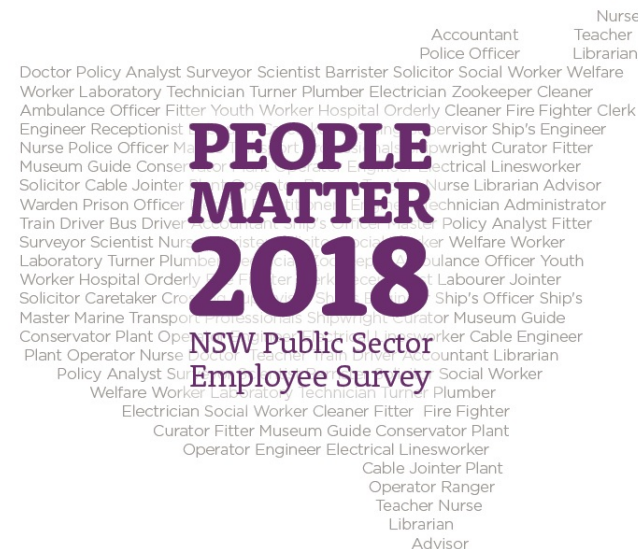

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

HealthShare NSW

RESPONSE RATE

66%

4,907 OF 7,403 RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+2**
 DIFFERENCE FROM PUBLIC SECTOR **+2**

ENGAGEMENT WITH WORK

76%

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

SENIOR MANAGERS

59%

DIFFERENCE FROM 2017 **+4**
 DIFFERENCE FROM CLUSTER **+13**
 DIFFERENCE FROM PUBLIC SECTOR **+10**

COMMUNICATION

66%

DIFFERENCE FROM 2017 **+4**
 DIFFERENCE FROM CLUSTER **+7**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

HIGH PERFORMANCE

70%

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

PUBLIC SECTOR VALUES

66%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+7**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

DIVERSITY & INCLUSION

72%

DIFFERENCE FROM CLUSTER **+6**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

FLEXIBLE WORKING SATISFACTION

68%

DIFFERENCE FROM 2017 **+8**
 DIFFERENCE FROM CLUSTER **+11**
 DIFFERENCE FROM PUBLIC SECTOR **+10**

ACTION ON RESULTS

52%

DIFFERENCE FROM 2017 **+6**
 DIFFERENCE FROM CLUSTER **+16**
 DIFFERENCE FROM PUBLIC SECTOR **+16**



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	93%	91%
1g.	I know how to address a health and safety issue I have identified	91%	-
2a.	My workgroup strives to achieve customer/client satisfaction	87%	82%
2c.	I receive help and support from other members of my workgroup	80%	77%
2b.	My workgroup works collaboratively to achieve its objectives	80%	75%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	79%	74%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	76%
1c.	My job gives me a feeling of personal accomplishment	77%	73%
7a.	My organisation focuses on improving the work we do	77%	73%
1b.	I am provided with the support I need to do my best at work	76%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	46%	39%
5h.	My manager appropriately deals with employees who perform poorly	52%	47%
14.	I believe action will be taken on the results from this survey by my organisation	52%	46%
9a.	I have confidence in the ways my organisation resolves grievances	53%	44%
7h.	My organisation generally selects capable people to do the job	53%	50%
6h.	I feel that senior managers listen to employees	53%	48%
7e.	People in my organisation take responsibility for their own actions	53%	48%
6g.	I feel that senior managers keep employees informed about what's going on	56%	52%
7c.	I feel that change is managed well in my organisation	57%	50%
7d.	There is good co-operation between teams across our organisation	58%	51%



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

9a.	I have confidence in the ways my organisation resolves grievances	53%	44%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	68%	60%
3g.	I am satisfied with the opportunities available for career development in my organisation	59%	51%
7l.	My organisation motivates me to help it achieve its objectives	64%	56%
7c.	I feel that change is managed well in my organisation	57%	50%
3e.	My performance is assessed against clear criteria	64%	57%
7d.	There is good co-operation between teams across our organisation	58%	51%
7m.	My organisation inspires me to do the best in my job	64%	58%
7g.	I have confidence in the way recruitment decisions are made	46%	39%
3f.	I have received appropriate training and development to do my job well	73%	67%



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

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



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



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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.

52%

of employees replied favourably to:

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

37%

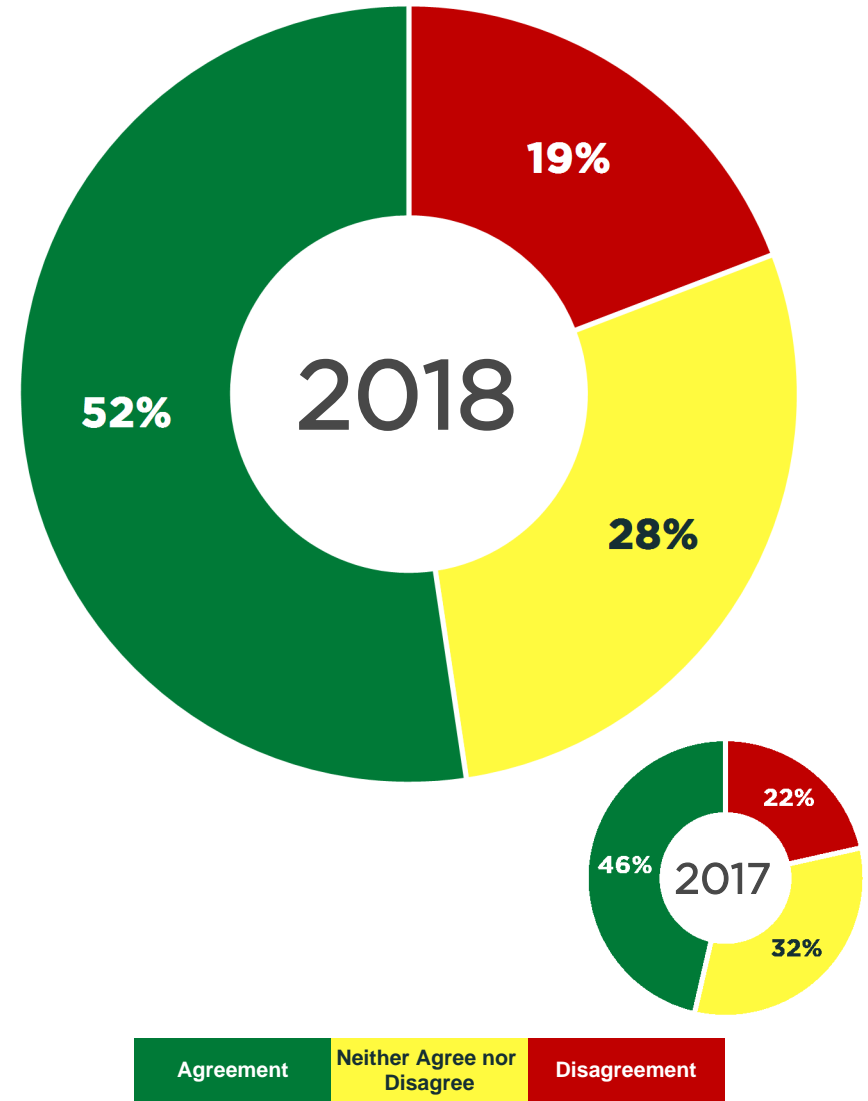
SECTOR

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 PARENT*	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	60%	54%	51%	52%
2	Q7a. My organisation focuses on improving the work we do	77%	73%	68%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	71%	67%	56%	57%
4	Q6h. I feel that senior managers listen to employees	53%	48%	40%	43%
5	Q7c. I feel that change is managed well in my organisation	57%	50%	42%	40%
6	Q6c. I feel that senior managers model the values of my organisation	59%	56%	47%	50%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for HealthShare NSW

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.

	HealthShare NSW	Clinical Support Services	Corporate Office	Patient Support Services	Payroll & Financial Shared Services
NUMBER OF RESPONDENTS	4907	2929	516	660	618
EMPLOYEE ENGAGEMENT	67%	67%	69%	66%	70%
ENGAGEMENT WITH WORK	76%	77%	72%	76%	75%
SENIOR MANAGERS	59%	60%	62%	46%	69%
COMMUNICATION	66%	66%	68%	59%	72%
HIGH PERFORMANCE	70%	71%	69%	62%	77%
PUBLIC SECTOR VALUES	66%	66%	70%	58%	74%
DIVERSITY & INCLUSION	72%	72%	76%	68%	79%

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	67% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7i. I would recommend my organisation as a great place to work	18	47	23	65%	61%	61%	61%	
Q7j. I am proud to tell others I work for my organisation	23	48	20	71%	66%	69%	69%	
Q7k. I feel a strong personal attachment to my organisation	20	43	25	8	63%	58%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	46	24	8	64%	56%	54%	55%
Q7m. My organisation inspires me to do the best in my job	20	44	23	8	64%	58%	55%	55%

KEY





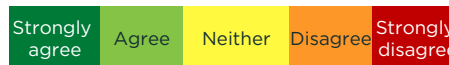
EXPLORE THE FULL RESULTS

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	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1c. My job gives me a feeling of personal accomplishment	28	49	14	77%	73%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	30	45	16	75%	72%	72%	72%
Q1e. I am satisfied with my job	26	49	16	75%	70%	70%	69%

KEY





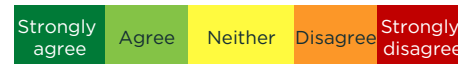
EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	59% 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	15	44	25	10	59%	56%	46%	49%	
Q6b. I feel that senior managers effectively lead and manage change	15	43	24	10	7	58%	54%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	16	43	25	8	7	59%	56%	47%	50%
Q6d. Senior managers encourage innovation by employees	14	46	26	10		60%	56%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	46	27	8		60%	57%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	51	20			69%	67%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	24	12	8	56%	52%	44%	47%
Q6h. I feel that senior managers listen to employees	13	40	26	13	8	53%	48%	40%	43%
Q7c. I feel that change is managed well in my organisation	13	44	24	13		57%	50%	42%	40%

KEY





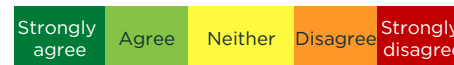
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

COMMUNICATION	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	27	46	15	8	73%	70%	70%	72%	
Q5d. My manager encourages and values employee input	27	45	16	7	72%	70%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	25	44	17	8	69%	65%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	24	12	8	56%	52%	44%	47%
Q6h. I feel that senior managers listen to employees	13	40	26	13	8	53%	48%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	49	16	8	71%	66%	66%	67%	

KEY





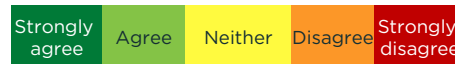
EXPLORE THE FULL RESULTS

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.

	HIGH PERFORMANCE		70% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1a. I understand what is expected of me to do well in my role	44	49		93%	91%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	27	53	13	80%	75%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	22	51	16	7	73%	67%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	49	15		74%	71%	71%	74%
Q5f. I have confidence in the decisions my manager makes	25	42	19	7	68%	65%	65%	68%
Q6d. Senior managers encourage innovation by employees	14	46	26	10	60%	56%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	46	27	8	60%	57%	48%	52%
Q7a. My organisation focuses on improving the work we do	20	57	15		77%	73%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	18	53	19		71%	67%	56%	57%

KEY

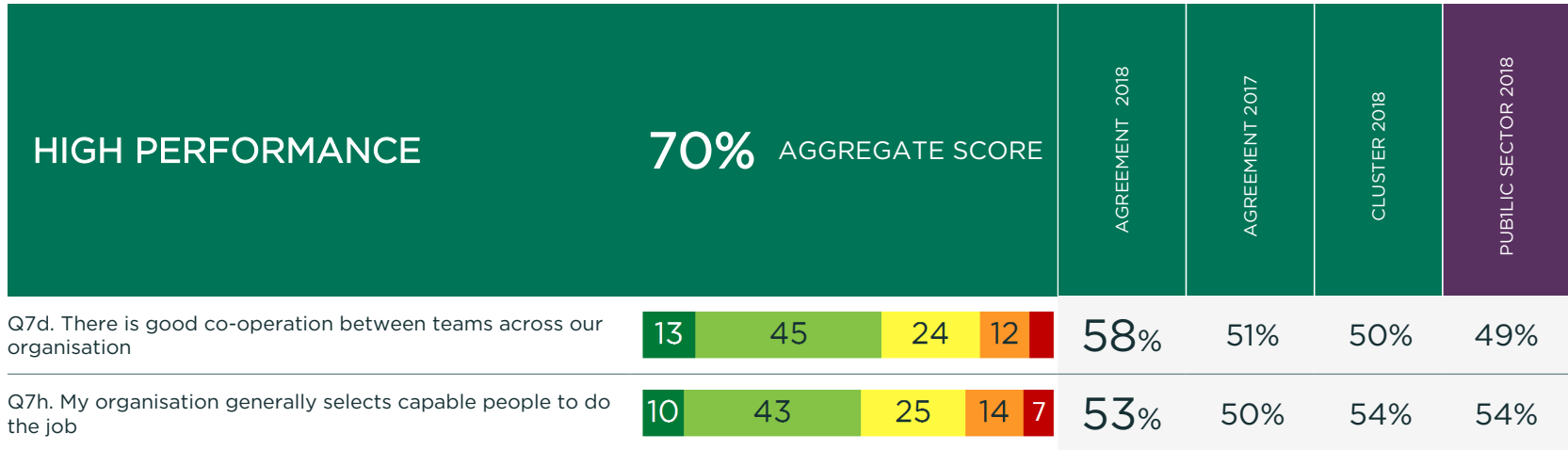




EXPLORE THE FULL RESULTS

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





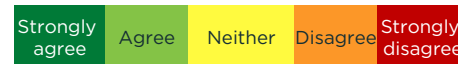
EXPLORE THE FULL RESULTS

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	66% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	34	53	9	87%	82%	87%	86%	
Q2e. People in my workgroup treat each other with respect	22	45	19	9	67%	65%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	49	15		74%	71%	71%	74%	
Q5b. My manager listens to what I have to say	28	46	14	7	74%	73%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	44	25	10	59%	56%	46%	49%	
Q6c. I feel that senior managers model the values of my organisation	16	43	25	8	7	59%	56%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	51	20		69%	67%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	24	12	8	56%	52%	44%	47%
Q6h. I feel that senior managers listen to employees	13	40	26	13	8	53%	48%	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		66% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7a. My organisation focuses on improving the work we do	20	57	15	77%	73%	68%	69%		
Q7e. People in my organisation take responsibility for their own actions	11	43	26	13	7	53%	48%	49%	49%

KEY





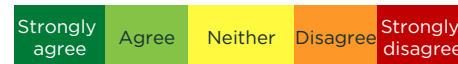
EXPLORE THE FULL RESULTS

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	72% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	26	50	13	8	76%	71%	66%	65%
Q5b. My manager listens to what I have to say	28	46	14	7	74%	73%	73%	76%
Q5d. My manager encourages and values employee input	27	45	16	7	72%	70%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	19	43	29		62%	58%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	53	15		79%	76%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	26	53	14		79%	74%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	49	16	8	71%	66%	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>	23	45	18	8	68%	60%	58%	59%
Q8e. My manager supports flexible working in my team	25	43	18	8	69%	-	61%	63%

KEY

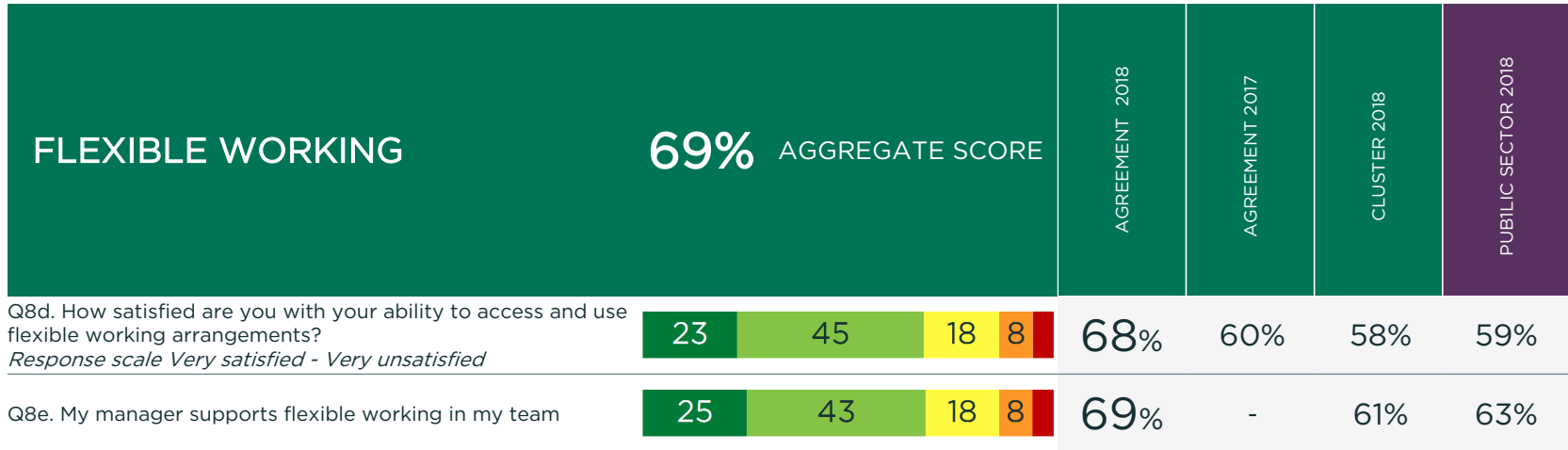




EXPLORE THE FULL RESULTS

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

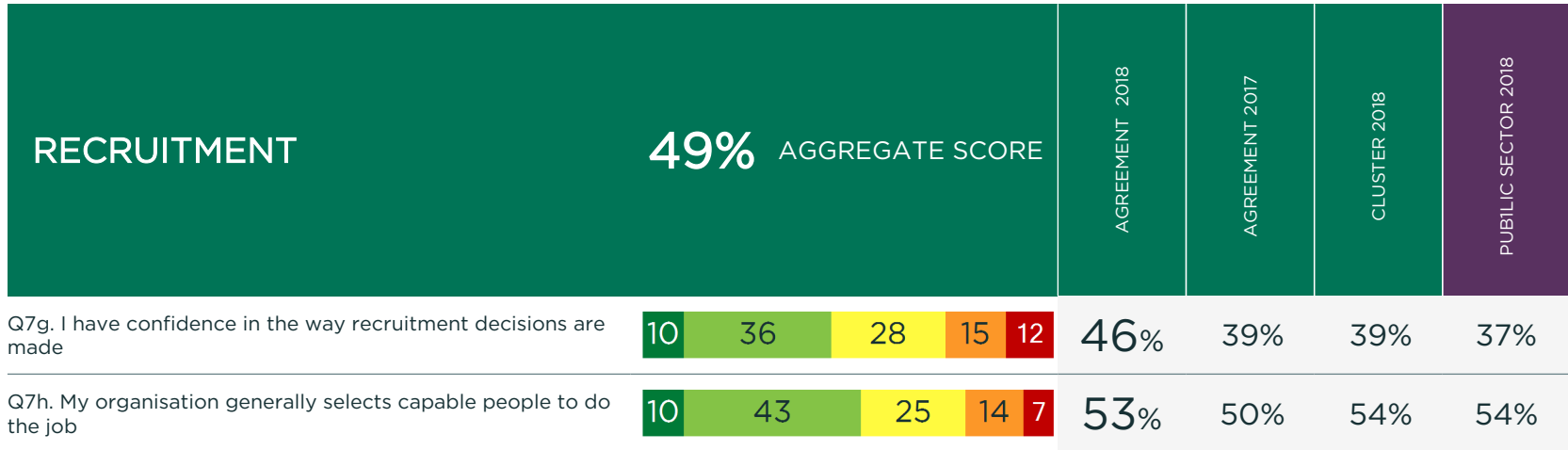




EXPLORE THE FULL RESULTS

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	62% 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	19	48	18	10	67%	64%	65%	65%	
Q3e. My performance is assessed against clear criteria	16	48	22	9	64%	57%	60%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	17	42	22	12	7	59%	51%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25	44	16	9	69%	65%	66%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	18	35	25	12	11	52%	47%	46%	46%
Q7f. My organisation is committed to developing its employees	14	46	24	10	60%	54%	51%	52%	

KEY





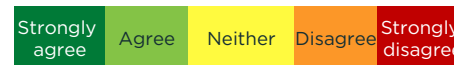
EXPLORE THE FULL RESULTS

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.

	73% 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	26	50	13	8	76%	71%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	18	52	17	9	70%	68%	62%	60%
Q2c. I receive help and support from other members of my workgroup	28	52	13	7	80%	77%	80%	81%
Q2d. There is good team spirit in my workgroup	24	42	18	9	66%	64%	68%	70%

KEY

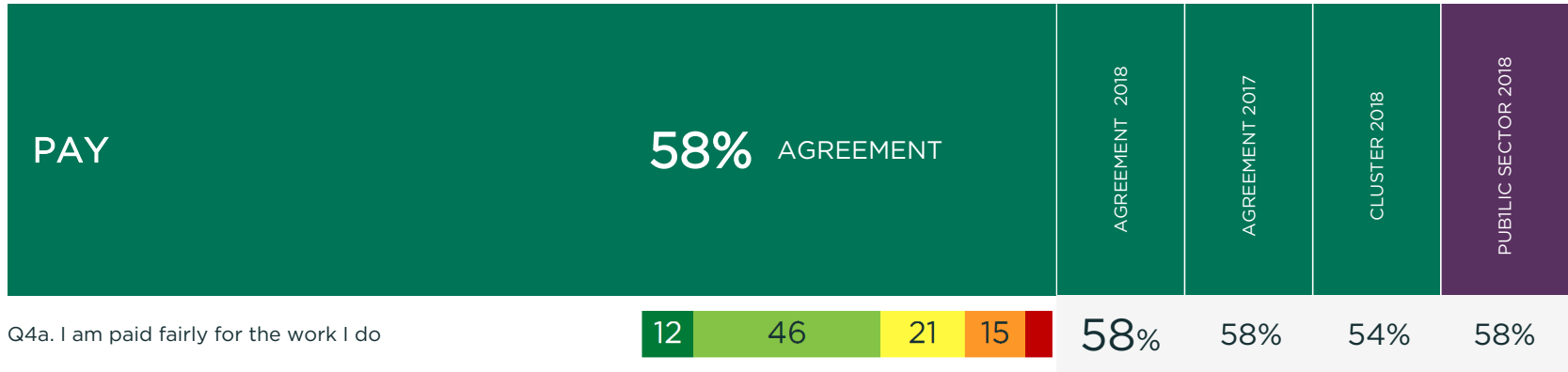




EXPLORE THE FULL RESULTS

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



KEY

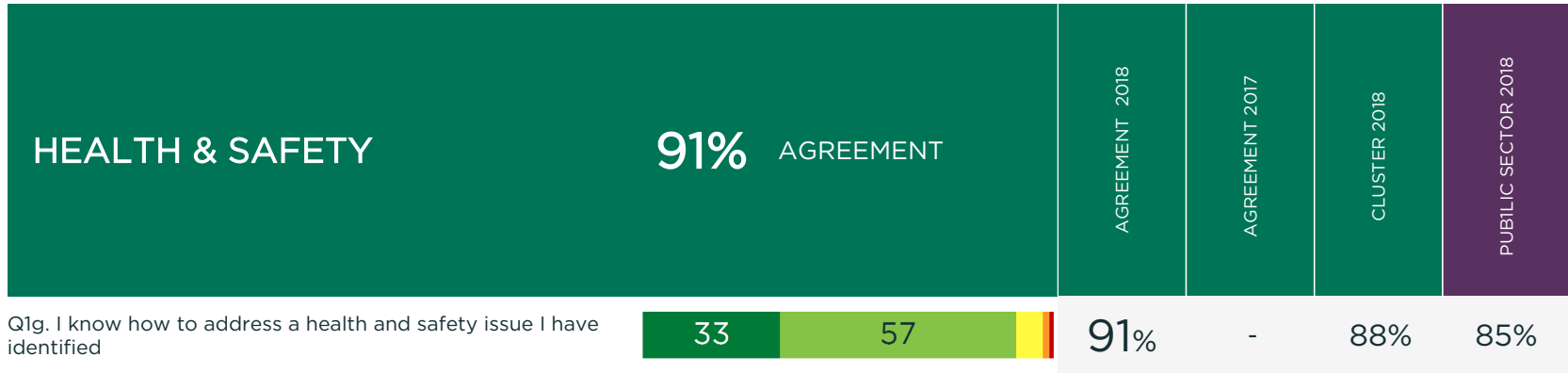




EXPLORE THE FULL RESULTS

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



KEY

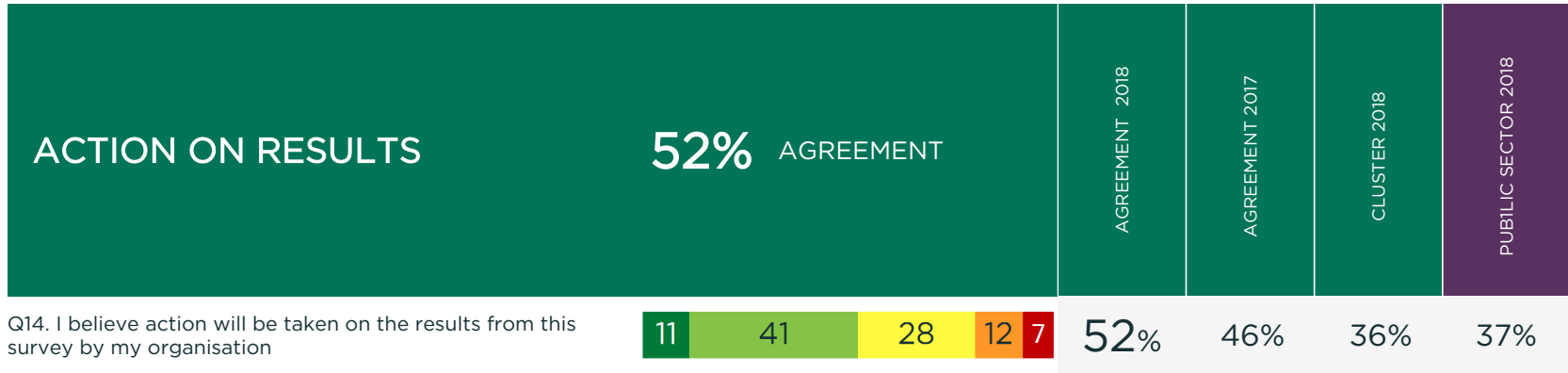




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KEY

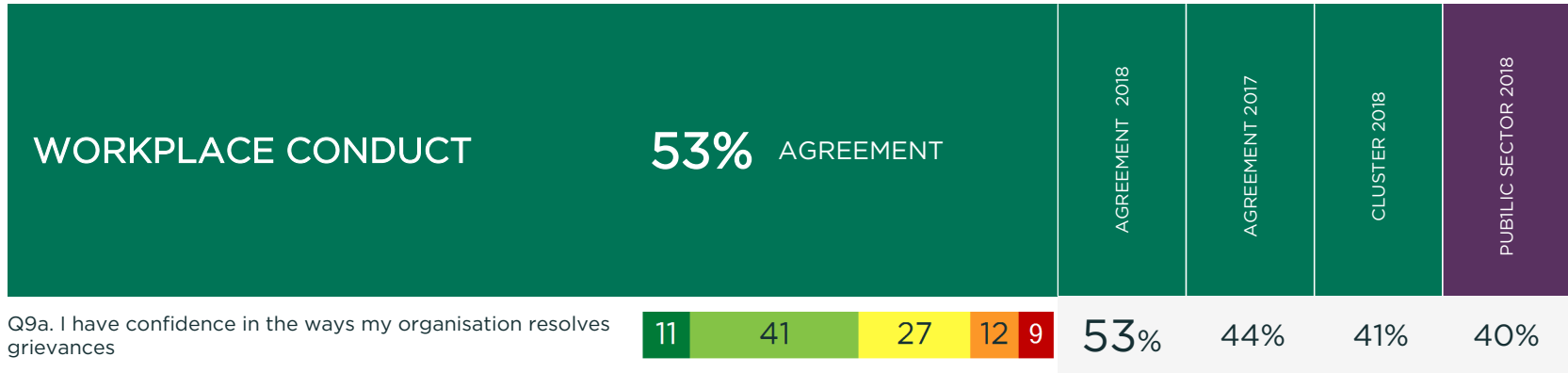




EXPLORE THE FULL RESULTS

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		67%	64%	69%	71%
No		33%	36%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		74%	73%	74%	76%
No		26%	27%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		57%	57%	57%	58%
No		43%	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		35%	41%	40%	41%
No		65%	59%	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		40%	36%	34%	32%
Lack of promotion opportunities		25%	29%	27%	29%
Personal/family considerations		24%	23%	29%	30%
Lack of visible opportunities		23%	27%	29%	30%
Geographic location considerations		18%	19%	23%	26%
The application/recruitment process is too cumbersome or time consuming		16%	18%	18%	23%
Insufficient training and development		15%	16%	15%	16%
Lack of support from my manager/supervisor		14%	15%	15%	14%
Lack of required capabilities or experience		12%	11%	10%	11%
Other		12%	9%	9%	9%
Lack of support for temporary assignments/secondments		10%	11%	14%	15%

% are calculated with the number of unique respondents (N = 4,632 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		25%	29%	28%	24%
No		56%	56%	54%	58%
Don't know		19%	14%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		70%	68%	69%	66%
No		27%	30%	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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	32%	34%	39%	33%
No	57%	55%	52%	57%
Don't know	11%	11%	9%	10%

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	18%	20%	21%	18%
No	74%	72%	73%	76%
Don't know	8%	8%	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		39%	35%	32%	27%
Your Immediate Manager/Supervisor		24%	25%	23%	23%
Prefer not to say		15%	13%	13%	14%
A senior manager		9%	14%	18%	21%
Other		6%	5%	6%	4%
A subordinate		5%	6%	6%	7%
A client or customer		2%	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		3%	-	5%	3%
No		94%	-	93%	94%
Don't know		3%	-	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		69%	-	28%	39%
A member of the public		15%	-	52%	37%
Other		5%	-	15%	19%
Prefer not to say		11%	-	5%	6%



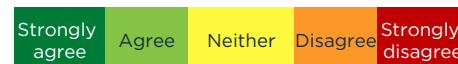
EXPLORE THE FULL RESULTS

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		65%	63%	62%
Q2. I believe I am valued for what I can offer at my workplace		73%	69%	70%
Q3. In my workplace, we recognise our successes and innovations		68%	63%	66%
Q4. Staff are treated respectfully regardless of their job		69%	65%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		63%	58%	53%

KEY





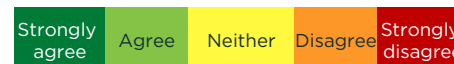
EXPLORE THE FULL RESULTS

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	17	45	23	9	62%	58%	52%
Q7. I have a say in decisions which affect my work	12	47	23	12	60%	54%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	16	55	18	8	71%	66%	68%
Q9. My team's objectives/work plans are clearly outlined	16	55	19		72%	67%	66%
Q10. Our objectives/work plans help us to deliver a quality service	18	57	18		74%	70%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	17	41	26	10	58%	52%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		32%
Female		67%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	█	4%
25 -29	█	7%
30 - 34	█	10%
35 - 39	█	11%
40 - 44	█	11%
45 - 49	█	14%
50 - 54	█	15%
55 - 59	█	16%
60 - 64	█	9%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

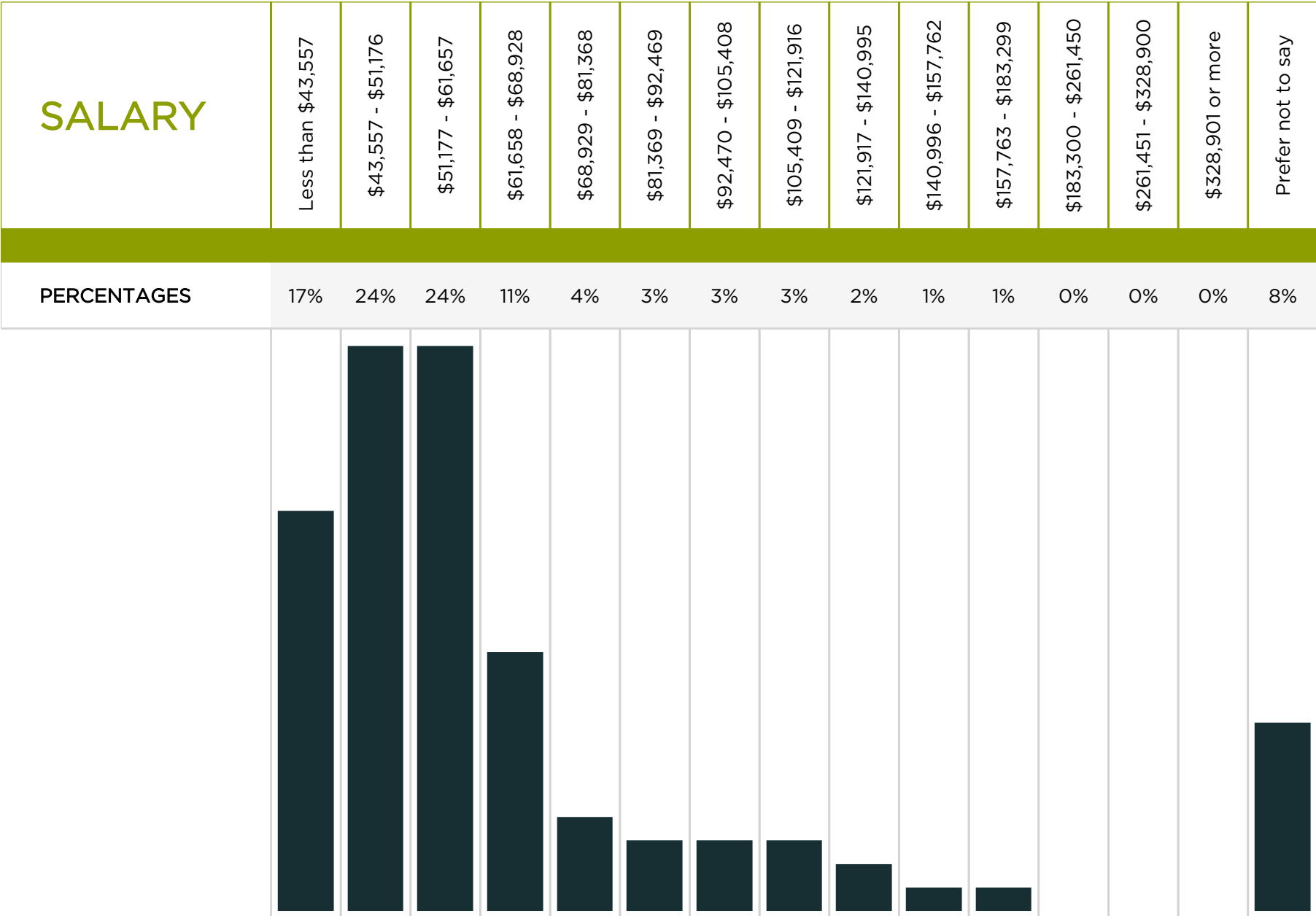
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	21%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	42%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	11%
Policy	0%
Research	0%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	0%
Other	17%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		13%
1 - 2 years		11%
2 - 5 years		20%
5 - 10 years		25%
10 - 20 years		20%
More than 20 years		12%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		44%
Flexible start and finish times		24%
Part-time work		19%
Working additional hours to make up for time off		9%
Flexible scheduling for rostered workers		9%
Working from different locations		7%
Working from home		6%

% are calculated with the number of unique respondents (N = 4,577 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Leave without pay	3%
Other	3%
Study leave	1%
Purchasing annual leave	1%
Job sharing	1%

% are calculated with the number of unique respondents (N = 4,577 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.

	HealthShare NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing)	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	4907	997	1939	318	530	9	4	64	4	793
EMPLOYEE ENGAGEMENT	67%	66%	67%	69%	71%	(r)	(r)	80%	(r)	65%
ENGAGEMENT WITH WORK	76%	76%	77%	74%	75%	(r)	(r)	89%	(r)	75%
SENIOR MANAGERS	59%	50%	62%	65%	68%	(r)	(r)	72%	(r)	57%
COMMUNICATION	66%	62%	67%	71%	71%	(r)	(r)	79%	(r)	63%
HIGH PERFORMANCE	70%	64%	72%	75%	74%	(r)	(r)	81%	(r)	68%
PUBLIC SECTOR VALUES	66%	60%	68%	72%	74%	(r)	(r)	79%	(r)	64%
DIVERSITY & INCLUSION	72%	69%	73%	77%	79%	(r)	(r)	87%	(r)	70%

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.

	HealthShare NSW	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	4907	794	1138	1110	512	209	127	125	118	73	35	33	7	5
EMPLOYEE ENGAGEMENT	67%	67%	67%	68%	66%	67%	65%	69%	70%	77%	79%	83%	(r)	(r)
ENGAGEMENT WITH WORK	76%	76%	77%	77%	74%	73%	76%	76%	77%	77%	86%	89%	(r)	(r)
SENIOR MANAGERS	59%	57%	61%	60%	59%	54%	53%	62%	68%	69%	74%	86%	(r)	(r)
COMMUNICATION	66%	64%	66%	68%	66%	64%	65%	67%	72%	73%	81%	92%	(r)	(r)
HIGH PERFORMANCE	70%	70%	70%	71%	70%	67%	66%	68%	71%	76%	78%	88%	(r)	(r)
PUBLIC SECTOR VALUES	66%	65%	66%	68%	66%	65%	64%	69%	74%	76%	80%	91%	(r)	(r)
DIVERSITY & INCLUSION	72%	72%	72%	74%	72%	72%	74%	77%	79%	82%	89%	94%	(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.

	HealthShare NSW	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	4907	4	370
EMPLOYEE ENGAGEMENT	67%	(r)	63%
ENGAGEMENT WITH WORK	76%	(r)	70%
SENIOR MANAGERS	59%	(r)	53%
COMMUNICATION	66%	(r)	59%
HIGH PERFORMANCE	70%	(r)	64%
PUBLIC SECTOR VALUES	66%	(r)	61%
DIVERSITY & INCLUSION	72%	(r)	65%

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.

	HealthShare NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4907	574	485	910	1130	916	552
EMPLOYEE ENGAGEMENT	67%	77%	70%	64%	66%	64%	66%
ENGAGEMENT WITH WORK	76%	85%	78%	73%	74%	73%	75%
SENIOR MANAGERS	59%	75%	60%	54%	58%	57%	56%
COMMUNICATION	66%	80%	67%	62%	65%	63%	63%
HIGH PERFORMANCE	70%	82%	71%	65%	69%	69%	68%
PUBLIC SECTOR VALUES	66%	81%	68%	61%	66%	64%	63%
DIVERSITY & INCLUSION	72%	84%	75%	69%	72%	69%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	HealthShare NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	4907	1100	254	402	400	865	35	307	296	40	160	66	145	2005
EMPLOYEE ENGAGEMENT	67%	73%	70%	70%	71%	70%	70%	75%	75%	75%	65%	72%	66%	63%
ENGAGEMENT WITH WORK	76%	81%	75%	76%	83%	78%	76%	85%	81%	75%	69%	76%	74%	72%
SENIOR MANAGERS	59%	71%	63%	63%	63%	63%	59%	67%	73%	74%	57%	68%	62%	53%
COMMUNICATION	66%	76%	69%	70%	71%	70%	63%	75%	78%	75%	60%	69%	65%	60%
HIGH PERFORMANCE	70%	78%	71%	73%	74%	74%	69%	75%	77%	82%	66%	73%	70%	65%
PUBLIC SECTOR VALUES	66%	76%	70%	71%	70%	70%	66%	74%	78%	77%	64%	72%	67%	61%
DIVERSITY & INCLUSION	72%	84%	78%	80%	79%	78%	71%	85%	87%	82%	71%	80%	70%	66%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	HealthShare NSW	Sydney West	Newcastle and Lake Macquarie	Sydney - Parramatta	Sydney East	Sydney - North Sydney and Hornsby	New England and North West	Capital Region	Sydney - South West	Illawarra	Richmond - Tweed	Riverina	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	4907	1184	844	840	804	456	240	159	157	155	119	118	113
EMPLOYEE ENGAGEMENT	67%	69%	63%	70%	71%	73%	64%	69%	69%	68%	69%	72%	62%
ENGAGEMENT WITH WORK	76%	78%	68%	79%	81%	81%	73%	80%	78%	76%	72%	82%	71%
SENIOR MANAGERS	59%	62%	53%	65%	72%	76%	55%	59%	58%	53%	66%	63%	42%
COMMUNICATION	66%	68%	61%	70%	77%	79%	57%	67%	65%	64%	70%	66%	55%
HIGH PERFORMANCE	70%	71%	65%	74%	77%	78%	67%	70%	69%	68%	76%	75%	59%
PUBLIC SECTOR VALUES	66%	69%	61%	72%	77%	80%	62%	65%	65%	62%	71%	68%	50%
DIVERSITY & INCLUSION	72%	73%	69%	74%	81%	83%	66%	74%	72%	74%	76%	75%	64%

*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

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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.

	HealthShare NSW	Sydney - Blacktown	Central Coast	Central West	Sydney - City and Inner South	Sydney - Inner South West	Coffs Harbour - Grafton	Murray	Mid North Coast	Sydney - Outer West and Blue Mountains	Sydney - Inner West	Sydney - Eastern Suburbs	Sydney - Ryde	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	4907	109	94	87	87	84	69	64	62	58	55	52	47	37
EMPLOYEE ENGAGEMENT	67%	66%	65%	67%	66%	73%	65%	69%	71%	72%	72%	70%	72%	68%
ENGAGEMENT WITH WORK	76%	76%	79%	76%	76%	80%	70%	80%	84%	80%	82%	90%	86%	82%
SENIOR MANAGERS	59%	45%	49%	66%	61%	76%	57%	59%	50%	65%	66%	80%	56%	39%
COMMUNICATION	66%	55%	65%	70%	65%	80%	64%	63%	65%	73%	77%	84%	64%	54%
HIGH PERFORMANCE	70%	57%	66%	77%	69%	83%	65%	73%	70%	75%	77%	85%	71%	64%
PUBLIC SECTOR VALUES	66%	55%	58%	72%	64%	81%	63%	63%	63%	73%	73%	84%	66%	58%
DIVERSITY & INCLUSION	72%	64%	71%	82%	70%	84%	67%	75%	77%	76%	75%	86%	75%	67%

*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

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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.

	HealthShare NSW	Sydney - Sutherland	Sydney - Outer South West	Far West and Orana	Sydney - Baulkham Hills and Hawkesbury	OUTSIDE NSW	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	4907	23	16	7	4	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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.

	HealthShare NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4907	27	198	307	461	512	528	632	715	735	441	121
EMPLOYEE ENGAGEMENT	67%	(r)	72%	71%	68%	68%	65%	67%	67%	67%	66%	66%
ENGAGEMENT WITH WORK	76%	(r)	75%	76%	73%	77%	74%	77%	77%	78%	76%	78%
SENIOR MANAGERS	59%	(r)	64%	66%	62%	65%	60%	57%	57%	56%	58%	54%
COMMUNICATION	66%	(r)	70%	73%	69%	70%	66%	64%	63%	65%	64%	66%
HIGH PERFORMANCE	70%	(r)	75%	73%	71%	72%	70%	68%	69%	69%	69%	69%
PUBLIC SECTOR VALUES	66%	(r)	71%	72%	68%	71%	66%	64%	65%	64%	65%	66%
DIVERSITY & INCLUSION	72%	(r)	79%	79%	75%	76%	71%	70%	71%	72%	71%	71%

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.

	HealthShare NSW	Male	Female	Other
NUMBER OF RESPONDENTS	4907	1473	3125	69
EMPLOYEE ENGAGEMENT	67%	66%	68%	48%
ENGAGEMENT WITH WORK	76%	75%	77%	48%
SENIOR MANAGERS	59%	57%	61%	29%
COMMUNICATION	66%	65%	67%	42%
HIGH PERFORMANCE	70%	68%	72%	44%
PUBLIC SECTOR VALUES	66%	66%	68%	42%
DIVERSITY & INCLUSION	72%	72%	74%	46%

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.

	HealthShare NSW	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	4907	0	2	9	0	0	9	17	72	2	3	229	8	13
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	69%	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	76%	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)	60%	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)	66%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)	71%	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%	(r)	(r)	68%	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	74%	(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

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

	HealthShare NSW	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	4907	337	295	67	19	78	6	1	3	1	5	2	0	28
EMPLOYEE ENGAGEMENT	67%	68%	70%	84%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	73%	75%	90%	(r)	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	65%	68%	81%	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	70%	71%	83%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	75%	73%	85%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	72%	74%	85%	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	77%	78%	90%	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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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.

	HealthShare NSW	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	4907	13	0	0	0	0	106	4	2	31	28	2097	186	19
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	79%	(r)	67%	65%	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	78%	(r)	(r)	87%	(r)	77%	73%	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	35%	(r)	(r)	70%	(r)	60%	41%	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	54%	(r)	(r)	75%	(r)	66%	57%	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	54%	(r)	(r)	76%	(r)	71%	58%	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	78%	(r)	67%	54%	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	83%	(r)	72%	67%	(r)

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	HealthShare NSW	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	4907	137	53	14	1	5	4	478	332
EMPLOYEE ENGAGEMENT	67%	69%	68%	(r)	(r)	(r)	(r)	67%	60%
ENGAGEMENT WITH WORK	76%	83%	79%	(r)	(r)	(r)	(r)	75%	63%
SENIOR MANAGERS	59%	64%	63%	(r)	(r)	(r)	(r)	61%	49%
COMMUNICATION	66%	69%	69%	(r)	(r)	(r)	(r)	68%	56%
HIGH PERFORMANCE	70%	72%	73%	(r)	(r)	(r)	(r)	70%	62%
PUBLIC SECTOR VALUES	66%	69%	69%	(r)	(r)	(r)	(r)	67%	58%
DIVERSITY & INCLUSION	72%	74%	74%	(r)	(r)	(r)	(r)	74%	63%

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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

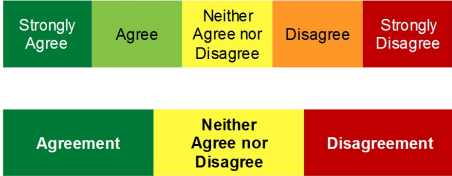
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.