

---

# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



---

## AGENCY REPORT

Health

# Health Education & Training Institute

## RESPONSE RATE

# 91%

172 OF 189 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 65%

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

## ENGAGEMENT WITH WORK

# 78%

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

## SENIOR MANAGERS

# 55%

DIFFERENCE FROM 2017 +5  
 DIFFERENCE FROM CLUSTER +9  
 DIFFERENCE FROM PUBLIC SECTOR +6

## COMMUNICATION

# 69%

DIFFERENCE FROM 2017 +3  
 DIFFERENCE FROM CLUSTER +9  
 DIFFERENCE FROM PUBLIC SECTOR +7

## HIGH PERFORMANCE

# 70%

DIFFERENCE FROM 2017 +3  
 DIFFERENCE FROM CLUSTER +7  
 DIFFERENCE FROM PUBLIC SECTOR +6

## PUBLIC SECTOR VALUES

# 69%

DIFFERENCE FROM 2017 +2  
 DIFFERENCE FROM CLUSTER +10  
 DIFFERENCE FROM PUBLIC SECTOR +7

## DIVERSITY & INCLUSION

# 77%

DIFFERENCE FROM CLUSTER +10  
 DIFFERENCE FROM PUBLIC SECTOR +9

## FLEXIBLE WORKING SATISFACTION

# 68%

DIFFERENCE FROM 2017 +15  
 DIFFERENCE FROM CLUSTER +10  
 DIFFERENCE FROM PUBLIC SECTOR +9

## ACTION ON RESULTS

# 53%

DIFFERENCE FROM 2017 +7  
 DIFFERENCE FROM CLUSTER +17  
 DIFFERENCE FROM PUBLIC SECTOR +17



## 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

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	93%	96%
1g. I know how to address a health and safety issue I have identified	91%	-
1a. I understand what is expected of me to do well in my role	87%	83%
2c. I receive help and support from other members of my workgroup	87%	90%
2b. My workgroup works collaboratively to achieve its objectives	84%	90%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	83%	84%
5b. My manager listens to what I have to say	83%	79%
2e. People in my workgroup treat each other with respect	82%	86%
1c. My job gives me a feeling of personal accomplishment	81%	75%
1d. I feel motivated to contribute more than what is normally required at work	81%	78%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	36%	31%
7c. I feel that change is managed well in my organisation	40%	39%
7g. I have confidence in the way recruitment decisions are made	46%	38%
3e. My performance is assessed against clear criteria	49%	47%
5h. My manager appropriately deals with employees who perform poorly	49%	49%
6b. I feel that senior managers effectively lead and manage change	49%	40%
7d. There is good co-operation between teams across our organisation	50%	40%
3g. I am satisfied with the opportunities available for career development in my organisation	52%	46%
6c. I feel that senior managers model the values of my organisation	53%	46%
6h. I feel that senior managers listen to employees	53%	46%



### 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?	68%	53%
3f. I have received appropriate training and development to do my job well	69%	58%
7d. There is good co-operation between teams across our organisation	50%	40%
7f. My organisation is committed to developing its employees	69%	59%
6b. I feel that senior managers effectively lead and manage change	49%	40%
7g. I have confidence in the way recruitment decisions are made	46%	38%
6a. I believe senior managers provide clear direction for the future of the organisation	56%	48%
6h. I feel that senior managers listen to employees	53%	46%
14. I believe action will be taken on the results from this survey by my organisation	53%	46%
6g. I feel that senior managers keep employees informed about what's going on	56%	49%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7k. I feel a strong personal attachment to my organisation	57%	63%
2b. My workgroup works collaboratively to achieve its objectives	84%	90%
5a. My manager encourages people in my workgroup to keep improving the work they do	79%	84%
2e. People in my workgroup treat each other with respect	82%	86%
2c. I receive help and support from other members of my workgroup	87%	90%
2a. My workgroup strives to achieve customer/client satisfaction	93%	96%
5g. My manager provides acknowledgement or other recognition for the work I do	75%	78%
2d. There is good team spirit in my workgroup	76%	79%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	70%	72%
7i. I would recommend my organisation as a great place to work	60%	62%



### 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

## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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



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



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



**Q3e.** My performance is assessed against clear criteria



**Q3e.** My performance is assessed against clear criteria



**Q3e.** My performance is assessed against clear criteria



**Q7g.** I have confidence in the way recruitment decisions are made



**Q7g.** I have confidence in the way recruitment decisions are made



**Q7g.** I have confidence in the way recruitment decisions are made



**Q7c.** I feel that change is managed well in my organisation



**Q7c.** I feel that change is managed well in my organisation



**Q7c.** I feel that change is managed well in 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.

# 53%

of employees replied favourably to:

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

## 37%

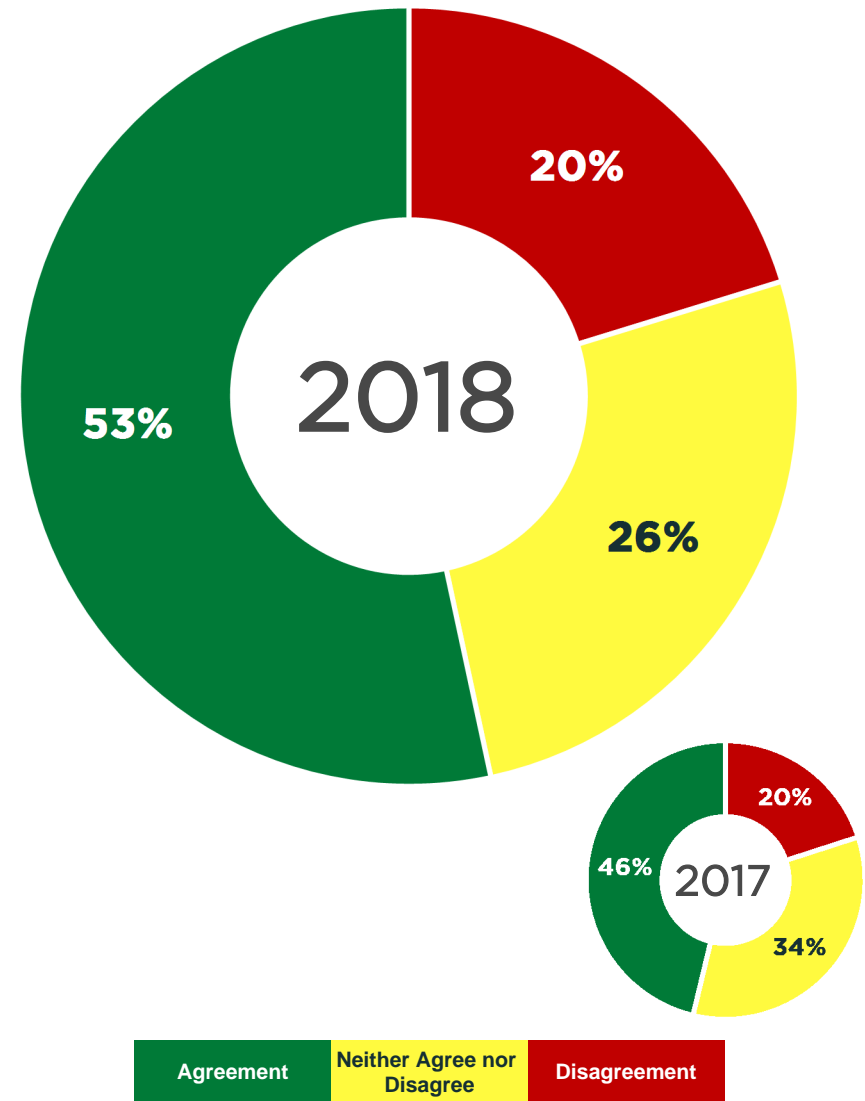
SECTOR

## 36%

CLUSTER

## 46%

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>Q7c.</b> I feel that change is managed well in my organisation	<b>40%</b>	39%	42%	40%
<b>2</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>53%</b>	46%	47%	50%
<b>3</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>69%</b>	59%	51%	52%
<b>4</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>56%</b>	48%	46%	49%
<b>5</b>	<b>Q7e.</b> People in my organisation take responsibility for their own actions	<b>57%</b>	58%	49%	49%
<b>6</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>49%</b>	40%	44%	46%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Health Education & Training Institute

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.

	Health Education & Training Institute	Corporate Support and Business Partnerships	Leadership Management Development & Educational Design	Medical	Mental Health	Professional Practice & Interprofessional Collaboration	Rural & Remote
NUMBER OF RESPONDENTS	172	29	22	28	14	44	14
EMPLOYEE ENGAGEMENT	65%	65%	65%	66%	48%	73%	56%
ENGAGEMENT WITH WORK	78%	74%	68%	73%	74%	91%	81%
SENIOR MANAGERS	55%	49%	62%	59%	42%	61%	62%
COMMUNICATION	69%	58%	69%	70%	45%	81%	68%
HIGH PERFORMANCE	70%	67%	71%	66%	55%	81%	72%
PUBLIC SECTOR VALUES	69%	62%	76%	69%	54%	77%	67%
DIVERSITY & INCLUSION	77%	69%	73%	72%	54%	92%	77%

### 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	20	40	19	14	60%	62%	61%	61%
Q7j. I am proud to tell others I work for my organisation	23	44	22	7	67%	67%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	21	36	25	12	57%	63%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	42	21	12	62%	58%	54%	55%
Q7m. My organisation inspires me to do the best in my job	22	37	25	8	58%	58%	55%	55%

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.

ENGAGEMENT WITH WORK	78% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	34	48	11	81%	75%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	41	40	12	81%	78%	72%	72%	
Q1e. I am satisfied with my job	23	47	17	8	70%	67%	70%	69%

### KEY





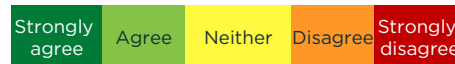
## EXPLORE THE FULL RESULTS

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.

SENIOR MANAGERS	55% 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	17	39	24	12	8	56%	48%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	36	24	15	12	49%	40%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	18	34	18	18	11	53%	46%	47%	50%
Q6d. Senior managers encourage innovation by employees	20	39	24	11	7	59%	52%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	45	21	11		63%	63%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	49	17	8		70%	72%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	16	40	21	15	8	56%	49%	44%	47%
Q6h. I feel that senior managers listen to employees	14	39	24	13	11	53%	46%	40%	43%
Q7c. I feel that change is managed well in my organisation	14	27	27	17	16	40%	39%	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	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	36	38	16	7	74%	72%	70%	72%	
Q5d. My manager encourages and values employee input	43	35	12		78%	78%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	34	40	18		74%	70%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	40	21	15	8	56%	49%	44%	47%
Q6h. I feel that senior managers listen to employees	14	39	24	13	11	53%	46%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	50	12			78%	79%	66%	67%

### 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.

	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	30	58	87%	83%	92%	90%			
Q2b. My workgroup works collaboratively to achieve its objectives	49	35	84%	90%	79%	79%			
Q3f. I have received appropriate training and development to do my job well	20	49	19	10	69%	58%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	39	41	15		79%	84%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	35	41	16		75%	73%	65%	68%	
Q6d. Senior managers encourage innovation by employees	20	39	24	11	7	59%	52%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	45	21	11		63%	63%	48%	52%
Q7a. My organisation focuses on improving the work we do	27	50	13			77%	73%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	48	19	9		67%	64%	56%	57%

KEY

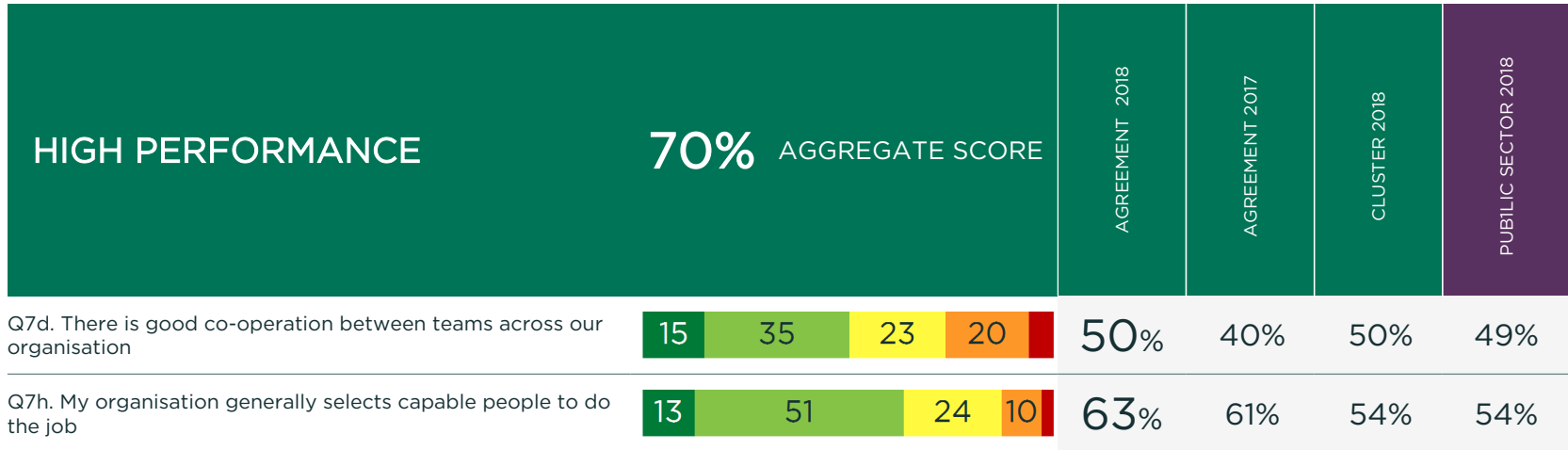




## EXPLORE THE FULL RESULTS

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	69% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	54	39	93%	96%	87%	86%		
Q2e. People in my workgroup treat each other with respect	44	38	9	82%	86%	71%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	39	41	15	79%	84%	71%	74%		
Q5b. My manager listens to what I have to say	42	41	9	83%	79%	73%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	39	24	12	8	56%	48%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	18	34	18	18	11	53%	46%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	49	17	8		70%	72%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	16	40	21	15	8	56%	49%	44%	47%
Q6h. I feel that senior managers listen to employees	14	39	24	13	11	53%	46%	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		69% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				77%	73%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				57%	58%	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	77% 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	30	41	13	14	71%	68%	66%	65%
Q5b. My manager listens to what I have to say	42	41	9		83%	79%	73%	76%
Q5d. My manager encourages and values employee input	43	35	12		78%	78%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	29	42	23		70%	64%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	46	10	8	79%	78%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	34	50	10		83%	84%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	50	12		78%	79%	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>	32	36	20	8	68%	53%	58%	59%
Q8e. My manager supports flexible working in my team	44	34	15		78%	-	61%	63%

KEY

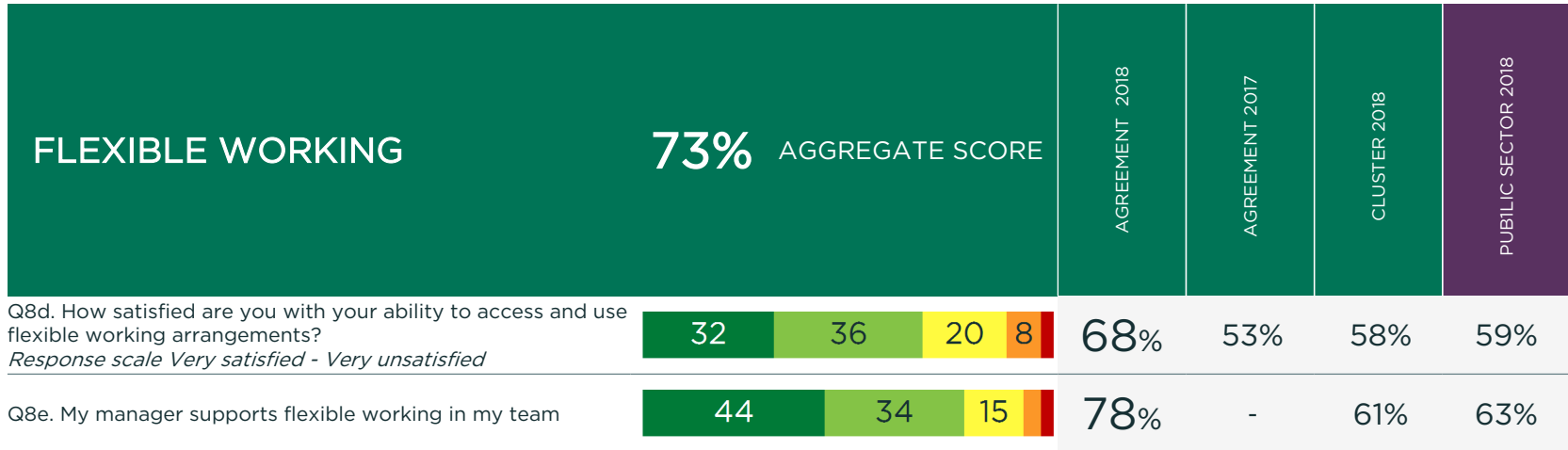




## EXPLORE THE FULL RESULTS

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

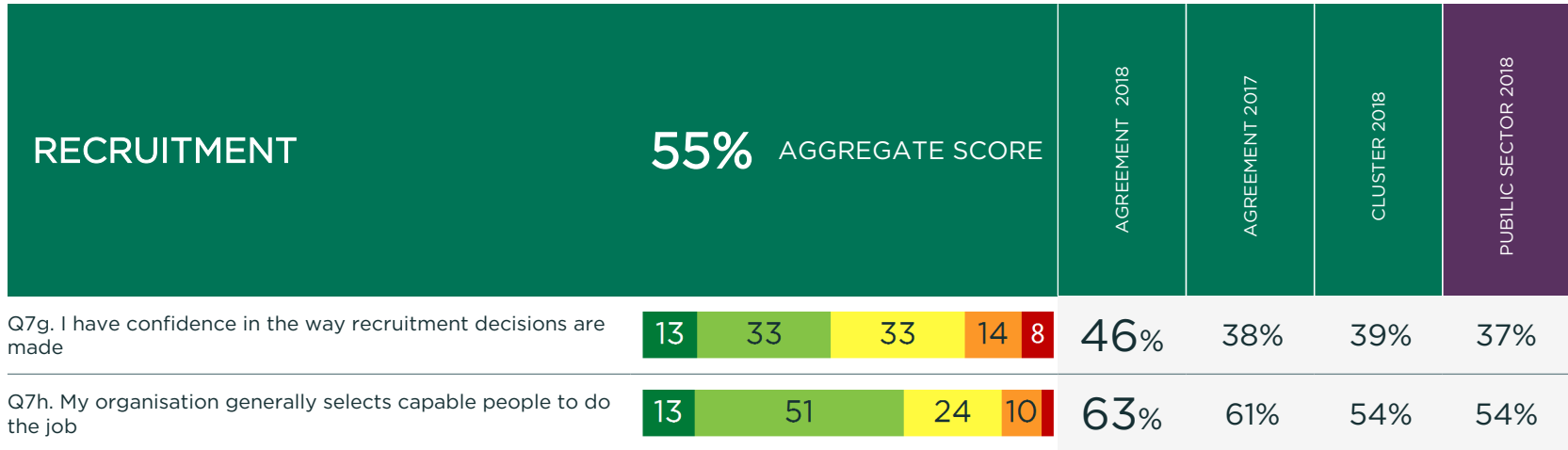




## EXPLORE THE FULL RESULTS

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.



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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	61% 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	27	47	17	0	73%	73%	65%	65%	
Q3e. My performance is assessed against clear criteria	15	33	35	11	49%	47%	60%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	35	24	12	12	52%	46%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	44	31	14	8	75%	78%	66%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	24	25	35	11	49%	49%	46%	46%	
Q7f. My organisation is committed to developing its employees	20	49	20	0	69%	59%	51%	52%	

KEY





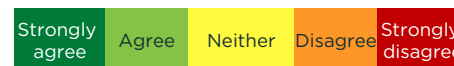
## EXPLORE THE FULL RESULTS

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	75% 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	30	41	13	14	71%	68%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	53	17	12	67%	62%	62%	60%
Q2c. I receive help and support from other members of my workgroup	50	37	8		87%	90%	80%	81%
Q2d. There is good team spirit in my workgroup	42	34	13		76%	79%	68%	70%

KEY

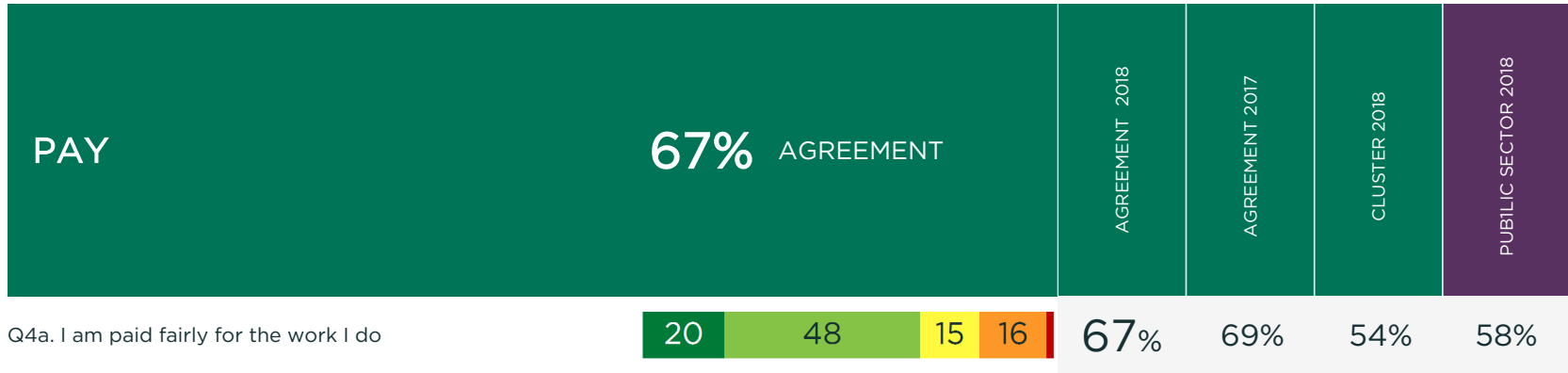




## EXPLORE THE FULL RESULTS

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

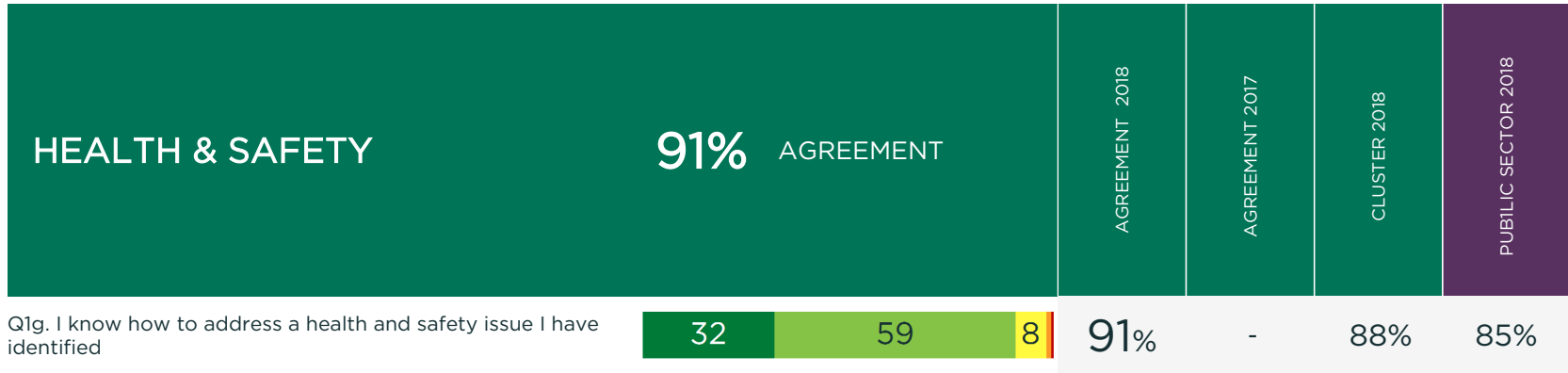




## EXPLORE THE FULL RESULTS

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.



KEY

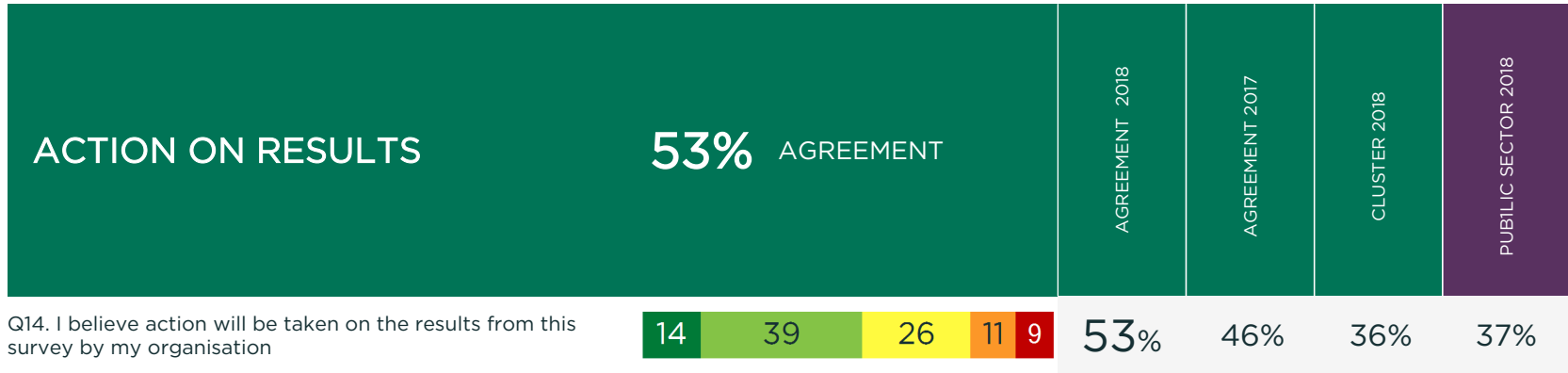




## EXPLORE THE FULL RESULTS

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



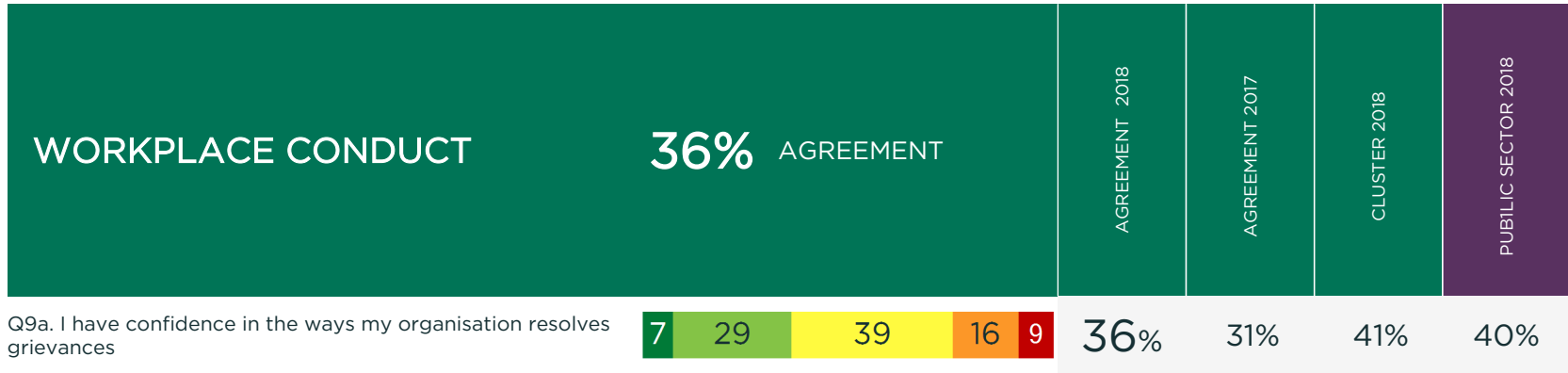




## EXPLORE THE FULL RESULTS

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.



### 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		69%	73%	69%	71%
No		31%	27%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		83%	87%	74%	76%
No		17%	13%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		64%	71%	57%	58%
No		36%	29%	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		37%	49%	40%	41%
No		63%	51%	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		36%	36%	29%	30%
There are no major barriers to my career progression		34%	37%	34%	32%
Lack of promotion opportunities		33%	27%	27%	29%
Geographic location considerations		25%	31%	23%	26%
Personal/family considerations		25%	26%	29%	30%
The application/recruitment process is too cumbersome or time consuming		15%	20%	18%	23%
Insufficient training and development		10%	8%	15%	16%
Lack of support for temporary assignments/secondments		10%	15%	14%	15%
Lack of required capabilities or experience		10%	8%	10%	11%
Lack of support from my manager/supervisor		8%	8%	15%	14%
Other		7%	11%	9%	9%

% are calculated with the number of unique respondents (N = 165 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		16%	17%	28%	24%
No		70%	75%	54%	58%
Don't know		14%	8%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		62%	42%	69%	66%
No		31%	54%	29%	32%
Don't know		8%	4%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		26%	26%	39%	33%
No		66%	66%	52%	57%
Don't know		8%	8%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		13%	13%	21%	18%
No		82%	81%	73%	76%
Don't know		5%	6%	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

Your Immediate Manager/Supervisor		35%	10%	23%	23%
A senior manager		30%	43%	18%	21%
A fellow worker at your level		20%	24%	32%	27%
Prefer not to say		15%	19%	13%	14%
A subordinate	(r)				
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	0%	-	5%	3%
No	98%	-	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	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)





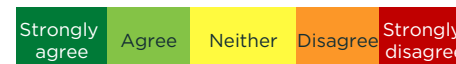
## EXPLORE THE FULL RESULTS

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		71%	66%	62%
Q2. I believe I am valued for what I can offer at my workplace		79%	79%	70%
Q3. In my workplace, we recognise our successes and innovations		81%	76%	66%
Q4. Staff are treated respectfully regardless of their job		72%	71%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		59%	56%	53%

KEY





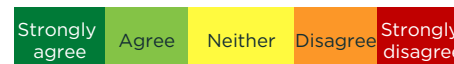
## EXPLORE THE FULL RESULTS

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	20 36 24 12 8	56%	54%	52%
Q7. I have a say in decisions which affect my work	21 44 22 10	65%	67%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	22 46 20 10	68%	65%	68%
Q9. My team's objectives/work plans are clearly outlined	18 49 20 9	68%	68%	66%
Q10. Our objectives/work plans help us to deliver a quality service	19 54 18 7	73%	64%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	17 34 26 16 7	50%	42%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		20%
Female		78%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24		2%
25 -29		6%
30 - 34		11%
35 - 39		15%
40 - 44		18%
45 - 49		10%
50 - 54		15%
55 - 59		13%
60 - 64		6%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

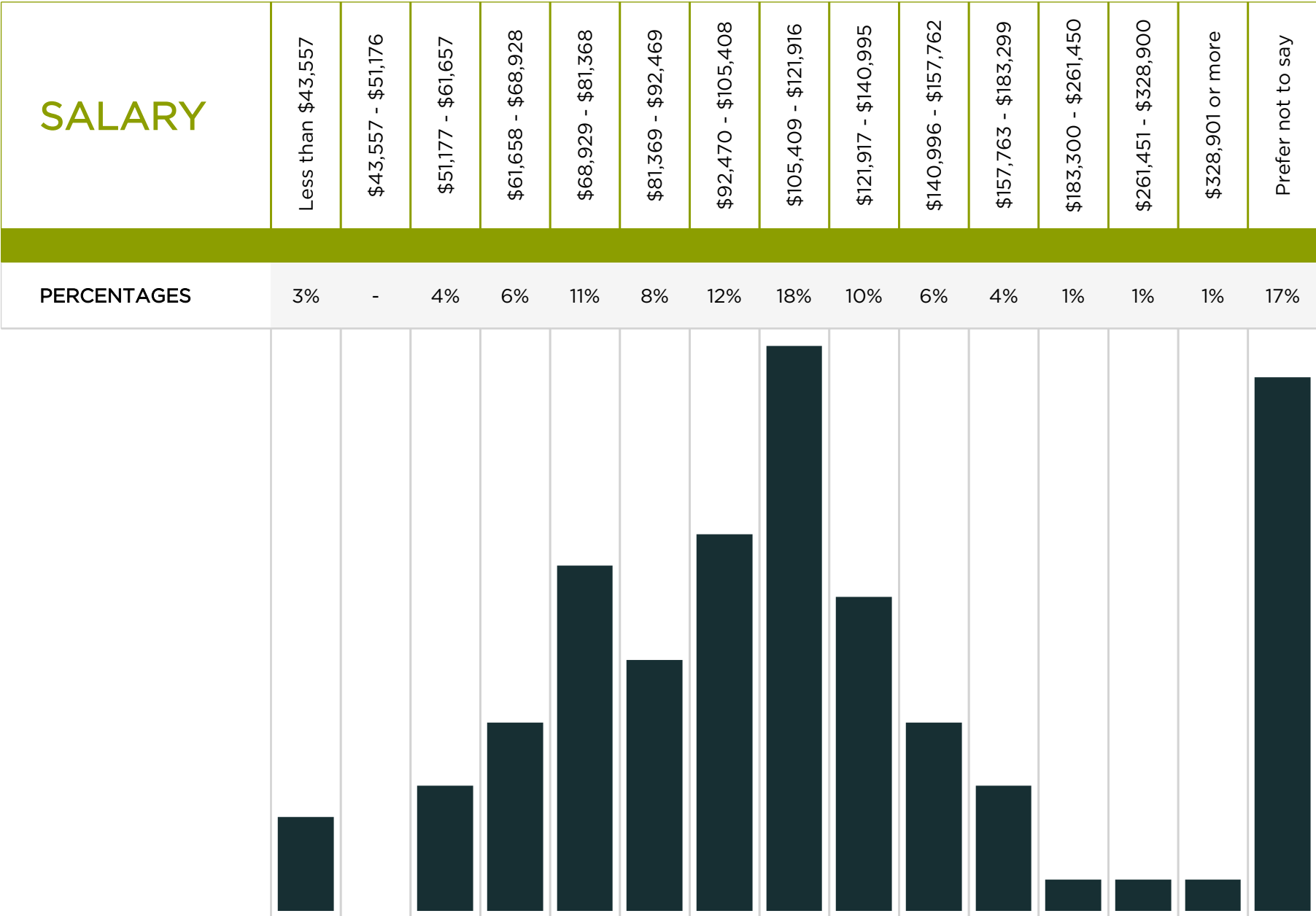
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	19%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	10%
Policy	-
Research	1%
Program and project management support	37%
Legal (including developing and/or reviewing legislation)	-
Other	23%

# 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		25%
1 - 2 years		22%
2 - 5 years		26%
5 - 10 years		20%
10 - 20 years		5%
More than 20 years		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Flexible start and finish times	58%
Working from home	37%
Working additional hours to make up for time off	23%
Working from different locations	23%
None of the above	23%
Part-time work	13%
Working more hours over fewer days	8%

% are calculated with the number of unique respondents (N = 161 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Study leave	6%
Leave without pay	6%
Flexible scheduling for rostered workers	2%
Job sharing	2%
Other	1%

% are calculated with the number of unique respondents (N = 161 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.

	Health Education & Training Institute	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>	172	10	6	31	16	0	2	61	0	37
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	62%	(r)	(r)	(r)	63%	(r)	67%
<b>ENGAGEMENT WITH WORK</b>	78%	(r)	(r)	73%	(r)	(r)	(r)	72%	(r)	84%
<b>SENIOR MANAGERS</b>	55%	(r)	(r)	56%	(r)	(r)	(r)	55%	(r)	55%
<b>COMMUNICATION</b>	69%	(r)	(r)	67%	(r)	(r)	(r)	68%	(r)	72%
<b>HIGH PERFORMANCE</b>	70%	(r)	(r)	69%	(r)	(r)	(r)	68%	(r)	73%
<b>PUBLIC SECTOR VALUES</b>	69%	(r)	(r)	66%	(r)	(r)	(r)	69%	(r)	70%
<b>DIVERSITY &amp; INCLUSION</b>	77%	(r)	(r)	76%	(r)	(r)	(r)	74%	(r)	82%

### 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.

	Health Education & Training Institute	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>	172	5	0	6	10	18	13	19	29	16	9	6	1	2
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(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>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(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

# 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.

	Health Education & Training Institute	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>172</b>	<b>1</b>	<b>28</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)
COMMUNICATION	69%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Education & Training Institute	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	172	40	35	42	32	8	3
EMPLOYEE ENGAGEMENT	65%	69%	64%	64%	64%	(r)	(r)
ENGAGEMENT WITH WORK	78%	83%	79%	75%	77%	(r)	(r)
SENIOR MANAGERS	55%	67%	53%	51%	51%	(r)	(r)
COMMUNICATION	69%	80%	63%	69%	67%	(r)	(r)
HIGH PERFORMANCE	70%	77%	70%	68%	68%	(r)	(r)
PUBLIC SECTOR VALUES	69%	79%	68%	66%	66%	(r)	(r)
DIVERSITY & INCLUSION	77%	83%	72%	79%	77%	(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.

	Health Education & Training Institute	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	172	94	13	37	4	21	4	37	59	0	9	10	1	37
EMPLOYEE ENGAGEMENT	65%	67%	(r)	67%	(r)	(r)	(r)	72%	67%	(r)	(r)	(r)	(r)	53%
ENGAGEMENT WITH WORK	78%	81%	(r)	81%	(r)	(r)	(r)	86%	85%	(r)	(r)	(r)	(r)	64%
SENIOR MANAGERS	55%	58%	(r)	56%	(r)	(r)	(r)	62%	54%	(r)	(r)	(r)	(r)	43%
COMMUNICATION	69%	73%	(r)	70%	(r)	(r)	(r)	78%	76%	(r)	(r)	(r)	(r)	56%
HIGH PERFORMANCE	70%	73%	(r)	75%	(r)	(r)	(r)	79%	74%	(r)	(r)	(r)	(r)	56%
PUBLIC SECTOR VALUES	69%	73%	(r)	72%	(r)	(r)	(r)	75%	72%	(r)	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	77%	82%	(r)	86%	(r)	(r)	(r)	89%	88%	(r)	(r)	(r)	(r)	58%

\*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.

	Health Education & Training Institute	Sydney East	Sydney - Ryde	Sydney West	Sydney - Parramatta	Central West	Newcastle and Lake Macquarie	Sydney - Inner South West	Capital Region	New England and North West	Sydney - City and Inner South	Sydney - Inner West	Sydney - Outer South West
NUMBER OF RESPONDENTS	172	95	88	27	26	4	4	4	3	3	2	1	1
EMPLOYEE ENGAGEMENT	65%	68%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	81%	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	56%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	73%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	71%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	71%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	80%	79%	(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.

	Health Education & Training Institute	Central Coast	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Mid North Coast	Richmond - Tweed	Southern Highlands and Shoalhaven	Illawarra	Murray	OUTSIDE NSW	Riverina	Sydney - Baukham Hills and Hawkesbury	Sydney - Blacktown
NUMBER OF RESPONDENTS	172	1	1	1	1	1	1	1	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	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(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	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Education & Training Institute	Sydney - Eastern Suburbs	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	172	0	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Education & Training Institute	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	172	2	3	10	17	23	27	16	23	20	9	4
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(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	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Education & Training Institute	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	172	33	126	3
<b>EMPLOYEE ENGAGEMENT</b>	65%	69%	65%	(r)
ENGAGEMENT WITH WORK	78%	81%	77%	(r)
SENIOR MANAGERS	55%	65%	55%	(r)
COMMUNICATION	69%	76%	69%	(r)
HIGH PERFORMANCE	70%	77%	70%	(r)
PUBLIC SECTOR VALUES	69%	78%	68%	(r)
DIVERSITY & INCLUSION	77%	81%	77%	(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.

	Health Education & Training Institute	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)
<b>NUMBER OF RESPONDENTS</b>	172	0	0	3	0	0	0	1	1	9	0	8	2	1
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(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>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(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.

	Health Education & Training Institute	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>	172	25	8	6	1	0	12	0	0	1	1	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(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>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(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.

	Health Education & Training Institute	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	172	0	0	0	0	0	0	0	1	19	21	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(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	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Education & Training Institute	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>	172	0	0	0	0	2	0	12	29
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

# 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.