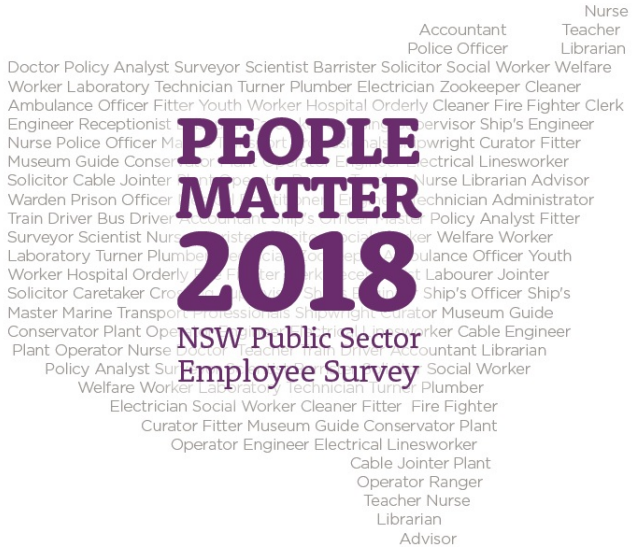
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Southern NSW Local Health District

NSW GOVERNMENT Public Service Commission
ORC INTERNATIONAL

HEADLINES

RESPONSE RATE

71%

1,982 OF 2,801 RESPONDENTS

EMPLOYEE ENGAGEMENT

68%

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

ENGAGEMENT WITH WORK

77%

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

SENIOR MANAGERS

46%

DIFFERENCE FROM 2017	+5
DIFFERENCE FROM CLUSTER	0
DIFFERENCE FROM PUBLIC SECTOR	-3

COMMUNICATION

62%

DIFFERENCE FROM 2017	+6
DIFFERENCE FROM CLUSTER	+3
DIFFERENCE FROM PUBLIC SECTOR	+1

HIGH PERFORMANCE

65%

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

PUBLIC SECTOR VALUES

61%

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

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM CLUSTER	+4
DIFFERENCE FROM PUBLIC SECTOR	+2

FLEXIBLE WORKING SATISFACTION

67%

DIFFERENCE FROM 2017	+5
DIFFERENCE FROM CLUSTER	+9
DIFFERENCE FROM PUBLIC SECTOR	+8

ACTION ON RESULTS

40%

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

QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

HIGHEST AND LOWEST QUESTIONS

	HIGHEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
1a.	I understand what is expected of me to do well in my role	93%	91%
1g.	I know how to address a health and safety issue I have identified	92%	-
2a.	My workgroup strives to achieve customer/client satisfaction	90%	86%
2c.	I receive help and support from other members of my workgroup	84%	79%
2b.	My workgroup works collaboratively to achieve its objectives	83%	76%
1c.	My job gives me a feeling of personal accomplishment	81%	77%
5b.	My manager listens to what I have to say	78%	70%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	77%	72%
1d.	I feel motivated to contribute more than what is normally required at work	77%	71%
2e.	People in my workgroup treat each other with respect	75%	70%

	LOWEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
14.	I believe action will be taken on the results from this survey by my organisation	40%	36%
7g.	I have confidence in the way recruitment decisions are made	41%	38%
6h.	I feel that senior managers listen to employees	42%	37%
7c.	I feel that change is managed well in my organisation	42%	38%
6b.	I feel that senior managers effectively lead and manage change	44%	39%
9a.	I have confidence in the ways my organisation resolves grievances	44%	38%
6g.	I feel that senior managers keep employees informed about what's going on	45%	39%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%	41%
6c.	I feel that senior managers model the values of my organisation	47%	42%
6d.	Senior managers encourage innovation by employees	47%	42%

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
5d.	My manager encourages and values employee input	74%	66%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	67%	59%
5b.	My manager listens to what I have to say	78%	70%
5e.	My manager involves my workgroup in decisions about our work	69%	62%
2b.	My workgroup works collaboratively to achieve its objectives	83%	76%
5h.	My manager appropriately deals with employees who perform poorly	52%	45%
3e.	My performance is assessed against clear criteria	60%	53%
5g.	My manager provides acknowledgement or other recognition for the work I do	71%	64%
5c.	My manager communicates effectively with me	73%	66%
7l.	My organisation motivates me to help it achieve its objectives	55%	49%

- 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	55%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	48%
Q14. I believe action will be taken on the results from this survey by my organisation	40%
Q6d. Senior managers encourage innovation by employees	47%
Q9a. I have confidence in the ways my organisation resolves grievances	44%

HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Q6i. Senior managers in my organisation support the career advancement of women	36%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	34%
Q14. I believe action will be taken on the results from this survey by my organisation	32%
Q6d. Senior managers encourage innovation by employees	32%
Q9a. I have confidence in the ways my organisation resolves grievances	31%

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL	% NEGATIVE
Q6i. Senior managers in my organisation support the career advancement of women	9%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18%
Q14. I believe action will be taken on the results from this survey by my organisation	28%
Q6d. Senior managers encourage innovation by employees	21%
Q9a. I have confidence in the ways my organisation resolves grievances	25%

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)

TAKING ACTION

WHAT'S NEXT?

Sector employees have given their feedback and these results show where actions and improvements are required.

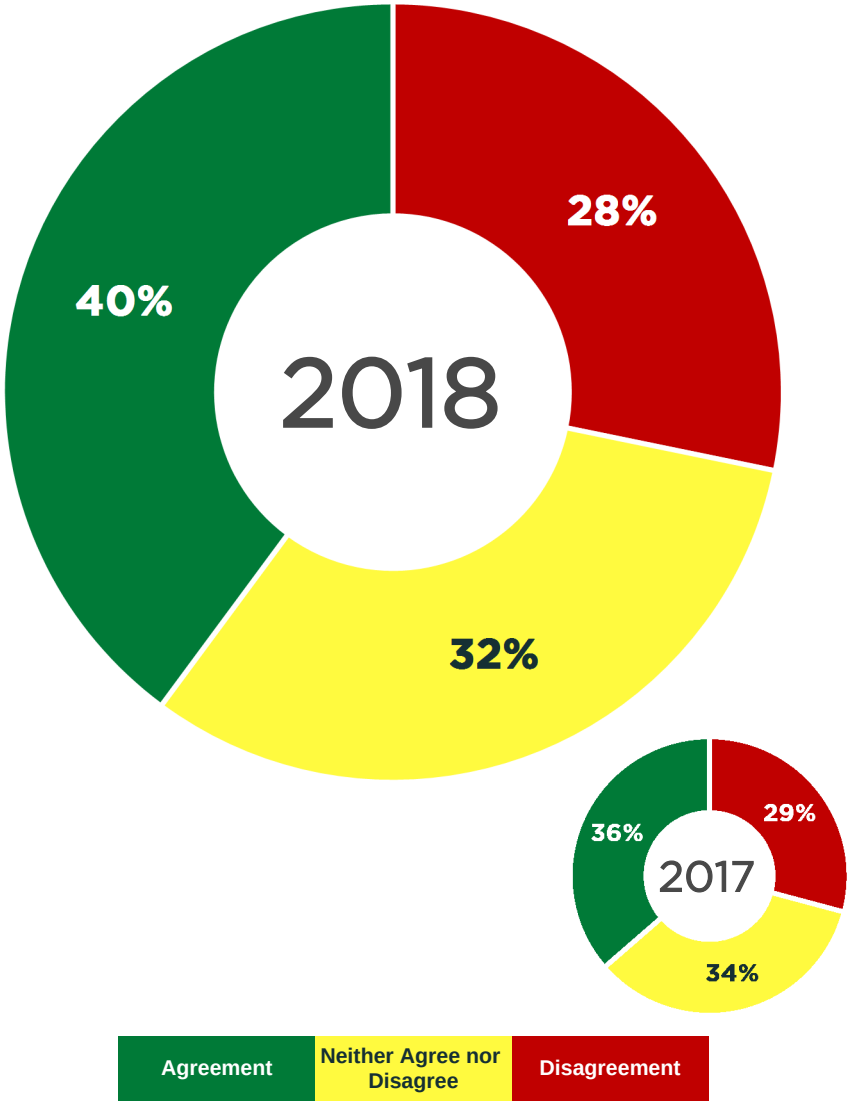
Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

40%

of employees replied favourably to:

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

37%	36%	36%
SECTOR	CLUSTER	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	51%	46%	51%	52%
2	**Q7c.** I feel that change is managed well in my organisation	42%	38%	42%	40%
3	**Q6b.** I feel that senior managers effectively lead and manage change	44%	39%	44%	46%
4	**Q6c.** I feel that senior managers model the values of my organisation	47%	42%	47%	50%
5	**Q6h.** I feel that senior managers listen to employees	42%	37%	40%	43%
6	**Q7a.** My organisation focuses on improving the work we do	66%	63%	68%	69%

BUSINESS UNIT COMPARISON

COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Southern NSW 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.

	Southern NSW Local Health District	Bateman's Bay District Hospital	Bega Valley Community Health	Bombala & Delegate Health Service	Bourke St Health Service	Braidwood Multi Purpose Service	Cooma Health Service	Crookwell Health Service	Eurobodalla Community Health Service	Goulburn Base Hospital	Goulburn Community Health	Local Health District Services	Moruya District Hospital	South East Regional Hospital
NUMBER OF RESPONDENTS	1982	99	58	60	43	31	110	30	86	169	60	227	191	249
EMPLOYEE ENGAGEMENT	68%	80%	63%	86%	60%	64%	58%	70%	74%	61%	62%	78%	74%	55%
ENGAGEMENT WITH WORK	77%	86%	79%	82%	71%	61%	66%	77%	87%	69%	82%	82%	80%	67%
SENIOR MANAGERS	46%	64%	31%	72%	39%	42%	31%	37%	54%	30%	38%	65%	56%	28%
COMMUNICATION	62%	75%	61%	78%	64%	44%	50%	54%	70%	50%	46%	77%	67%	49%
HIGH PERFORMANCE	65%	77%	60%	82%	59%	60%	53%	57%	73%	55%	56%	77%	69%	50%
PUBLIC SECTOR VALUES	61%	73%	55%	78%	54%	57%	47%	54%	71%	48%	53%	75%	66%	47%
DIVERSITY & INCLUSION	70%	82%	69%	85%	67%	57%	56%	61%	80%	58%	56%	84%	74%	56%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

BUSINESS UNIT COMPARISON

COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Southern NSW 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.

	Southern NSW Local Health District	Ambulatory & Integrated Care	Community Mental Health Drug & Alcohol	Information Services Unit	Inpatient Mental Health	Pambula District Hospital	Queanbeyan Health Service	Yass Health Service
NUMBER OF RESPONDENTS	1982	30	65	47	75	29	234	48
EMPLOYEE ENGAGEMENT	68%	53%	67%	79%	64%	69%	72%	73%
ENGAGEMENT WITH WORK	77%	80%	85%	84%	73%	72%	82%	85%
SENIOR MANAGERS	46%	36%	47%	74%	41%	36%	53%	47%
COMMUNICATION	62%	53%	69%	82%	54%	68%	68%	68%
HIGH PERFORMANCE	65%	63%	70%	81%	57%	66%	71%	68%
PUBLIC SECTOR VALUES	61%	56%	64%	83%	53%	56%	68%	62%
DIVERSITY & INCLUSION	70%	70%	76%	88%	63%	75%	75%	76%

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

ALL QUESTIONS

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	68% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	28	34	25	9		61%	56%	61%	61%
Q7j. I am proud to tell others I work for my organisation	31	37	22			68%	63%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	30	34	25			64%	61%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	27	29	29	11		55%	49%	54%	55%
Q7m. My organisation inspires me to do the best in my job	27	29	28	11		57%	52%	55%	55%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

ALL QUESTIONS

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.

ENGAGEMENT WITH WORK	77% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	38 / 43 / 11 /	81%	77%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	39 / 37 / 13 / 8 /	77%	71%	72%	72%
Q1e. I am satisfied with my job	32 / 42 / 15 / 9 /	74%	69%	70%	69%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

SENIOR MANAGERS

46% 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	22	23	29	17	9	45%	41%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	22	22	28	18	10	44%	39%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	23	24	29	14	10	47%	42%	47%	50%
Q6d. Senior managers encourage innovation by employees	21	26	32	14	7	47%	42%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	26	34	12		48%	44%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	33	27	10		57%	54%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	22	23	25	19	11	45%	39%	44%	47%
Q6h. I feel that senior managers listen to employees	21	21	28	17	13	42%	37%	40%	43%
Q7c. I feel that change is managed well in my organisation	20	22	28	21	9	42%	38%	42%	40%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

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

62% AGGREGATE SCORE

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	37	36	13	9		73%	66%	70%	72%
Q5d. My manager encourages and values employee input	39	35	14	7		74%	66%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	36	34	16	9		69%	62%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	22	23	25	19	11	45%	39%	44%	47%
Q6h. I feel that senior managers listen to employees	21	21	28	17	13	42%	37%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	42	15	8		72%	67%	66%	67%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

ALL QUESTIONS

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 65% 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	48	45				93%	91%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	43	39	9			83%	76%	79%	79%
Q3f. I have received appropriate training and development to do my job well	30	40	17	10		70%	66%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	35	39	17			73%	69%	71%	74%
Q5f. I have confidence in the decisions my manager makes	36	33	17	8		69%	63%	65%	68%
Q6d. Senior managers encourage innovation by employees	21	26	32	14	7	47%	42%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	26	34	12		48%	44%	48%	52%
Q7a. My organisation focuses on improving the work we do	25	40	23	8		66%	63%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	23	31	27	14		53%	50%	56%	57%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

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	65% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	22	32	24	16	7	54%	47%	50%	49%
Q7h. My organisation generally selects capable people to do the job	21	35	25	13		56%	52%	54%	54%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

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

61% AGGREGATE SCORE

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	49	40	7			90%	86%	87%	86%
Q2e. People in my workgroup treat each other with respect	40	35	12	9		75%	70%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	35	39	17			73%	69%	71%	74%
Q5b. My manager listens to what I have to say	40	38	12			78%	70%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	22	23	29	17	9	45%	41%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	23	24	29	14	10	47%	42%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	33	27	10		57%	54%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	22	23	25	19	11	45%	39%	44%	47%
Q6h. I feel that senior managers listen to employees	21	21	28	17	13	42%	37%	40%	43%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

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	61% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do	25 / 40 / 23 / 8	66%	63%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	21 / 31 / 27 / 15	53%	48%	49%	49%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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

70% 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	29	36	16	14		65%	61%	66%	65%
Q5b. My manager listens to what I have to say	40	38	12			78%	70%	73%	76%
Q5d. My manager encourages and values employee input	39	35	14	7		74%	66%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	26	29	36			55%	52%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	29	44	19			73%	68%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	45	17			77%	72%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	42	15	8		72%	67%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	32	35	19	9		67%	62%	58%	59%
Q8e. My manager supports flexible working in my team	35	35	18	7		70%	-	61%	63%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.

FLEXIBLE WORKING

68% AGGREGATE SCORE

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	32	35	19	9		67%	62%	58%	59%
Q8e. My manager supports flexible working in my team	35	35	18	7		70%	-	61%	63%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.

RECRUITMENT	48% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	20	21	26	18	15	41%	38%	39%	37%
Q7h. My organisation generally selects capable people to do the job	21	35	25	13		56%	52%	54%	54%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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

59% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	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	30	37	18	11		67%	59%	65%	65%
Q3e. My performance is assessed against clear criteria	26	34	23	12		60%	53%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	26	30	21	15	8	56%	52%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	35	35	16	8		71%	64%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	28	24	27	12	9	52%	45%	46%	46%
Q7f. My organisation is committed to developing its employees	21	29	28	14	8	51%	46%	51%	52%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

WORKPLACE SUPPORT

72% AGGREGATE SCORE

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	29	36	16	14		65%	61%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	26	40	18	12		66%	61%	62%	60%
Q2c. I receive help and support from other members of my workgroup	44	40	10			84%	79%	80%	81%
Q2d. There is good team spirit in my workgroup	40	32	15	9		72%	66%	68%	70%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

ALL QUESTIONS

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.

PAY	61% AGREEMENT	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q4a. I am paid fairly for the work I do	14 / 47 / 18 / 15	61%	61%	54%	58%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 & SAFETY

92% AGREEMENT

			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1g. I know how to address a health and safety issue I have identified	41	51	92%	-	88%	85%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.

ACTION ON RESULTS

40% AGREEMENT

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q14. I believe action will be taken on the results from this survey by my organisation	7	33	32	18	11	40%	36%	36%	37%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

WORKPLACE CONDUCT

44% AGREEMENT

						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q9a. I have confidence in the ways my organisation resolves grievances	20	25	31	14	11	44%	38%	41%	40%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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%	63%	69%	71%
No	33%	37%	31%	29%
Q3b. I have informal feedback conversations with my manager				
Yes	76%	71%	74%	76%
No	24%	29%	26%	24%
Q3c. I have scheduled feedback conversations with my manager				
Yes	53%	47%	57%	58%
No	47%	53%	43%	42%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
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?				
Yes	32%	32%	40%	41%
No	68%	68%	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	41%	38%	34%	32%
Geographic location considerations	34%	33%	23%	26%
Personal/family considerations	32%	31%	29%	30%
Lack of visible opportunities	27%	28%	29%	30%
Lack of promotion opportunities	24%	24%	27%	29%
The application/recruitment process is too cumbersome or time consuming	20%	19%	18%	23%
Insufficient training and development	14%	14%	15%	16%
Lack of support for temporary assignments/secondments	13%	11%	14%	15%
Lack of support from my manager/supervisor	12%	16%	15%	14%
Other	7%	6%	9%	9%
Lack of required capabilities or experience	7%	7%	10%	11%

% are calculated with the number of unique respondents (N = 1,907 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	28%	32%	28%	24%
No	60%	58%	54%	58%
Don't know	12%	10%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	75%	68%	69%	66%
No	23%	31%	29%	32%
Don't know	1%	1%	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	37%	44%	39%	33%
No	57%	50%	52%	57%
Don't know	6%	6%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work				
Yes	19%	25%	21%	18%
No	77%	71%	73%	76%
Don't know	5%	4%	6%	6%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

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	33%	30%	32%	27%
Your Immediate Manager/Supervisor	23%	30%	23%	23%
A senior manager	14%	17%	18%	21%
Prefer not to say	12%	9%	13%	14%
A subordinate	9%	6%	6%	7%
Other	7%	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	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	96%	-	93%	94%
Don't know	2%	-	2%	2%
Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months				
A person at work	26%	-	28%	39%
A member of the public	66%	-	52%	37%
Other	4%	-	15%	19%
Prefer not to say	4%	-	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

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team	27	39	17	13		65%	60%	62%
Q2. I believe I am valued for what I can offer at my workplace	29	46	14	8		75%	69%	70%
Q3. In my workplace, we recognise our successes and innovations	27	42	19	8		69%	61%	66%
Q4. Staff are treated respectfully regardless of their job	29	44	15	8		73%	65%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	27	27	26	13	7	54%	47%	53%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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	26	28	25	13	8	53%	48%	52%
Q7. I have a say in decisions which affect my work	24	37	22	13		61%	55%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	26	45	17	8		71%	65%	68%
Q9. My team's objectives/work plans are clearly outlined	26	41	21	9		67%	60%	66%
Q10. Our objectives/work plans help us to deliver a quality service	27	42	22			69%	61%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	24	25	29	13	9	49%	41%	44%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

PROFILE OF RESPONDENTS

PERSONAL AND WORK PROFILES

GENDER	PERCENTAGE
Male	16%
Female	83%
Other	1%

PROFILE OF RESPONDENTS

PERSONAL AND WORK PROFILES

AGE	PERCENTAGE
15 - 19	0%
20 - 24	2%
25 -29	7%
30 - 34	9%
35 - 39	11%
40 - 44	13%
45 - 49	15%
50 - 54	15%
55 - 59	17%
60 - 64	8%
65+	3%

PERSONAL AND WORK PROFILES

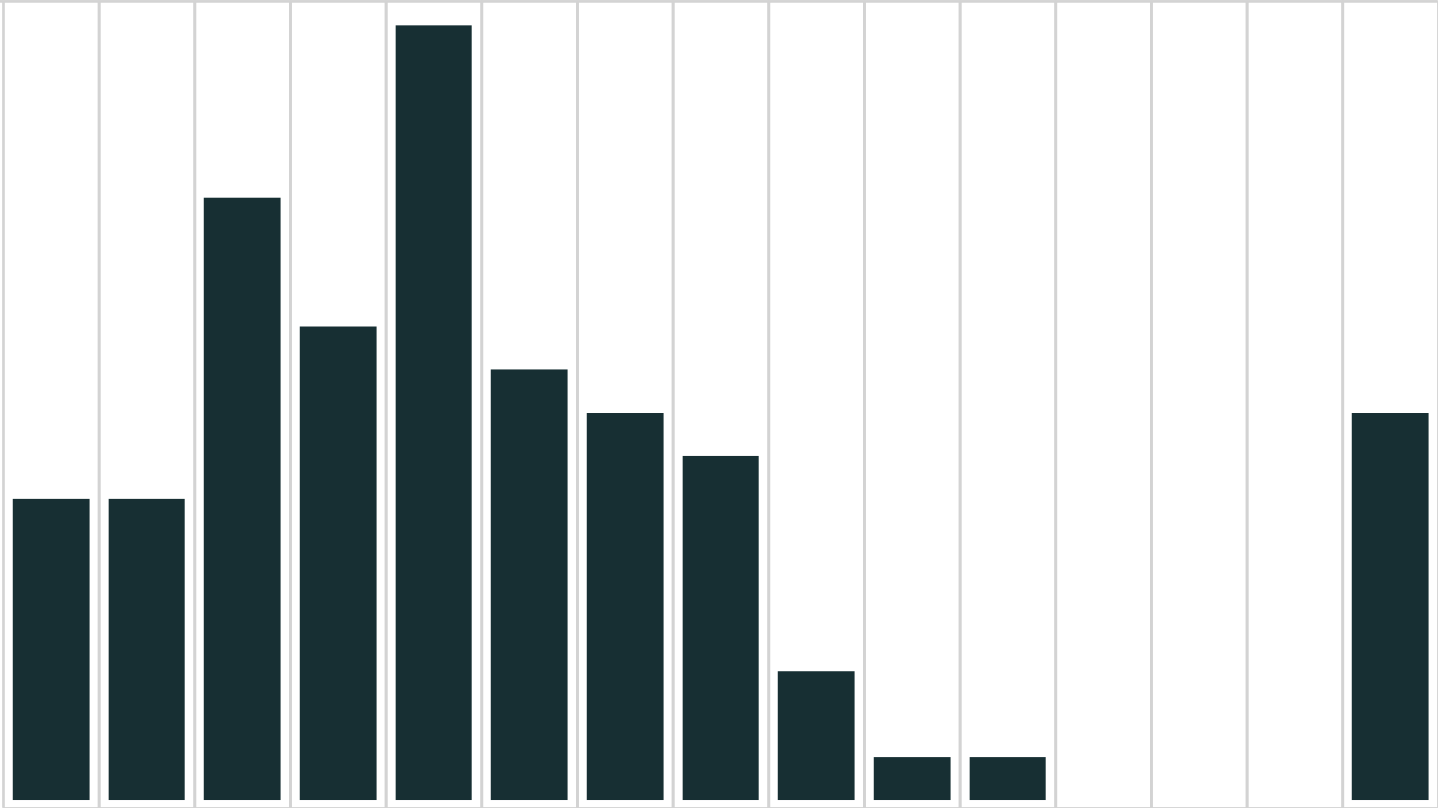
TYPE OF WORK

	PERCENTAGE
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	69%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9%
Policy	0%
Research	0%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PERSONAL AND WORK PROFILES

SALARY

	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	$328,901 or more	Prefer not to say
PERCENTAGES	7%	7%	14%	11%	18%	10%	9%	8%	3%	1%	1%	0%	0%	0%	9%



PERSONAL AND WORK PROFILES

TENURE IN ORGANISATION

	PERCENTAGE
Less than 1 year	12%
1 - 2 years	11%
2 - 5 years	22%
5 - 10 years	21%
10 - 20 years	21%
More than 20 years	13%

PERSONAL AND WORK PROFILES

FLEXIBLE WORKING

	PERCENTAGE
None of the above	33%
Part-time work	32%
Flexible start and finish times	30%
Working more hours over fewer days	15%
Working additional hours to make up for time off	13%
Working from different locations	11%
Flexible scheduling for rostered workers	11%

% are calculated with the number of unique respondents (N = 1,821 to this question)

PERSONAL AND WORK PROFILES

FLEXIBLE WORKING

	PERCENTAGE
Study leave	9%
Leave without pay	9%
Working from home	6%
Job sharing	5%
Other	3%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 1,821 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.

	Southern NSW 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	1982	1283	66	167	169	6	5	32	1	121
EMPLOYEE ENGAGEMENT	68%	67%	68%	72%	77%	(r)	(r)	67%	(r)	63%
ENGAGEMENT WITH WORK	77%	77%	74%	81%	84%	(r)	(r)	74%	(r)	78%
SENIOR MANAGERS	46%	45%	44%	48%	66%	(r)	(r)	47%	(r)	37%
COMMUNICATION	62%	61%	62%	66%	78%	(r)	(r)	65%	(r)	59%
HIGH PERFORMANCE	65%	64%	64%	67%	77%	(r)	(r)	71%	(r)	57%
PUBLIC SECTOR VALUES	61%	60%	60%	64%	76%	(r)	(r)	66%	(r)	52%
DIVERSITY & INCLUSION	70%	68%	70%	76%	85%	(r)	(r)	75%	(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.

	Southern NSW 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	1982	130	135	264	205	327	193	168	152	64	15	14	9	4
EMPLOYEE ENGAGEMENT	68%	71%	69%	68%	73%	73%	64%	65%	68%	75%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	83%	74%	75%	81%	81%	75%	73%	77%	86%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	41%	49%	45%	54%	52%	42%	49%	49%	58%	(r)	(r)	(r)	(r)
COMMUNICATION	62%	61%	62%	61%	67%	68%	59%	63%	64%	71%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	65%	65%	62%	68%	70%	62%	63%	68%	75%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	60%	61%	59%	66%	65%	59%	62%	65%	70%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	72%	70%	69%	74%	73%	67%	70%	72%	79%	(r)	(r)	(r)	(r)

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.

	Southern NSW Local Health District	$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	1982	3	162
EMPLOYEE ENGAGEMENT	68%	(r)	59%
ENGAGEMENT WITH WORK	77%	(r)	70%
SENIOR MANAGERS	46%	(r)	30%
COMMUNICATION	62%	(r)	55%
HIGH PERFORMANCE	65%	(r)	56%
PUBLIC SECTOR VALUES	61%	(r)	50%
DIVERSITY & INCLUSION	70%	(r)	62%

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.

	Southern NSW 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	1982	212	199	407	378	392	247
EMPLOYEE ENGAGEMENT	68%	75%	73%	67%	67%	68%	64%
ENGAGEMENT WITH WORK	77%	85%	83%	77%	74%	77%	76%
SENIOR MANAGERS	46%	57%	55%	44%	45%	49%	36%
COMMUNICATION	62%	76%	71%	61%	61%	63%	55%
HIGH PERFORMANCE	65%	74%	72%	62%	64%	66%	60%
PUBLIC SECTOR VALUES	61%	71%	68%	59%	60%	62%	54%
DIVERSITY & INCLUSION	70%	80%	79%	69%	68%	71%	65%

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.

	Southern NSW 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	1982	543	277	231	194	574	86	202	110	9	159	162	50	593
EMPLOYEE ENGAGEMENT	68%	80%	87%	80%	80%	71%	78%	70%	77%	(r)	84%	82%	71%	60%
ENGAGEMENT WITH WORK	77%	87%	88%	86%	83%	79%	85%	83%	86%	(r)	89%	89%	82%	72%
SENIOR MANAGERS	46%	68%	75%	65%	65%	50%	58%	50%	63%	(r)	67%	67%	55%	35%
COMMUNICATION	62%	80%	84%	78%	78%	66%	75%	68%	78%	(r)	82%	78%	67%	53%
HIGH PERFORMANCE	65%	80%	84%	78%	79%	68%	75%	71%	78%	(r)	80%	80%	69%	56%
PUBLIC SECTOR VALUES	61%	78%	83%	77%	77%	64%	72%	67%	76%	(r)	78%	77%	67%	51%
DIVERSITY & INCLUSION	70%	87%	89%	86%	84%	74%	83%	78%	86%	(r)	87%	85%	74%	59%

*multiple types may be choosen.

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.

	Southern NSW Local Health District	Capital Region	Murray	Riverina	Sydney East	Sydney West	Illawarra	Central West	Sydney - Inner South West	Sydney - Outer South West	Southern Highlands and Shoalhaven	Sydney - Inner West	Sydney - South West
NUMBER OF RESPONDENTS	1982	1695	10	9	5	4	3	2	2	2	1	1	1
EMPLOYEE ENGAGEMENT	68%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	72%	(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.

	Southern NSW Local Health District	Newcastle and Lake Macquarie	Sydney - Blacktown	Sydney - City and Inner South	Sydney - Eastern Suburbs	Central Coast	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Mid North Coast	New England and North West	OUTSIDE NSW	Richmond - Tweed	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	1982	1	1	1	1	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Southern NSW Local Health District	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - Sutherland
NUMBER OF RESPONDENTS	1982	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Southern NSW 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	1982	3	44	119	155	201	240	272	275	310	147	56
EMPLOYEE ENGAGEMENT	68%	(r)	80%	75%	69%	68%	67%	73%	66%	67%	65%	67%
ENGAGEMENT WITH WORK	77%	(r)	87%	82%	74%	76%	75%	80%	77%	79%	81%	81%
SENIOR MANAGERS	46%	(r)	70%	58%	47%	52%	50%	53%	41%	41%	42%	40%
COMMUNICATION	62%	(r)	83%	76%	60%	67%	64%	67%	61%	59%	60%	58%
HIGH PERFORMANCE	65%	(r)	80%	75%	64%	67%	66%	68%	63%	63%	62%	61%
PUBLIC SECTOR VALUES	61%	(r)	80%	72%	59%	65%	62%	66%	58%	57%	58%	56%
DIVERSITY & INCLUSION	70%	(r)	86%	81%	67%	74%	71%	74%	68%	67%	68%	67%

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.

	Southern NSW Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	1982	302	1525	19
EMPLOYEE ENGAGEMENT	68%	66%	69%	(r)
ENGAGEMENT WITH WORK	77%	74%	79%	(r)
SENIOR MANAGERS	46%	47%	47%	(r)
COMMUNICATION	62%	64%	64%	(r)
HIGH PERFORMANCE	65%	63%	66%	(r)
PUBLIC SECTOR VALUES	61%	61%	62%	(r)
DIVERSITY & INCLUSION	70%	71%	71%	(r)

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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.

	Southern NSW 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	1982	2	5	2	16	0	22	142	595	38	88	47	31	12
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	76%	66%	72%	69%	74%	76%	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	81%	75%	86%	80%	82%	87%	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	55%	43%	54%	49%	62%	64%	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	69%	59%	66%	66%	73%	78%	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	72%	63%	66%	68%	77%	78%	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	66%	58%	66%	64%	75%	75%	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	74%	66%	73%	73%	83%	84%	(r)

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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.

	Southern NSW 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	1982	173	65	54	192	26	6	4	1	8	12	0	3	1
EMPLOYEE ENGAGEMENT	68%	73%	80%	83%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	80%	85%	92%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	50%	68%	75%	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	67%	79%	84%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	67%	78%	85%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	64%	77%	82%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	77%	84%	89%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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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.

	Southern NSW 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	1982	12	8	1	9	0	1	0	0	13	8	15	6	26
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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.

	Southern NSW 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	1982	11	0	7	0	3	0	61	146
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	68%	54%
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	77%	62%
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	49%	22%
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	70%	40%
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	68%	45%
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	64%	41%
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	77%	53%

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GUIDE TO THIS REPORT

SURVEY TIME FRAME

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

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.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

Agreement	Neither Agree nor Disagree	Disagreement

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.

ROUNDING

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

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

MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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