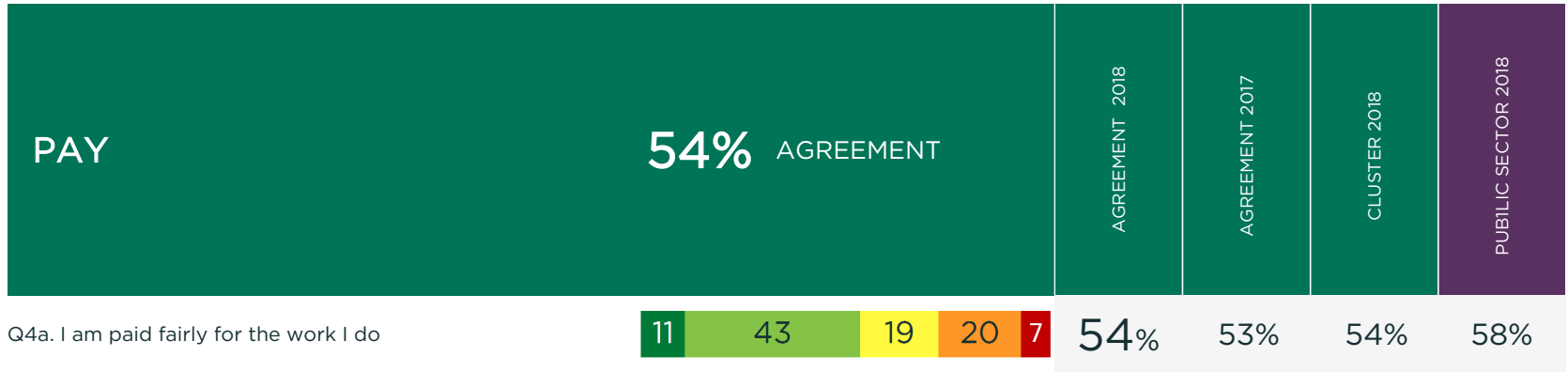




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KEY

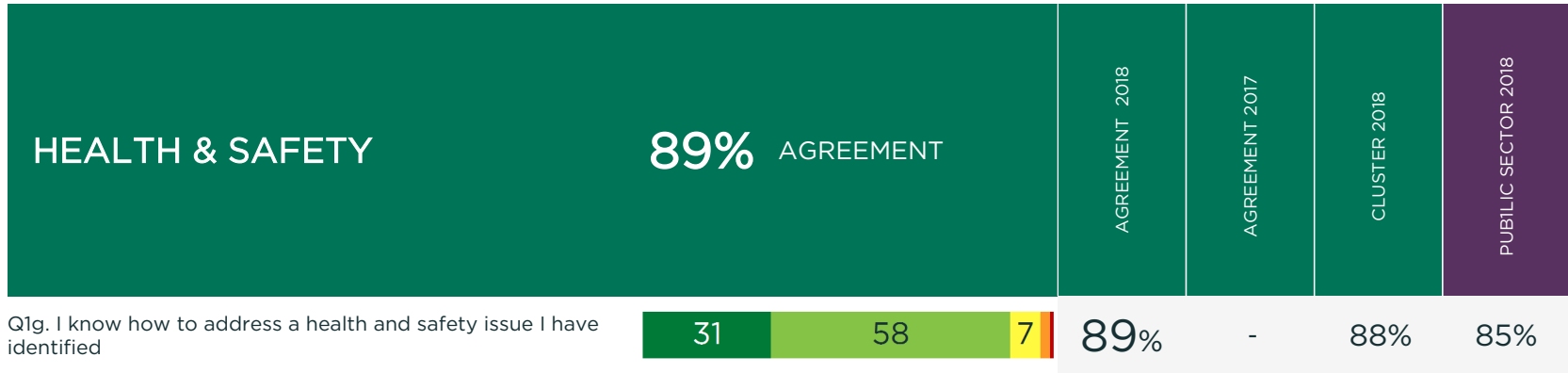




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

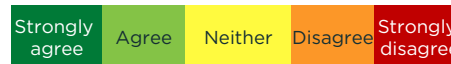
ACTION ON RESULTS

34% AGREEMENT

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



KEY

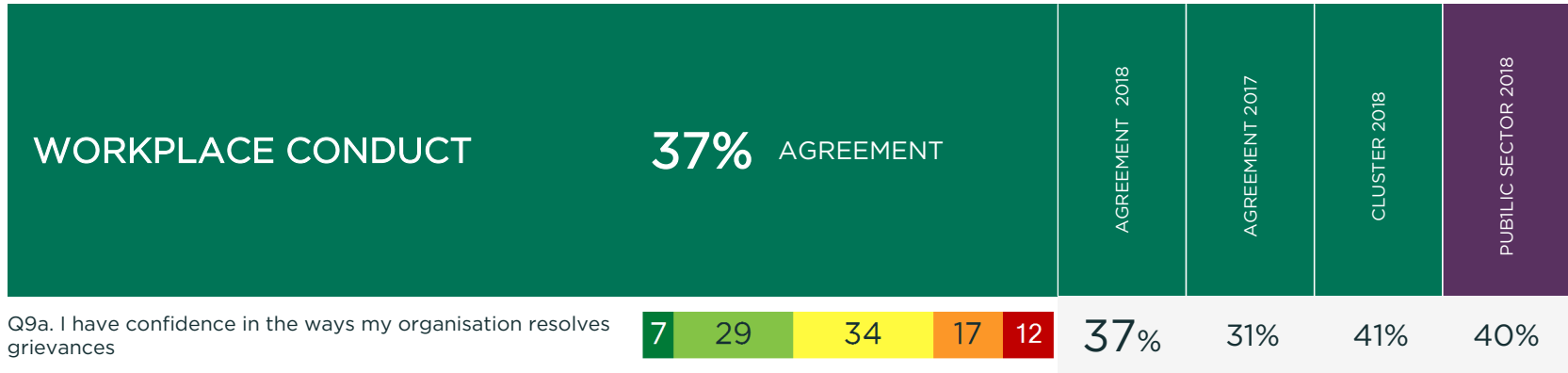




EXPLORE THE FULL RESULTS

Questions are grouped by 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.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		70%	66%	69%	71%
No		30%	34%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		73%	70%	74%	76%
No		27%	30%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		60%	57%	57%	58%
No		40%	43%	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		41%	46%	40%	41%
No		59%	54%	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
There are no major barriers to my career progression		32%	29%	34%	32%
Personal/family considerations		30%	36%	29%	30%
Lack of visible opportunities		28%	30%	29%	30%
Lack of promotion opportunities		25%	27%	27%	29%
The application/recruitment process is too cumbersome or time consuming		25%	23%	18%	23%
Geographic location considerations		19%	22%	23%	26%
Lack of support for temporary assignments/secondments		16%	16%	14%	15%
Insufficient training and development		15%	15%	15%	16%
Lack of support from my manager/supervisor		15%	15%	15%	14%
Lack of required capabilities or experience		9%	11%	10%	11%
Other		9%	8%	9%	9%

% are calculated with the number of unique respondents (N = 2,642 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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		30%	36%	28%	24%
No		53%	52%	54%	58%
Don't know		16%	12%	17%	18%

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







Yes		66%	64%	69%	66%
No		32%	35%	29%	32%
Don't know		3%	2%	2%	2%



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					
Yes		43%	45%	39%	33%
No		50%	48%	52%	57%
Don't know		7%	7%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		24%	24%	21%	18%
No		71%	70%	73%	76%
Don't know		5%	5%	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 fellow worker at your level		37%	37%	32%	27%
Your Immediate Manager/Supervisor		24%	23%	23%	23%
A senior manager		13%	14%	18%	21%
Prefer not to say		12%	11%	13%	14%
A subordinate		6%	7%	6%	7%
Other		6%	5%	6%	4%
A client or customer		1%	2%	2%	2%
A member of the public other than a client or customer		0%	0%	1%	1%



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					
Yes		5%	-	5%	3%
No		93%	-	93%	94%
Don't know		2%	-	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		30%	-	28%	39%
A member of the public		50%	-	52%	37%
Other		17%	-	15%	19%
Prefer not to say		3%	-	5%	6%



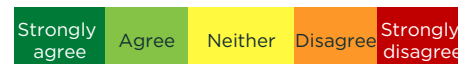
EXPLORE THE FULL RESULTS

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	16	42	19	16	7	58%	54%	62%
Q2. I believe I am valued for what I can offer at my workplace	20	50	14	10		70%	66%	70%
Q3. In my workplace, we recognise our successes and innovations	17	47	21	10		64%	61%	66%
Q4. Staff are treated respectfully regardless of their job	21	47	15	10		68%	66%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	16	35	27	13	9	51%	46%	53%

KEY





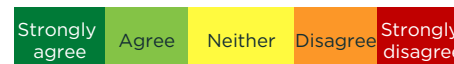
EXPLORE THE FULL RESULTS

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	15	35	28	13	9	50%	46%	52%
Q7. I have a say in decisions which affect my work	11	41	24	16	8	52%	47%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	51	20	9		66%	62%	68%
Q9. My team's objectives/work plans are clearly outlined	14	51	21	9		65%	61%	66%
Q10. Our objectives/work plans help us to deliver a quality service	16	51	23			67%	62%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	28	32	16	12	40%	36%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		18%
Female		80%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		3%
25 -29		8%
30 - 34		9%
35 - 39		11%
40 - 44		14%
45 - 49		14%
50 - 54		15%
55 - 59		15%
60 - 64		8%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

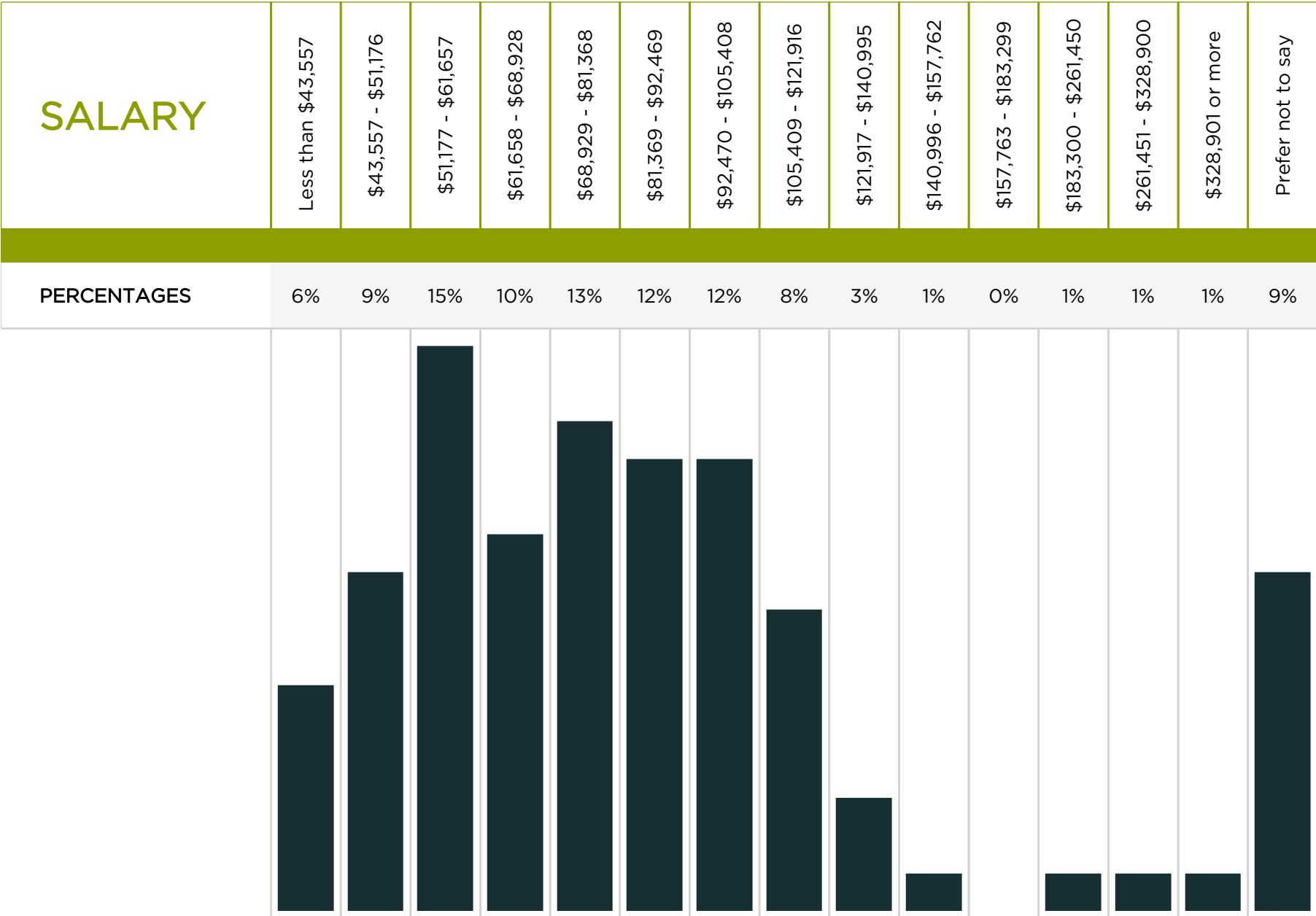
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	65%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	5%
Administrative support (e.g. executive/personal assistant, receptionist)	17%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	3%
Policy	-
Research	1%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		8%
1 - 2 years		8%
2 - 5 years		18%
5 - 10 years		21%
10 - 20 years		30%
More than 20 years		14%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		42%
Part-time work		26%
Flexible start and finish times		19%
Working from different locations		9%
Working additional hours to make up for time off		8%
Flexible scheduling for rostered workers		7%
Study leave		7%

% are calculated with the number of unique respondents (N = 2,474 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Leave without pay	5%
Job sharing	4%
Working from home	3%
Other	2%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 2,474 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.

	Central Coast Local Health District	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
NUMBER OF RESPONDENTS	2767	1627	135	432	84	0	16	46	1	176
EMPLOYEE ENGAGEMENT	65%	65%	62%	68%	69%	(r)	(r)	69%	(r)	66%
ENGAGEMENT WITH WORK	72%	71%	72%	73%	67%	(r)	(r)	86%	(r)	77%
SENIOR MANAGERS	44%	42%	45%	48%	47%	(r)	(r)	48%	(r)	49%
COMMUNICATION	58%	57%	59%	60%	61%	(r)	(r)	71%	(r)	64%
HIGH PERFORMANCE	63%	63%	61%	64%	60%	(r)	(r)	70%	(r)	65%
PUBLIC SECTOR VALUES	58%	58%	56%	60%	60%	(r)	(r)	66%	(r)	61%
DIVERSITY & INCLUSION	65%	64%	66%	70%	68%	(r)	(r)	68%	(r)	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 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.

	Central Coast Local Health District	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
NUMBER OF RESPONDENTS	2767	161	231	384	242	326	293	293	196	78	22	11	15	13
EMPLOYEE ENGAGEMENT	65%	64%	67%	68%	67%	63%	62%	66%	70%	72%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	72%	75%	72%	74%	69%	67%	73%	80%	84%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	42%	46%	46%	47%	40%	41%	47%	49%	55%	(r)	(r)	(r)	(r)
COMMUNICATION	58%	53%	58%	59%	63%	57%	56%	59%	69%	72%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	60%	64%	64%	67%	61%	62%	64%	68%	71%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	54%	59%	59%	61%	57%	57%	60%	65%	70%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	63%	68%	67%	69%	64%	62%	65%	71%	77%	(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.

	Central Coast Local Health District	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	2767	14	235
EMPLOYEE ENGAGEMENT	65%	(r)	59%
ENGAGEMENT WITH WORK	72%	(r)	63%
SENIOR MANAGERS	44%	(r)	35%
COMMUNICATION	58%	(r)	47%
HIGH PERFORMANCE	63%	(r)	55%
PUBLIC SECTOR VALUES	58%	(r)	51%
DIVERSITY & INCLUSION	65%	(r)	53%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Central Coast Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	2767	196	209	455	513	749	354
EMPLOYEE ENGAGEMENT	65%	74%	70%	68%	64%	61%	66%
ENGAGEMENT WITH WORK	72%	83%	78%	75%	70%	67%	73%
SENIOR MANAGERS	44%	63%	55%	51%	41%	37%	42%
COMMUNICATION	58%	74%	68%	63%	56%	52%	57%
HIGH PERFORMANCE	63%	76%	70%	68%	61%	57%	62%
PUBLIC SECTOR VALUES	58%	74%	66%	64%	56%	53%	58%
DIVERSITY & INCLUSION	65%	78%	72%	70%	63%	60%	63%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

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.

	Central Coast Local Health District	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
NUMBER OF RESPONDENTS	2767	471	138	206	179	642	93	220	80	16	127	173	45	1029
EMPLOYEE ENGAGEMENT	65%	71%	69%	70%	73%	65%	70%	72%	74%	(r)	70%	69%	66%	63%
ENGAGEMENT WITH WORK	72%	82%	72%	79%	79%	70%	77%	82%	85%	(r)	73%	76%	61%	71%
SENIOR MANAGERS	44%	53%	49%	57%	48%	41%	48%	52%	65%	(r)	51%	48%	39%	42%
COMMUNICATION	58%	69%	61%	70%	66%	57%	60%	70%	79%	(r)	64%	64%	56%	55%
HIGH PERFORMANCE	63%	71%	67%	73%	69%	62%	65%	73%	78%	(r)	69%	67%	60%	61%
PUBLIC SECTOR VALUES	58%	67%	63%	68%	63%	57%	63%	67%	75%	(r)	65%	63%	53%	56%
DIVERSITY & INCLUSION	65%	79%	71%	76%	77%	66%	73%	78%	83%	(r)	72%	71%	65%	60%

*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.

	Central Coast Local Health District	Central Coast	Sydney West	Capital Region	Hunter Valley exc Newcastle	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Parramatta	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	2767	2375	3	2	2	1	1	1	0	0	0	0	0
EMPLOYEE ENGAGEMENT	65%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	66%	(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.

	Central Coast Local Health District	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	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
NUMBER OF RESPONDENTS	2767	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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.

	Central Coast Local Health District	Sydney East	Central West	Coffs Harbour - Grafton	Far West and Orana	Riverina	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	2767	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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.

	Central Coast Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	2767	11	84	195	221	280	335	338	369	366	200	64
EMPLOYEE ENGAGEMENT	65%	(r)	77%	71%	69%	65%	64%	65%	62%	65%	63%	65%
ENGAGEMENT WITH WORK	72%	(r)	85%	77%	73%	69%	70%	73%	69%	73%	75%	76%
SENIOR MANAGERS	44%	(r)	61%	53%	54%	46%	43%	46%	39%	40%	36%	44%
COMMUNICATION	58%	(r)	71%	66%	66%	60%	59%	61%	55%	56%	52%	55%
HIGH PERFORMANCE	63%	(r)	77%	72%	69%	63%	63%	66%	58%	59%	59%	65%
PUBLIC SECTOR VALUES	58%	(r)	73%	67%	66%	60%	58%	60%	55%	55%	53%	58%
DIVERSITY & INCLUSION	65%	(r)	80%	71%	72%	67%	67%	66%	61%	62%	60%	64%

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.

	Central Coast Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	2767	453	2018	49
EMPLOYEE ENGAGEMENT	65%	65%	66%	48%
ENGAGEMENT WITH WORK	72%	73%	72%	50%
SENIOR MANAGERS	44%	47%	44%	18%
COMMUNICATION	58%	61%	59%	33%
HIGH PERFORMANCE	63%	63%	64%	43%
PUBLIC SECTOR VALUES	58%	60%	59%	35%
DIVERSITY & INCLUSION	65%	67%	66%	39%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Central Coast Local Health District	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	2767	42	6	35	9	2	25	108	697	53	96	43	60	2
EMPLOYEE ENGAGEMENT	65%	69%	(r)	68%	(r)	(r)	(r)	65%	63%	73%	75%	70%	72%	(r)
ENGAGEMENT WITH WORK	72%	71%	(r)	80%	(r)	(r)	(r)	76%	66%	81%	89%	67%	79%	(r)
SENIOR MANAGERS	44%	57%	(r)	41%	(r)	(r)	(r)	40%	37%	56%	59%	43%	67%	(r)
COMMUNICATION	58%	67%	(r)	59%	(r)	(r)	(r)	59%	53%	69%	75%	56%	76%	(r)
HIGH PERFORMANCE	63%	71%	(r)	59%	(r)	(r)	(r)	63%	59%	72%	77%	56%	81%	(r)
PUBLIC SECTOR VALUES	58%	69%	(r)	60%	(r)	(r)	(r)	56%	53%	71%	75%	56%	76%	(r)
DIVERSITY & INCLUSION	65%	65%	(r)	65%	(r)	(r)	(r)	67%	60%	75%	80%	67%	88%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Central Coast Local Health District	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	2767	353	40	30	367	41	20	5	0	1	33	11	3	4
EMPLOYEE ENGAGEMENT	65%	68%	73%	78%	67%	69%	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	73%	79%	93%	77%	77%	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)
SENIOR MANAGERS	44%	45%	51%	76%	52%	66%	(r)	(r)	(r)	(r)	41%	(r)	(r)	(r)
COMMUNICATION	58%	59%	65%	87%	64%	70%	(r)	(r)	(r)	(r)	56%	(r)	(r)	(r)
HIGH PERFORMANCE	63%	63%	65%	82%	69%	76%	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	58%	63%	81%	66%	72%	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	68%	71%	85%	68%	74%	(r)	(r)	(r)	(r)	62%	(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.

	Central Coast Local Health District	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	2767	10	13	0	17	0	1	0	1	16	13	20	3	13
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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.

	Central Coast Local Health District	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	2767	24	0	21	1	4	0	100	193
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	64%	55%
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	77%	57%
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	45%	27%
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	(r)	60%	41%
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)	62%	50%
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	56%	44%
DIVERSITY & INCLUSION	65%	(r)	(r)	(r)	(r)	(r)	(r)	66%	49%

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GUIDE TO THIS REPORT

i SURVEY TIME FRAME

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

i PRIVACY

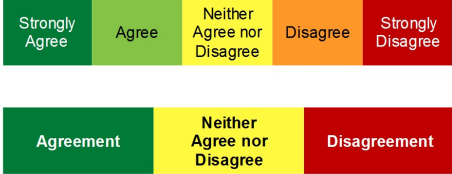
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of 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.

i HOW TO READ THIS REPORT

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



i ROUNDING

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

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

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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