
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Hunter New England Local Health District

RESPONSE RATE

58%

8,221 OF 14,197 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

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

ENGAGEMENT WITH WORK

72%

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

SENIOR MANAGERS

44%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -5

COMMUNICATION

57%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -4

HIGH PERFORMANCE

63%

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

PUBLIC SECTOR VALUES

58%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER -1
DIFFERENCE FROM PUBLIC SECTOR -4

DIVERSITY & INCLUSION

66%

DIFFERENCE FROM CLUSTER 0
DIFFERENCE FROM PUBLIC SECTOR -2

FLEXIBLE WORKING SATISFACTION

60%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM CLUSTER +3
DIFFERENCE FROM PUBLIC SECTOR +1

ACTION ON RESULTS

31%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER -5
DIFFERENCE FROM PUBLIC SECTOR -6



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	92%	92%
1g.	I know how to address a health and safety issue I have identified	91%	-
2a.	My workgroup strives to achieve customer/client satisfaction	88%	88%
2c.	I receive help and support from other members of my workgroup	81%	80%
2b.	My workgroup works collaboratively to achieve its objectives	80%	79%
1c.	My job gives me a feeling of personal accomplishment	77%	77%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	75%	75%
3f.	I have received appropriate training and development to do my job well	74%	72%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	73%	72%
5b.	My manager listens to what I have to say	73%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	31%	30%
6h.	I feel that senior managers listen to employees	36%	36%
7g.	I have confidence in the way recruitment decisions are made	37%	37%
9a.	I have confidence in the ways my organisation resolves grievances	39%	37%
6g.	I feel that senior managers keep employees informed about what's going on	40%	40%
7c.	I feel that change is managed well in my organisation	41%	40%
6b.	I feel that senior managers effectively lead and manage change	42%	41%
6d.	Senior managers encourage innovation by employees	43%	43%
5h.	My manager appropriately deals with employees who perform poorly	43%	42%
6a.	I believe senior managers provide clear direction for the future of the organisation	44%	44%



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

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	60%	57%
7f.	My organisation is committed to developing its employees	49%	47%
9a.	I have confidence in the ways my organisation resolves grievances	39%	37%
3g.	I am satisfied with the opportunities available for career development in my organisation	54%	52%
3f.	I have received appropriate training and development to do my job well	74%	72%
1b.	I am provided with the support I need to do my best at work	65%	63%
1f.	I am able to keep my work stress at an acceptable level	61%	59%
5f.	I have confidence in the decisions my manager makes	65%	63%
5e.	My manager involves my workgroup in decisions about our work	63%	62%
7i.	I would recommend my organisation as a great place to work	60%	58%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	55%	58%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	58%	59%
1d.	I feel motivated to contribute more than what is normally required at work	72%	72%
6a.	I believe senior managers provide clear direction for the future of the organisation	44%	44%
7a.	My organisation focuses on improving the work we do	68%	69%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



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



Q6d. Senior managers encourage innovation by employees



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



Q6d. Senior managers encourage innovation by employees



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



Q6d. Senior managers encourage innovation by employees



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



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.

31%

of employees replied favourably to:

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

37%

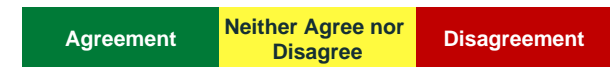
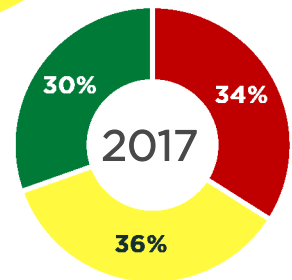
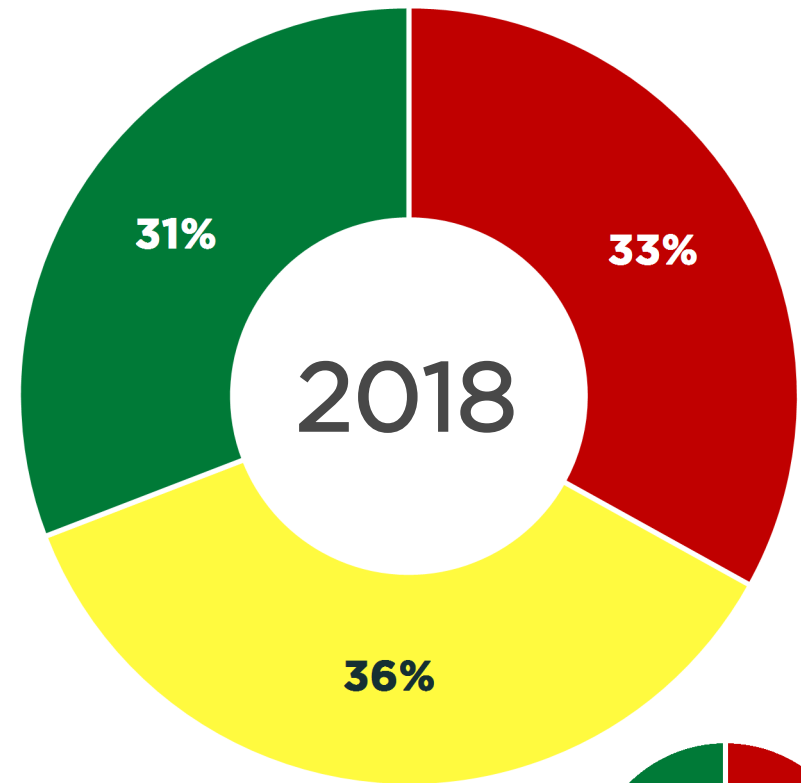
SECTOR

36%

CLUSTER

30%

2017



KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

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

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

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	49%	47%	51%	52%
2	Q7c. I feel that change is managed well in my organisation	41%	40%	42%	40%
3	Q6b. I feel that senior managers effectively lead and manage change	42%	41%	44%	46%
4	Q7a. My organisation focuses on improving the work we do	68%	69%	68%	69%
5	Q6c. I feel that senior managers model the values of my organisation	44%	44%	47%	50%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	53%	52%	56%	57%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Hunter New England Local Health District

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

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

	Hunter New England Local Health District	Children, Young People and Family Services (CYPFS)	Greater Metropolitan Health Service (GMHS)	HNEH Corporate (District-wide) Services	Mental Health Service (MHS)	Rural & Regional Health Service (RRHS)
NUMBER OF RESPONDENTS	8221	408	2898	838	1074	1922
EMPLOYEE ENGAGEMENT	64%	65%	63%	68%	63%	66%
ENGAGEMENT WITH WORK	72%	75%	72%	75%	71%	74%
SENIOR MANAGERS	44%	41%	41%	54%	45%	46%
COMMUNICATION	57%	53%	56%	64%	57%	59%
HIGH PERFORMANCE	63%	63%	63%	69%	62%	65%
PUBLIC SECTOR VALUES	58%	57%	57%	65%	58%	60%
DIVERSITY & INCLUSION	66%	66%	65%	72%	66%	68%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	17	43	26	9	60%	58%	61%	61%
Q7j. I am proud to tell others I work for my organisation	22	45	23		67%	66%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	20	39	26	9	60%	59%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	36	31	12	52%	51%	54%	55%
Q7m. My organisation inspires me to do the best in my job	17	36	30	11	53%	53%	55%	55%

KEY





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ENGAGEMENT WITH WORK	72% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	29	48	13	7	77%	77%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	30	42	16	9	72%	72%	72%	72%
Q1e. I am satisfied with my job	23	46	17	10	69%	68%	70%	69%

KEY





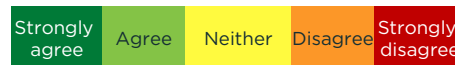
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SENIOR MANAGERS	44% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	32	31	16	9	44%	44%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	12	30	30	17	11	42%	41%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	13	31	30	14	11	44%	44%	47%	50%
Q6d. Senior managers encourage innovation by employees	10	33	34	15	8	43%	43%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	34	36	12		46%	46%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	43	27	9		58%	59%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	11	30	29	19	12	40%	40%	44%	47%
Q6h. I feel that senior managers listen to employees	10	27	30	19	14	36%	36%	40%	43%
Q7c. I feel that change is managed well in my organisation	10	31	31	20	8	41%	40%	42%	40%

KEY





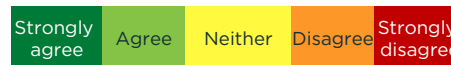
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COMMUNICATION	57% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	29	40	16	10	69%	67%	70%	72%	
Q5d. My manager encourages and values employee input	30	39	16	10	69%	68%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	26	37	19	12	63%	62%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	30	29	19	12	40%	40%	44%	47%
Q6h. I feel that senior managers listen to employees	10	27	30	19	14	36%	36%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	45	19	10	64%	64%	66%	67%	

KEY





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	HIGH PERFORMANCE		63% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1a. I understand what is expected of me to do well in my role	44	49		92%	92%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	33	46	12	80%	79%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	23	51	16	8	74%	72%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	17	8	71%	71%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	28	37	20	9	65%	63%	65%	68%	
Q6d. Senior managers encourage innovation by employees	10	33	34	15	8	43%	43%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	34	36	12	46%	46%	48%	52%	
Q7a. My organisation focuses on improving the work we do	18	50	20	8	68%	69%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	39	27	14	53%	52%	56%	57%	

KEY

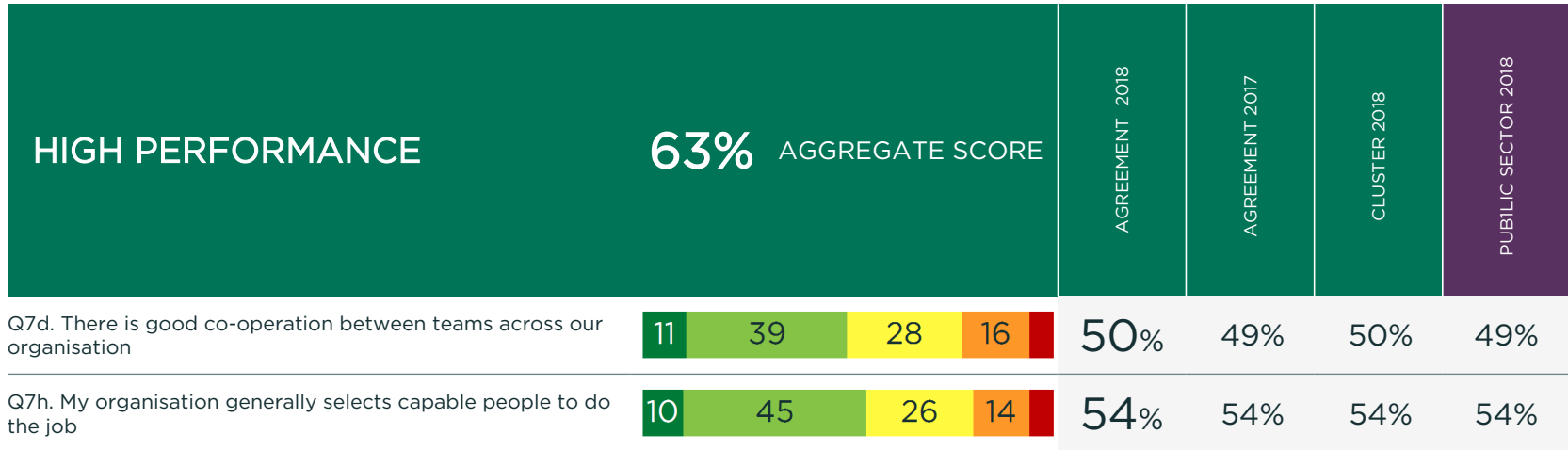




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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PUBLIC SECTOR VALUES	58% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	41	47	8	88%	88%	87%	86%	
Q2e. People in my workgroup treat each other with respect	29	41	17	10	70%	69%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	17	8	71%	71%	71%	74%	
Q5b. My manager listens to what I have to say	31	42	14	9	73%	71%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	32	31	16	9	44%	44%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	13	31	30	14	11	44%	44%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	43	27	9	58%	59%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	30	29	19	12	40%	40%	44%	47%
Q6h. I feel that senior managers listen to employees	10	27	30	19	14	36%	36%	40%	43%

KEY





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

PUBLIC SECTOR VALUES		58% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		68%	69%	68%	69%		
Q7e. People in my organisation take responsibility for their own actions		48%	47%	49%	49%		

KEY





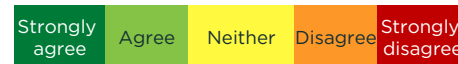
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DIVERSITY & INCLUSION	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	44	16	14	65%	63%	66%	65%
Q5b. My manager listens to what I have to say	31	42	14	9	73%	71%	73%	76%
Q5d. My manager encourages and values employee input	30	39	16	10	69%	68%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	17	36	36		52%	52%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	22	51	18		73%	72%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	24	51	17		75%	75%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	45	19	10	64%	64%	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>	21	39	22	11	60%	57%	58%	59%
Q8e. My manager supports flexible working in my team	24	39	21	10	63%	-	61%	63%

KEY

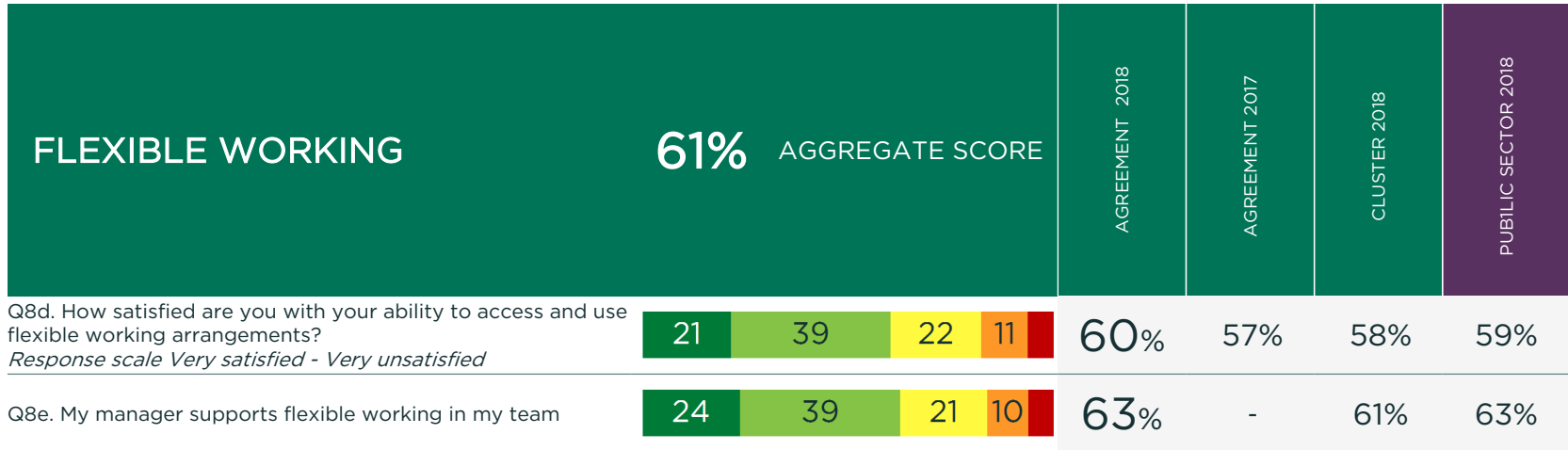




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KEY

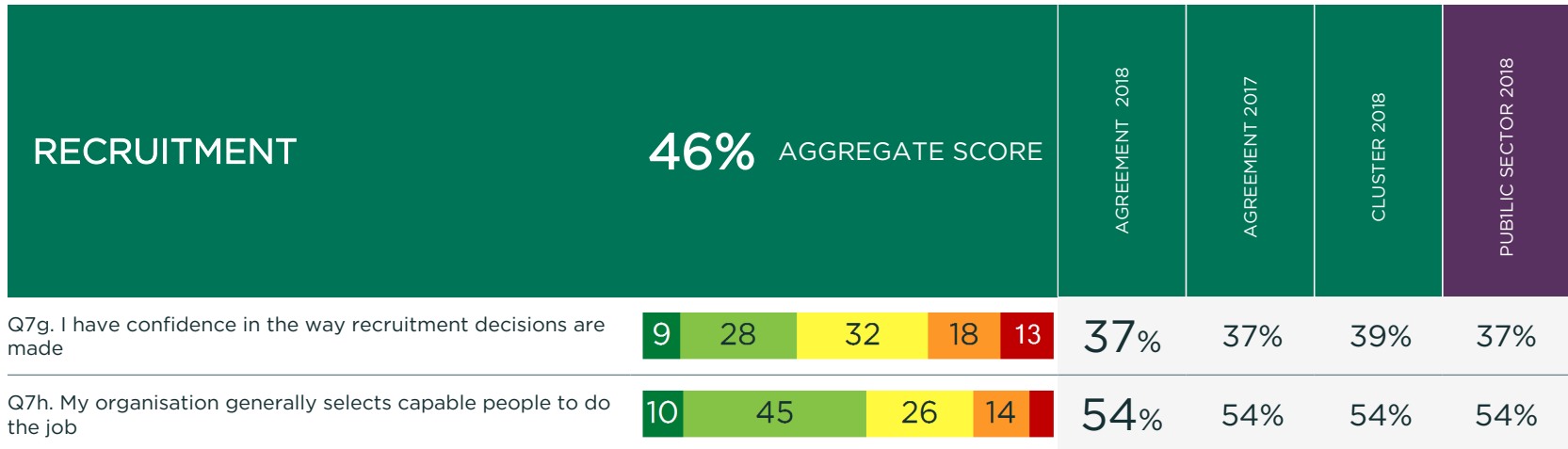




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KEY





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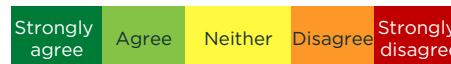
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PERFORMANCE FRAMEWORK & DEVELOPMENT

57% 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		66%	66%	65%	65%
Q3e. My performance is assessed against clear criteria		62%	62%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		54%	52%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		65%	65%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly		43%	42%	46%	46%
Q7f. My organisation is committed to developing its employees		49%	47%	51%	52%

KEY





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Questions are grouped by topics in this report.

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

	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	44	16	14	65%	63%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	47	19	14	61%	59%	62%	60%
Q2c. I receive help and support from other members of my workgroup	34	47	12	7	81%	80%	80%	81%
Q2d. There is good team spirit in my workgroup	29	37	17	12	66%	64%	68%	70%

KEY

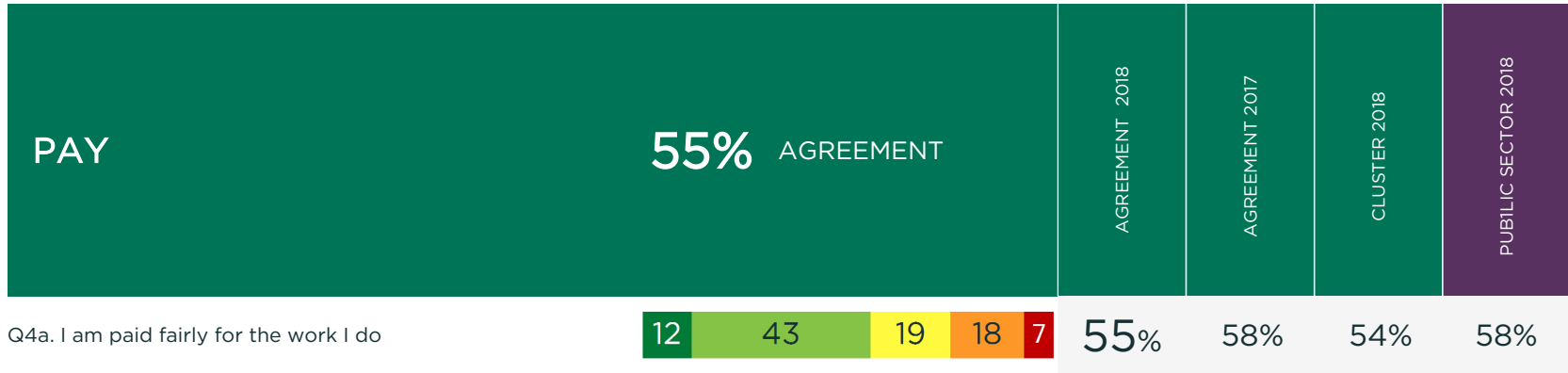




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KEY

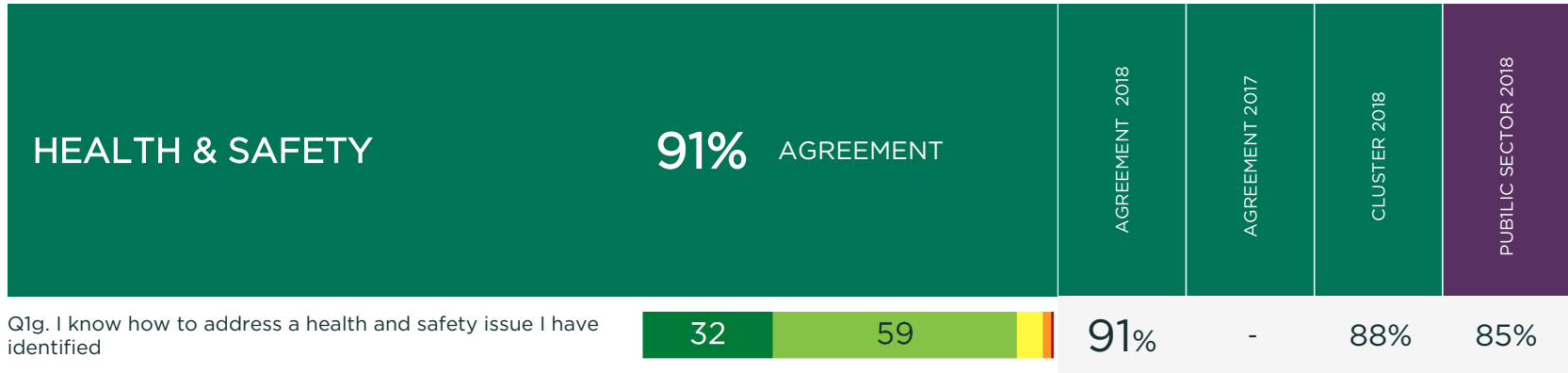




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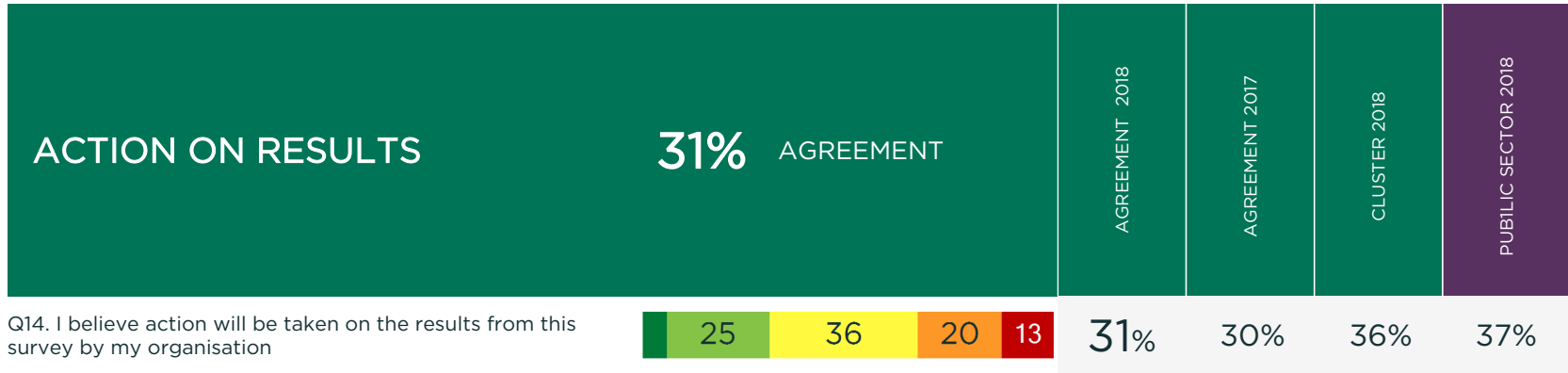




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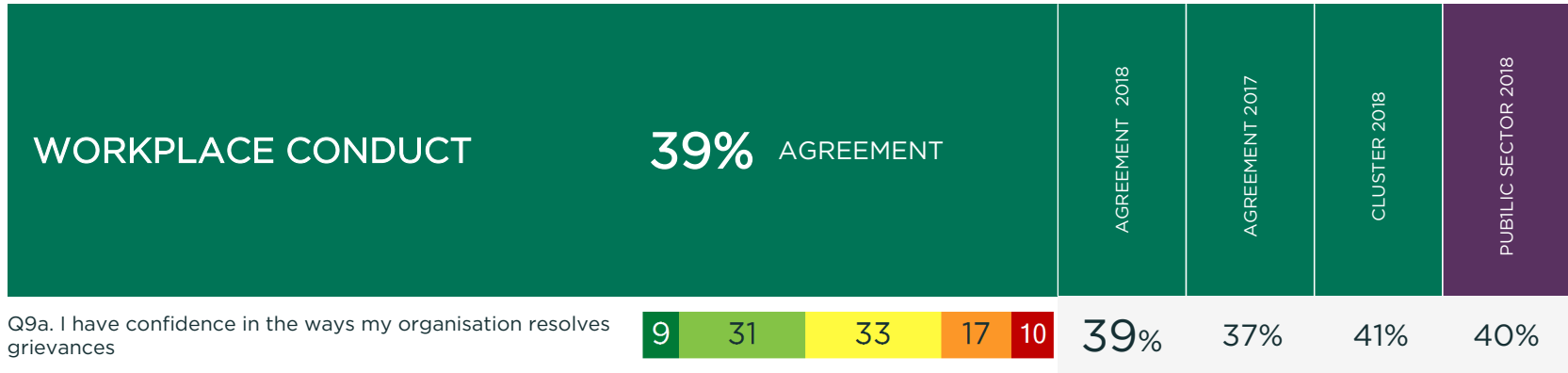




EXPLORE THE FULL RESULTS

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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		73%	73%	69%	71%
No		27%	27%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		76%	76%	74%	76%
No		24%	24%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		61%	62%	57%	58%
No		39%	38%	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%	37%	40%	41%
No		63%	63%	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		36%	32%	34%	32%
Personal/family considerations		33%	36%	29%	30%
Lack of visible opportunities		28%	30%	29%	30%
Lack of promotion opportunities		23%	26%	27%	29%
Geographic location considerations		22%	24%	23%	26%
The application/recruitment process is too cumbersome or time consuming		18%	14%	18%	23%
Lack of support for temporary assignments/secondments		13%	13%	14%	15%
Lack of support from my manager/supervisor		13%	13%	15%	14%
Insufficient training and development		11%	12%	15%	16%
Lack of required capabilities or experience		8%	8%	10%	11%
Other		7%	8%	9%	9%

% are calculated with the number of unique respondents (N = 7,861 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT





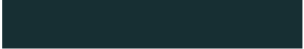

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		29%	33%	28%	24%
No		55%	56%	54%	58%
Don't know		15%	11%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		70%	67%	69%	66%
No		28%	31%	29%	32%
Don't know		2%	2%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		42%	44%	39%	33%
No		50%	49%	52%	57%
Don't know		7%	7%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		21%	21%	21%	18%
No		75%	73%	73%	76%
Don't know		5%	5%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q11c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		35%	35%	32%	27%
Your Immediate Manager/Supervisor		21%	22%	23%	23%
Prefer not to say		14%	11%	13%	14%
A senior manager		14%	16%	18%	21%
A subordinate		7%	7%	6%	7%
Other		6%	6%	6%	4%
A client or customer		2%	1%	2%	2%
A member of the public other than a client or customer		1%	1%	1%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

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		4%	-	5%	3%
No		95%	-	93%	94%
Don't know		1%	-	2%	2%

Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

A person at work		26%	-	28%	39%
A member of the public		46%	-	52%	37%
Other		23%	-	15%	19%
Prefer not to say		5%	-	5%	6%



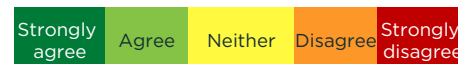
EXPLORE THE FULL RESULTS

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		58%	57%	62%
Q2. I believe I am valued for what I can offer at my workplace		70%	68%	70%
Q3. In my workplace, we recognise our successes and innovations		65%	63%	66%
Q4. Staff are treated respectfully regardless of their job		68%	66%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		50%	49%	53%

KEY





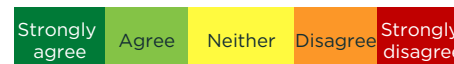
EXPLORE THE FULL RESULTS

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		50%	50%	52%
Q7. I have a say in decisions which affect my work		54%	53%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made		66%	67%	68%
Q9. My team's objectives/work plans are clearly outlined		66%	66%	66%
Q10. Our objectives/work plans help us to deliver a quality service		68%	66%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		40%	38%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		16%
Female		83%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	█	4%
25 -29	█	9%
30 - 34	█	11%
35 - 39	█	11%
40 - 44	█	12%
45 - 49	█	14%
50 - 54	█	13%
55 - 59	█	13%
60 - 64	█	9%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

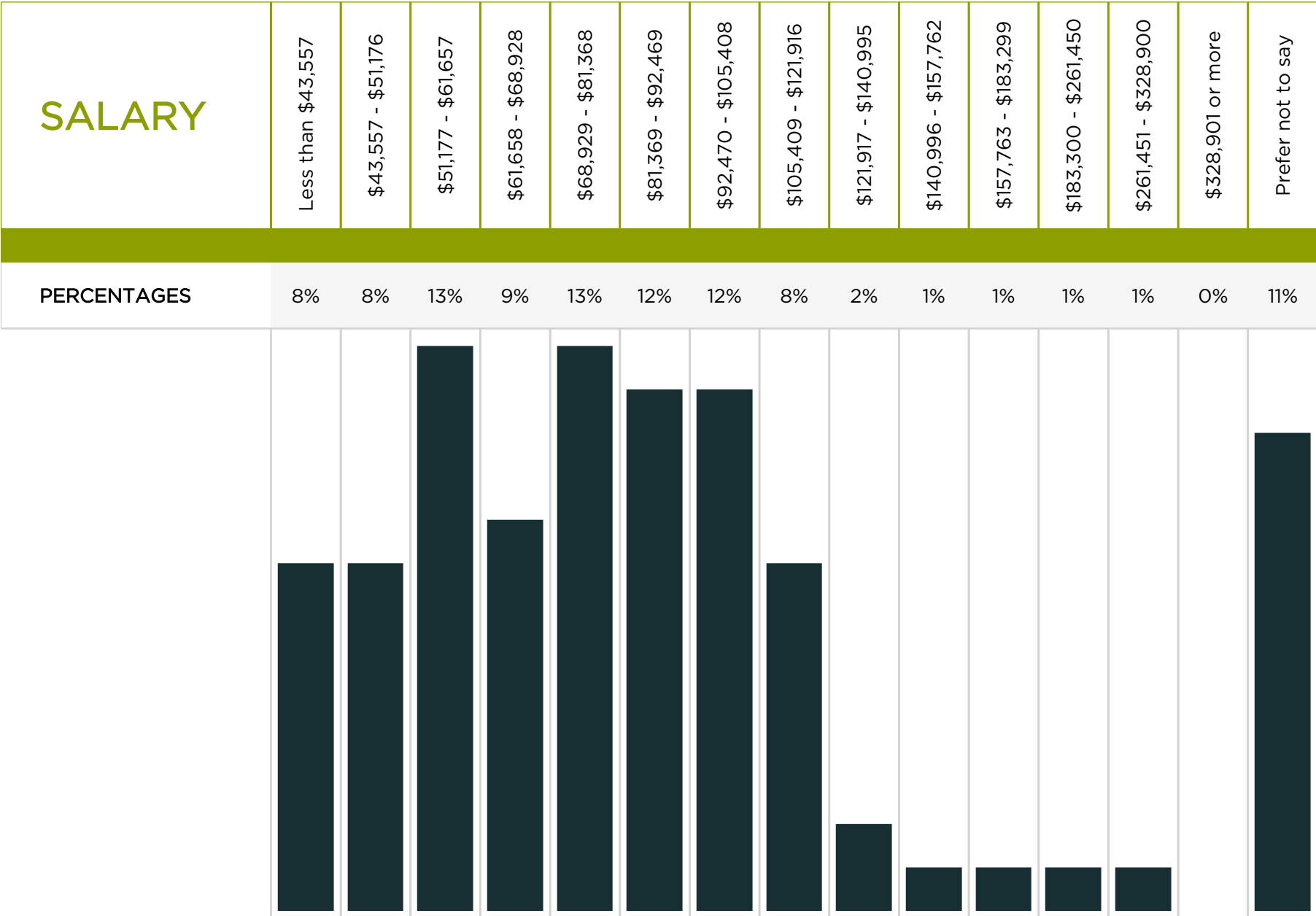
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	72%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	3%
Administrative support (e.g. executive/personal assistant, receptionist)	11%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	3%
Policy	0%
Research	1%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		9%
1 - 2 years		9%
2 - 5 years		17%
5 - 10 years		21%
10 - 20 years		26%
More than 20 years		18%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		41%
Part-time work		29%
Flexible start and finish times		19%
Working additional hours to make up for time off		9%
Flexible scheduling for rostered workers		8%
Study leave		7%
Leave without pay		6%

% are calculated with the number of unique respondents (N = 7,566 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working from different locations	6%
Working more hours over fewer days	5%
Job sharing	4%
Other	2%
Working from home	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 7,566 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.

	Hunter New England Local Health District	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	8221	5522	254	883	258	14	92	153	8	518
EMPLOYEE ENGAGEMENT	64%	63%	67%	68%	69%	(r)	75%	71%	(r)	66%
ENGAGEMENT WITH WORK	72%	72%	76%	74%	75%	(r)	83%	81%	(r)	76%
SENIOR MANAGERS	44%	41%	49%	48%	55%	(r)	65%	62%	(r)	49%
COMMUNICATION	57%	56%	60%	57%	67%	(r)	75%	72%	(r)	61%
HIGH PERFORMANCE	63%	62%	65%	64%	71%	(r)	78%	76%	(r)	65%
PUBLIC SECTOR VALUES	58%	57%	60%	59%	67%	(r)	75%	74%	(r)	61%
DIVERSITY & INCLUSION	66%	65%	71%	69%	76%	(r)	80%	79%	(r)	68%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 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.

	Hunter New England Local Health District	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	8221	647	610	995	715	998	895	911	573	181	53	49	75	52
EMPLOYEE ENGAGEMENT	64%	70%	67%	67%	67%	63%	61%	62%	64%	70%	76%	72%	65%	64%
ENGAGEMENT WITH WORK	72%	79%	75%	73%	75%	69%	69%	74%	74%	82%	88%	83%	80%	80%
SENIOR MANAGERS	44%	51%	47%	44%	47%	41%	39%	43%	48%	56%	66%	58%	52%	39%
COMMUNICATION	57%	62%	58%	56%	59%	55%	55%	58%	61%	70%	74%	63%	66%	66%
HIGH PERFORMANCE	63%	69%	65%	63%	64%	62%	61%	64%	65%	72%	79%	73%	70%	62%
PUBLIC SECTOR VALUES	58%	63%	59%	58%	60%	57%	56%	59%	61%	69%	76%	68%	66%	59%
DIVERSITY & INCLUSION	66%	73%	68%	67%	68%	65%	64%	67%	67%	76%	78%	68%	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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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.

	Hunter New England Local Health District	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	8221	37	836
EMPLOYEE ENGAGEMENT	64%	70%	60%
ENGAGEMENT WITH WORK	72%	83%	67%
SENIOR MANAGERS	44%	47%	37%
COMMUNICATION	57%	72%	51%
HIGH PERFORMANCE	63%	66%	57%
PUBLIC SECTOR VALUES	58%	63%	52%
DIVERSITY & INCLUSION	66%	74%	60%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Hunter New England Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	8221	691	647	1278	1620	1959	1354
EMPLOYEE ENGAGEMENT	64%	74%	69%	66%	62%	61%	64%
ENGAGEMENT WITH WORK	72%	84%	77%	74%	69%	69%	74%
SENIOR MANAGERS	44%	59%	51%	45%	40%	40%	44%
COMMUNICATION	57%	72%	63%	58%	53%	53%	58%
HIGH PERFORMANCE	63%	76%	69%	64%	60%	60%	63%
PUBLIC SECTOR VALUES	58%	72%	64%	59%	55%	55%	58%
DIVERSITY & INCLUSION	66%	78%	70%	67%	63%	63%	66%

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 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.

	Hunter New England Local Health District	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	8221	1431	359	650	611	2173	279	462	110	42	473	535	158	3132
EMPLOYEE ENGAGEMENT	64%	71%	64%	69%	67%	64%	70%	71%	72%	69%	67%	66%	66%	62%
ENGAGEMENT WITH WORK	72%	82%	73%	79%	78%	73%	83%	83%	85%	75%	74%	77%	73%	70%
SENIOR MANAGERS	44%	55%	40%	49%	47%	42%	49%	55%	60%	43%	48%	46%	47%	41%
COMMUNICATION	57%	70%	57%	66%	63%	57%	62%	68%	76%	55%	63%	63%	60%	53%
HIGH PERFORMANCE	63%	72%	61%	69%	67%	64%	70%	72%	75%	67%	68%	67%	64%	60%
PUBLIC SECTOR VALUES	58%	69%	57%	64%	63%	58%	63%	68%	73%	57%	64%	62%	61%	55%
DIVERSITY & INCLUSION	66%	80%	70%	77%	75%	68%	76%	76%	85%	71%	73%	70%	68%	60%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Hunter New England Local Health District	Newcastle and Lake Macquarie	New England and North West	Hunter Valley exc Newcastle	Mid North Coast	Sydney East	Coffs Harbour - Grafton	Sydney - Inner West	Sydney West	Illawarra	Sydney - North Sydney and Hornsby	Sydney - Parramatta	Capital Region
NUMBER OF RESPONDENTS	8221	3890	1636	1116	539	3	2	2	1	1	1	1	0
EMPLOYEE ENGAGEMENT	64%	64%	65%	68%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	73%	73%	77%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	44%	45%	49%	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	57%	57%	63%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	64%	64%	68%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	59%	59%	63%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	67%	66%	71%	64%	(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

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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.

	Hunter New England Local Health District	Central Coast	Central West	Far West and Orana	Murray	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	8221	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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

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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.

	Hunter New England Local Health District	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	8221	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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

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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.

	Hunter New England Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	8221	41	298	674	854	861	922	1084	950	982	677	227
EMPLOYEE ENGAGEMENT	64%	77%	76%	68%	64%	63%	63%	64%	63%	62%	66%	71%
ENGAGEMENT WITH WORK	72%	86%	83%	73%	70%	72%	73%	72%	72%	71%	78%	80%
SENIOR MANAGERS	44%	73%	63%	48%	44%	43%	42%	44%	41%	41%	45%	51%
COMMUNICATION	57%	77%	70%	59%	59%	57%	56%	58%	55%	54%	60%	64%
HIGH PERFORMANCE	63%	81%	79%	68%	64%	62%	62%	63%	61%	61%	65%	67%
PUBLIC SECTOR VALUES	58%	80%	73%	62%	59%	57%	57%	58%	56%	56%	59%	64%
DIVERSITY & INCLUSION	66%	84%	79%	69%	67%	66%	65%	66%	64%	63%	69%	73%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Hunter New England Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	8221	1223	6329	102
EMPLOYEE ENGAGEMENT	64%	64%	65%	47%
ENGAGEMENT WITH WORK	72%	73%	73%	50%
SENIOR MANAGERS	44%	46%	44%	21%
COMMUNICATION	57%	61%	57%	36%
HIGH PERFORMANCE	63%	64%	64%	42%
PUBLIC SECTOR VALUES	58%	60%	59%	36%
DIVERSITY & INCLUSION	66%	68%	67%	44%

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.

	Hunter New England Local Health District	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	8221	98	7	214	37	2	134	414	2592	112	244	112	66	13
EMPLOYEE ENGAGEMENT	64%	60%	(r)	62%	48%	(r)	78%	63%	60%	65%	71%	69%	63%	(r)
ENGAGEMENT WITH WORK	72%	72%	(r)	77%	63%	(r)	84%	70%	68%	70%	79%	80%	73%	(r)
SENIOR MANAGERS	44%	40%	(r)	42%	28%	(r)	66%	39%	37%	45%	60%	47%	35%	(r)
COMMUNICATION	57%	59%	(r)	63%	48%	(r)	71%	53%	53%	60%	71%	55%	56%	(r)
HIGH PERFORMANCE	63%	65%	(r)	64%	50%	(r)	78%	59%	59%	65%	75%	63%	60%	(r)
PUBLIC SECTOR VALUES	58%	60%	(r)	60%	45%	(r)	72%	52%	54%	60%	71%	58%	54%	(r)
DIVERSITY & INCLUSION	66%	60%	(r)	67%	52%	(r)	79%	64%	62%	69%	77%	69%	71%	(r)

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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.

	Hunter New England Local Health District	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	8221	837	124	96	1068	69	43	14	11	41	81	12	36	20
EMPLOYEE ENGAGEMENT	64%	67%	73%	83%	68%	65%	69%	(r)	(r)	71%	65%	(r)	77%	(r)
ENGAGEMENT WITH WORK	72%	73%	77%	93%	79%	78%	77%	(r)	(r)	82%	76%	(r)	86%	(r)
SENIOR MANAGERS	44%	48%	65%	83%	47%	44%	62%	(r)	(r)	65%	51%	(r)	68%	(r)
COMMUNICATION	57%	58%	72%	85%	61%	56%	74%	(r)	(r)	72%	62%	(r)	79%	(r)
HIGH PERFORMANCE	63%	64%	77%	87%	69%	64%	76%	(r)	(r)	74%	67%	(r)	82%	(r)
PUBLIC SECTOR VALUES	58%	59%	73%	87%	64%	58%	75%	(r)	(r)	73%	61%	(r)	80%	(r)
DIVERSITY & INCLUSION	66%	69%	80%	88%	70%	70%	81%	(r)	(r)	75%	71%	(r)	86%	(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.

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	Hunter New England Local Health District	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO, Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety	
NUMBER OF RESPONDENTS	8221	26	46	2	61	1	5	0	2	48	80	13	7	18
EMPLOYEE ENGAGEMENT	64%	(r)	77%	(r)	68%	(r)	(r)	(r)	(r)	76%	71%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	79%	(r)	68%	(r)	(r)	(r)	(r)	89%	82%	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	64%	(r)	43%	(r)	(r)	(r)	(r)	68%	60%	(r)	(r)	(r)
COMMUNICATION	57%	(r)	70%	(r)	48%	(r)	(r)	(r)	(r)	75%	73%	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	76%	(r)	62%	(r)	(r)	(r)	(r)	83%	76%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	74%	(r)	56%	(r)	(r)	(r)	(r)	79%	74%	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	72%	(r)	58%	(r)	(r)	(r)	(r)	82%	80%	(r)	(r)	(r)

KEY

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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.

	Hunter New England Local Health District	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	8221	21	4	60	7	28	81	227	501
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	69%	(r)	(r)	82%	66%	55%
ENGAGEMENT WITH WORK	72%	(r)	(r)	77%	(r)	(r)	92%	76%	59%
SENIOR MANAGERS	44%	(r)	(r)	49%	(r)	(r)	65%	46%	29%
COMMUNICATION	57%	(r)	(r)	63%	(r)	(r)	79%	58%	42%
HIGH PERFORMANCE	63%	(r)	(r)	65%	(r)	(r)	77%	64%	50%
PUBLIC SECTOR VALUES	58%	(r)	(r)	58%	(r)	(r)	76%	59%	45%
DIVERSITY & INCLUSION	66%	(r)	(r)	73%	(r)	(r)	85%	68%	52%

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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.