
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Sydney Children's Hospitals Network

RESPONSE RATE

38%

1,995 OF 5,303 RESPONDENTS

EMPLOYEE ENGAGEMENT

71%

DIFFERENCE FROM 2017 -1
 DIFFERENCE FROM CLUSTER +7
 DIFFERENCE FROM PUBLIC SECTOR +6

ENGAGEMENT WITH WORK

76%

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

SENIOR MANAGERS

46%

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

COMMUNICATION

61%

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

HIGH PERFORMANCE

67%

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

PUBLIC SECTOR VALUES

62%

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

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR +1

FLEXIBLE WORKING SATISFACTION

58%

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

ACTION ON RESULTS

34%

DIFFERENCE FROM 2017 -3
 DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR -2



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%	94%
2a.	My workgroup strives to achieve customer/client satisfaction	90%	90%
1g.	I know how to address a health and safety issue I have identified	87%	-
7j.	I am proud to tell others I work for my organisation	83%	84%
2b.	My workgroup works collaboratively to achieve its objectives	82%	82%
2c.	I receive help and support from other members of my workgroup	82%	82%
1c.	My job gives me a feeling of personal accomplishment	81%	83%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	80%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	79%	81%
2e.	People in my workgroup treat each other with respect	77%	75%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	34%	37%
6h.	I feel that senior managers listen to employees	38%	42%
7c.	I feel that change is managed well in my organisation	40%	45%
6b.	I feel that senior managers effectively lead and manage change	42%	48%
9a.	I have confidence in the ways my organisation resolves grievances	42%	41%
6g.	I feel that senior managers keep employees informed about what's going on	43%	48%
7g.	I have confidence in the way recruitment decisions are made	44%	45%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%	53%
5h.	My manager appropriately deals with employees who perform poorly	46%	44%
6c.	I feel that senior managers model the values of my organisation	46%	54%



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

5h.	My manager appropriately deals with employees who perform poorly	46%	44%
2e.	People in my workgroup treat each other with respect	77%	75%
5g.	My manager provides acknowledgement or other recognition for the work I do	69%	68%
5a.	My manager encourages people in my workgroup to keep improving the work they do	73%	73%
2a.	My workgroup strives to achieve customer/client satisfaction	90%	90%
3e.	My performance is assessed against clear criteria	60%	59%
9a.	I have confidence in the ways my organisation resolves grievances	42%	41%
7h.	My organisation generally selects capable people to do the job	64%	64%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

6c.	I feel that senior managers model the values of my organisation	46%	54%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%	53%
6b.	I feel that senior managers effectively lead and manage change	42%	48%
1b.	I am provided with the support I need to do my best at work	65%	71%
7b.	My organisation is making the necessary improvements to meet our future challenges	57%	63%
6d.	Senior managers encourage innovation by employees	47%	53%
7c.	I feel that change is managed well in my organisation	40%	45%
6g.	I feel that senior managers keep employees informed about what's going on	43%	48%
7d.	There is good co-operation between teams across our organisation	50%	54%
6h.	I feel that senior managers listen to employees	38%	42%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? (STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. (AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? (AREAS OF CONCERN)



WHAT'S NEXT?

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

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

34%

of employees replied favourably to:

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

37%

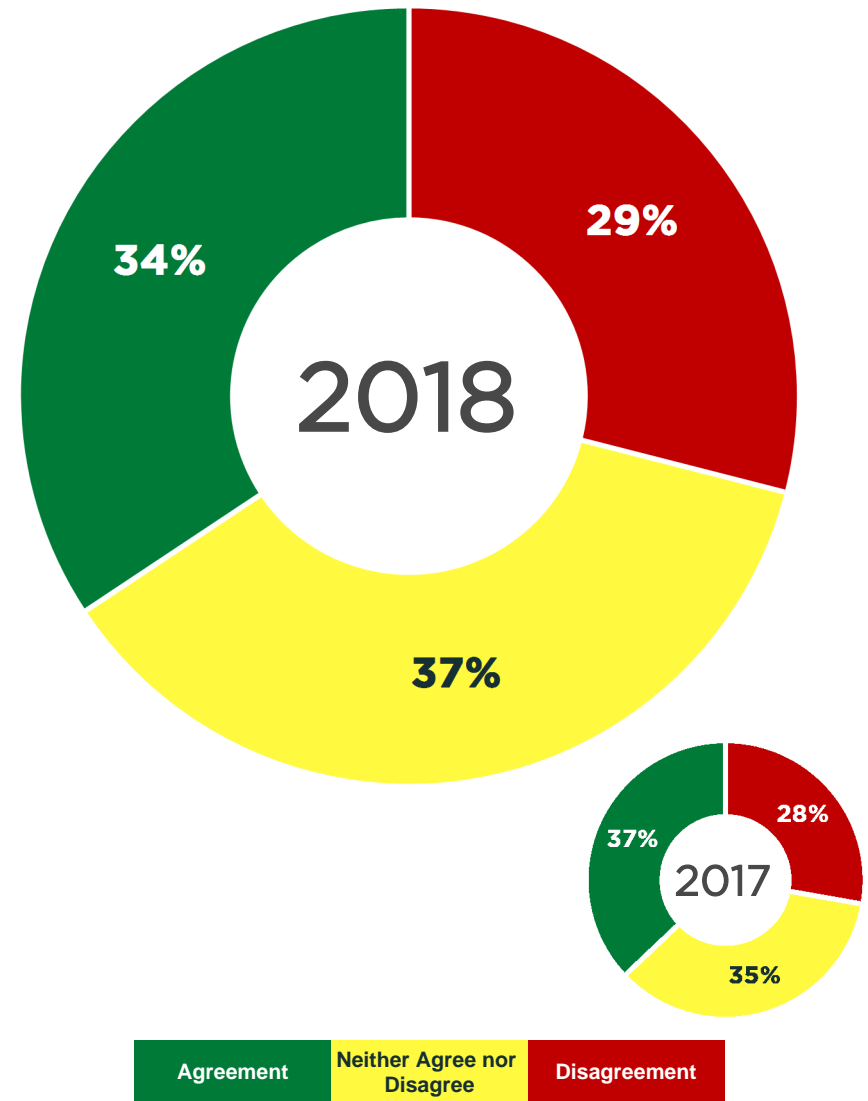
SECTOR

36%

CLUSTER

37%

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	Q7a. My organisation focuses on improving the work we do	74%	76%	68%	69%
2	Q7f. My organisation is committed to developing its employees	53%	56%	51%	52%
3	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	80%	74%	76%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	57%	63%	56%	57%
5	Q6c. I feel that senior managers model the values of my organisation	46%	54%	47%	50%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	45%	53%	46%	49%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Children's Hospitals Network

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.

	Sydney Children's Hospitals Network	Network Directorates	Newborn and paediatric Emergency Transport Service	Research Directorate	SCHN Services Located at Other Sites (eg Bear Cottage, CCC, PSN, MH-CYP, CHNs)	Sydney Children's Hospital Randwick (SCH)	The Children's Hospital at Westmead (CHW)
NUMBER OF RESPONDENTS	1995	109	40	50	31	607	1142
EMPLOYEE ENGAGEMENT	71%	75%	64%	76%	66%	74%	70%
ENGAGEMENT WITH WORK	76%	75%	71%	72%	80%	81%	74%
SENIOR MANAGERS	46%	56%	28%	57%	41%	47%	44%
COMMUNICATION	61%	65%	40%	74%	61%	65%	58%
HIGH PERFORMANCE	67%	69%	53%	73%	64%	70%	65%
PUBLIC SECTOR VALUES	62%	68%	44%	73%	60%	65%	60%
DIVERSITY & INCLUSION	69%	75%	47%	80%	75%	72%	66%

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



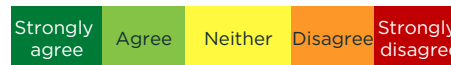
EXPLORE THE FULL RESULTS

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	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7i. I would recommend my organisation as a great place to work	23	47	19	70%	73%	61%	61%	
Q7j. I am proud to tell others I work for my organisation	36	47	12	83%	84%	69%	69%	
Q7k. I feel a strong personal attachment to my organisation	32	43	17	75%	77%	62%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	22	40	24	9	62%	65%	54%	55%
Q7m. My organisation inspires me to do the best in my job	25	40	23	8	65%	67%	55%	55%

KEY





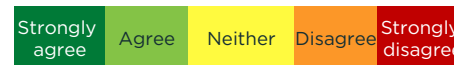
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ENGAGEMENT WITH WORK	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	34	48	11	81%	83%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	33	44	14	77%	80%	72%	72%	
Q1e. I am satisfied with my job	22	49	17	10	71%	74%	70%	69%

KEY





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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	11	35	29	15	10	45%	53%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	10	32	29	17	12	42%	48%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	12	35	30	12	11	46%	54%	47%	50%
Q6d. Senior managers encourage innovation by employees	11	36	31	13	8	47%	53%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	30	10	7	52%	55%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	43	28	8		57%	60%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	10	33	27	18	12	43%	48%	44%	47%
Q6h. I feel that senior managers listen to employees	9	29	32	17	14	38%	42%	40%	43%
Q7c. I feel that change is managed well in my organisation	9	31	30	20	10	40%	45%	42%	40%

KEY





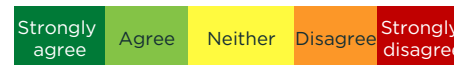
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COMMUNICATION	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	29	43	13	9	73%	72%	70%	72%	
Q5d. My manager encourages and values employee input	31	43	14	8	74%	73%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	26	40	19	10	66%	68%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	33	27	18	12	43%	48%	44%	47%
Q6h. I feel that senior managers listen to employees	9	29	32	17	14	38%	42%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	49	17	9	70%	70%	66%	67%	

KEY





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	HIGH PERFORMANCE		67% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	43	49		93%	94%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	37	45	9 7	82%	82%	79%	79%
Q3f. I have received appropriate training and development to do my job well	22	50	17 8	72%	72%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	47	17	73%	73%	71%	74%
Q5f. I have confidence in the decisions my manager makes	28	40	20 8	68%	70%	65%	68%
Q6d. Senior managers encourage innovation by employees	11	36	31 13 8	47%	53%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	30 10 7	52%	55%	48%	52%
Q7a. My organisation focuses on improving the work we do	20	54	16	74%	76%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	44	25 12	57%	63%	56%	57%

KEY

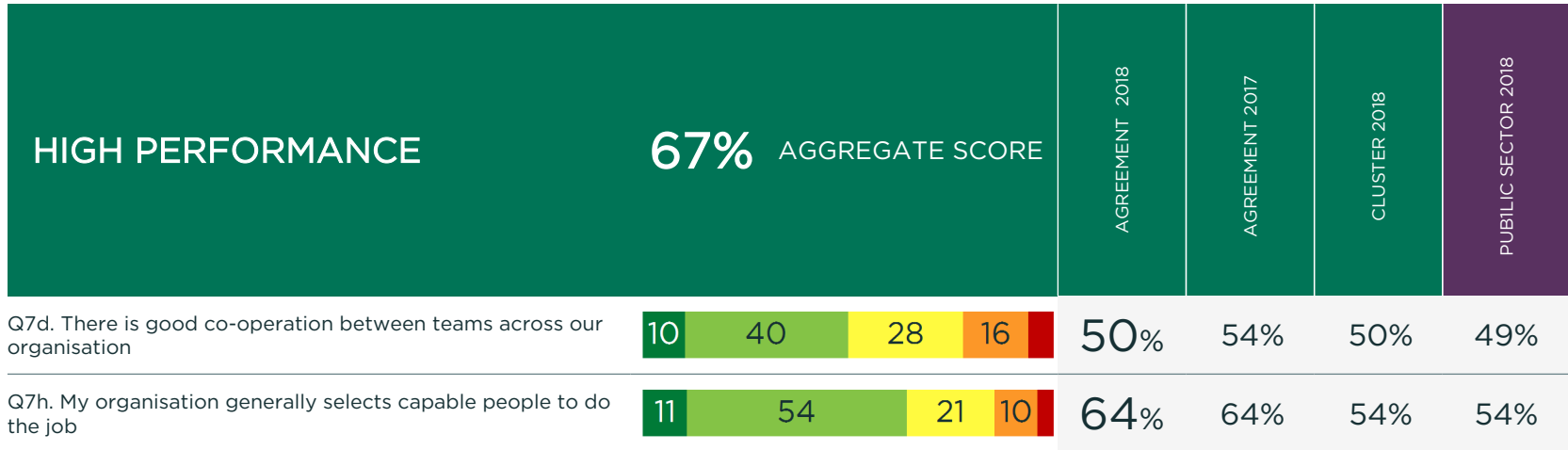




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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PUBLIC SECTOR VALUES	62% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	45	46	90%	90%	87%	86%		
Q2e. People in my workgroup treat each other with respect	32	45	14	77%	75%	71%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	47	17	73%	73%	71%	74%		
Q5b. My manager listens to what I have to say	32	45	13	7	76%	77%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	35	29	15	10	45%	53%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	12	35	30	12	11	46%	54%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	43	28	8		57%	60%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	10	33	27	18	12	43%	48%	44%	47%
Q6h. I feel that senior managers listen to employees	9	29	32	17	14	38%	42%	40%	43%

KEY





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PUBLIC SECTOR VALUES		62% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				74%	76%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				57%	57%	49%	49%

KEY





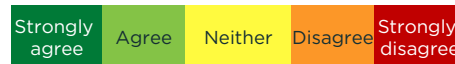
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DIVERSITY & INCLUSION	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	20	44	17	14	65%	71%	66%	65%
Q5b. My manager listens to what I have to say	32	45	13	7	76%	77%	73%	76%
Q5d. My manager encourages and values employee input	31	43	14	8	74%	73%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	17	38	34		55%	56%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	53	16		79%	80%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	51	16		79%	81%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	49	17	9	70%	70%	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>	19	38	24	12	58%	58%	58%	59%
Q8e. My manager supports flexible working in my team	22	41	22	9	63%	-	61%	63%

KEY

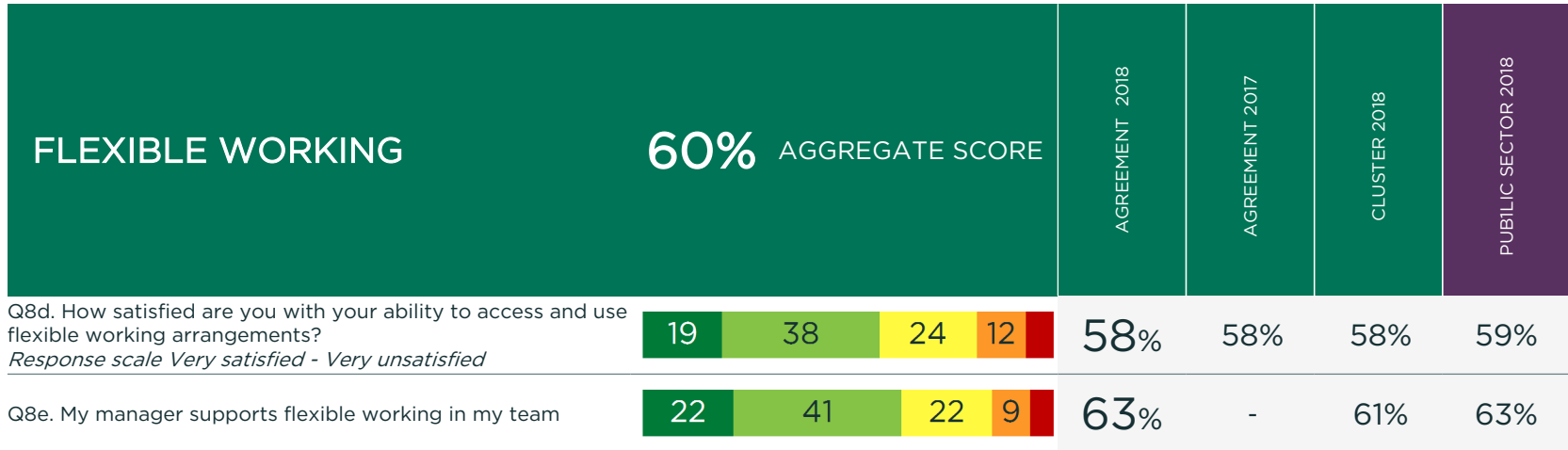




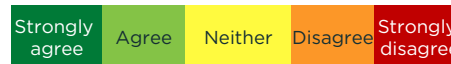
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KEY

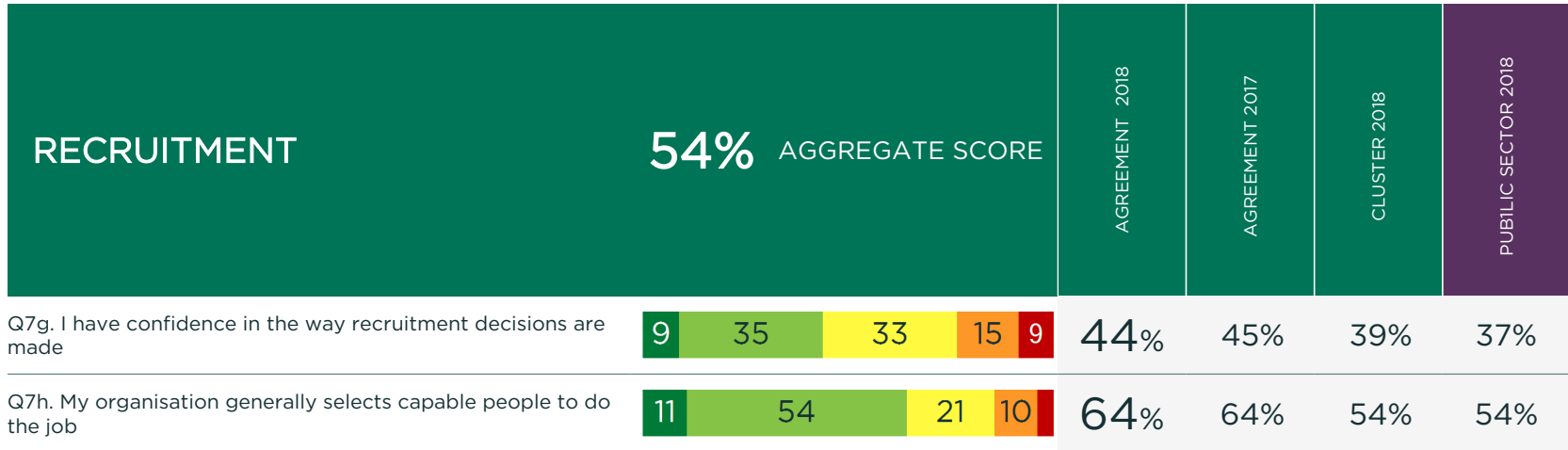




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PERFORMANCE FRAMEWORK & DEVELOPMENT

58% 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	20 46 19 11	67%	66%	65%	65%
Q3e. My performance is assessed against clear criteria	17 42 24 12	60%	59%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	18 35 23 15 9	53%	54%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 41 16 9	69%	68%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15 31 33 13 9	46%	44%	46%	46%
Q7f. My organisation is committed to developing its employees	11 42 30 11	53%	56%	51%	52%

KEY





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Questions are grouped by topics in this report.

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	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	20	44	17	14	65%	71%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	14	48	20	14	62%	64%	62%	60%
Q2c. I receive help and support from other members of my workgroup	34	48	12	6	82%	82%	80%	81%
Q2d. There is good team spirit in my workgroup	30	41	15	10	71%	71%	68%	70%

KEY

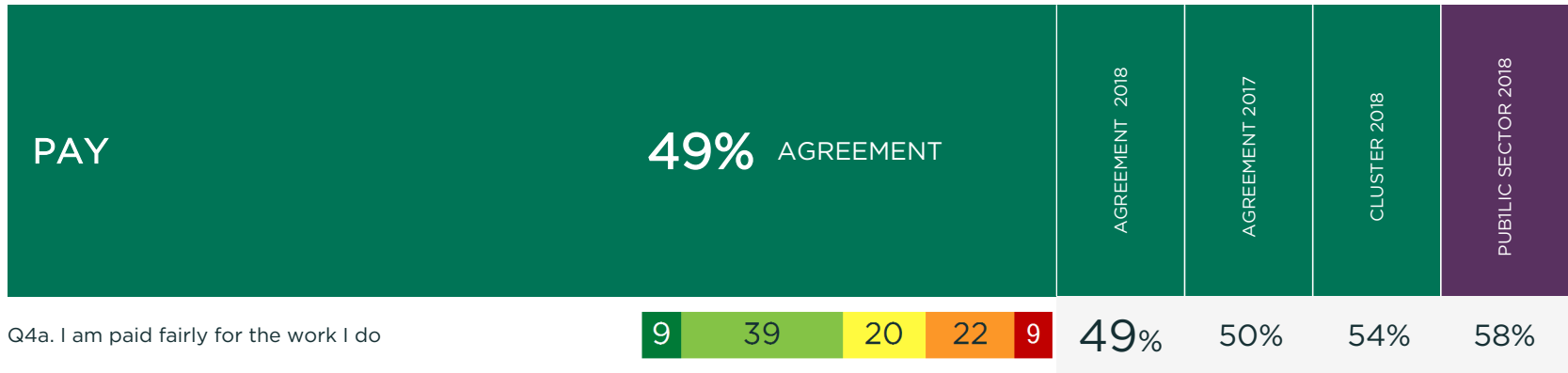




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KEY

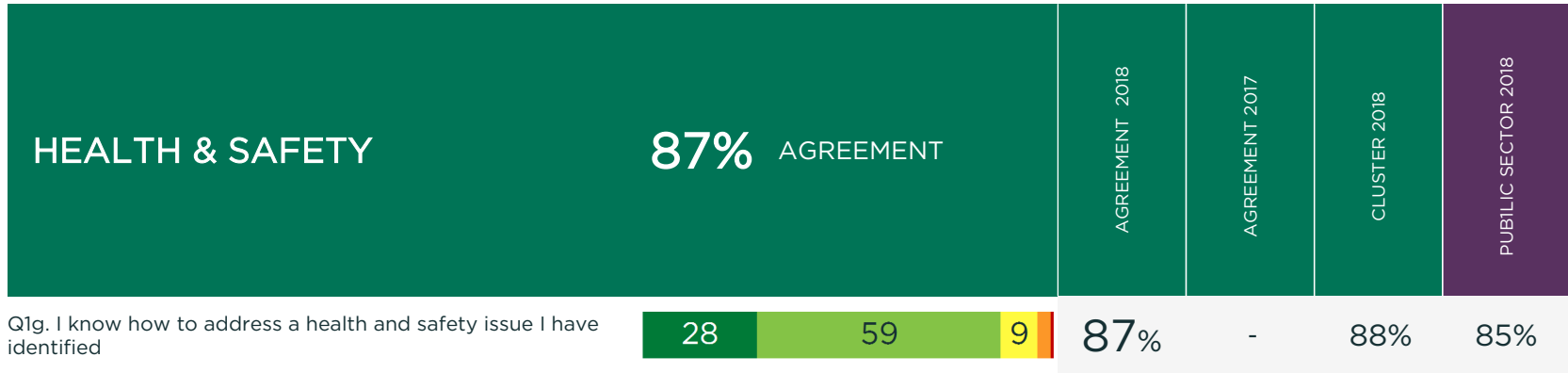




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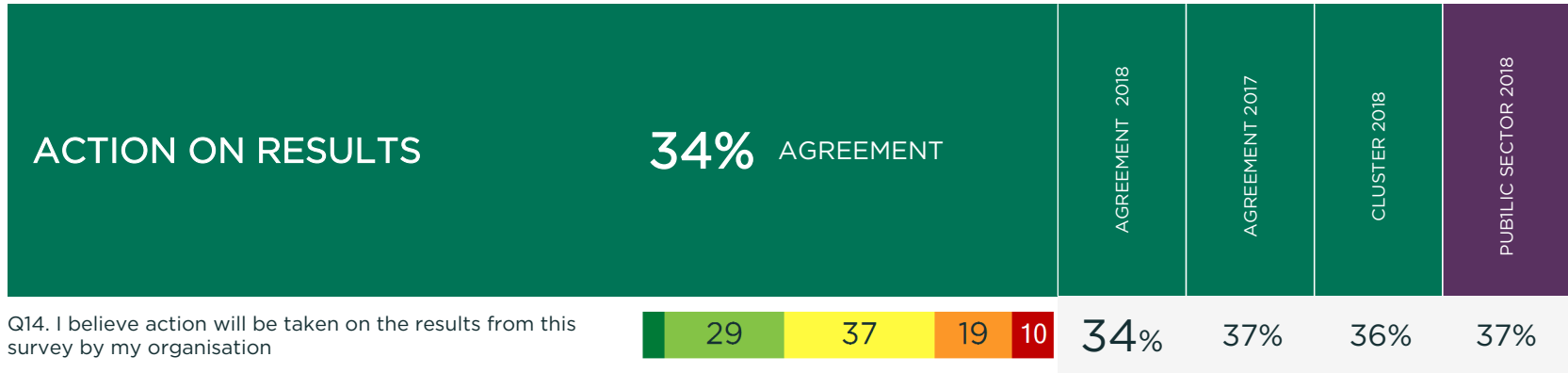




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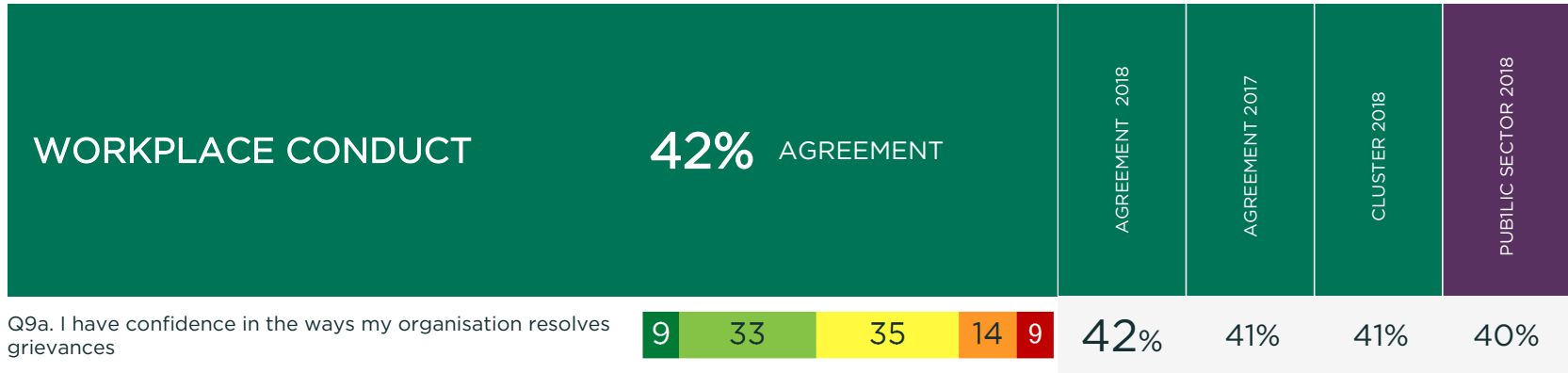




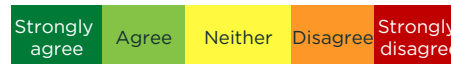
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KEY





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		71%	72%	69%	71%
No		29%	28%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		76%	75%	74%	76%
No		24%	25%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		60%	60%	57%	58%
No		40%	40%	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		39%	39%	40%	41%
No		61%	61%	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		33%	31%	34%	32%
Lack of visible opportunities		31%	30%	29%	30%
Lack of promotion opportunities		29%	28%	27%	29%
Personal/family considerations		29%	32%	29%	30%
Geographic location considerations		21%	24%	23%	26%
The application/recruitment process is too cumbersome or time consuming		15%	15%	18%	23%
Lack of support for temporary assignments/secondments		13%	12%	14%	15%
Insufficient training and development		13%	12%	15%	16%
Lack of support from my manager/supervisor		13%	13%	15%	14%
Other		9%	9%	9%	9%
Lack of required capabilities or experience		9%	9%	10%	11%

% are calculated with the number of unique respondents (N = 1,905 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		21%	20%	28%	24%
No		59%	67%	54%	58%
Don't know		19%	13%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		71%	60%	69%	66%
No		27%	36%	29%	32%
Don't know		2%	3%	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		35%	32%	39%	33%
No		56%	59%	52%	57%
Don't know		9%	9%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		16%	16%	21%	18%
No		77%	77%	73%	76%
Don't know		7%	7%	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		33%	22%	32%	27%
Your Immediate Manager/Supervisor		22%	36%	23%	23%
A senior manager		18%	19%	18%	21%
Prefer not to say		14%	10%	13%	14%
Other		6%	3%	6%	4%
A subordinate		5%	8%	6%	7%
A client or customer		2%	0%	2%	2%
A member of the public other than a client or customer		0%	0%	1%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		2%	-	5%	3%
No		97%	-	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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work		56%	-	28%	39%
A member of the public		16%	-	52%	37%
Other		22%	-	15%	19%
Prefer not to say		6%	-	5%	6%



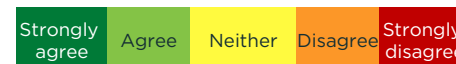
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		65%	66%	62%
Q2. I believe I am valued for what I can offer at my workplace		74%	75%	70%
Q3. In my workplace, we recognise our successes and innovations		72%	71%	66%
Q4. Staff are treated respectfully regardless of their job		75%	74%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		55%	56%	53%

KEY





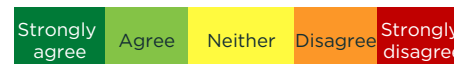
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers		54%	59%	52%
Q7. I have a say in decisions which affect my work		57%	60%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made		72%	71%	68%
Q9. My team's objectives/work plans are clearly outlined		67%	67%	66%
Q10. Our objectives/work plans help us to deliver a quality service		69%	70%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		35%	39%	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		0%
20 - 24		6%
25 -29		12%
30 - 34		16%
35 - 39		14%
40 - 44		13%
45 - 49		12%
50 - 54		11%
55 - 59		10%
60 - 64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

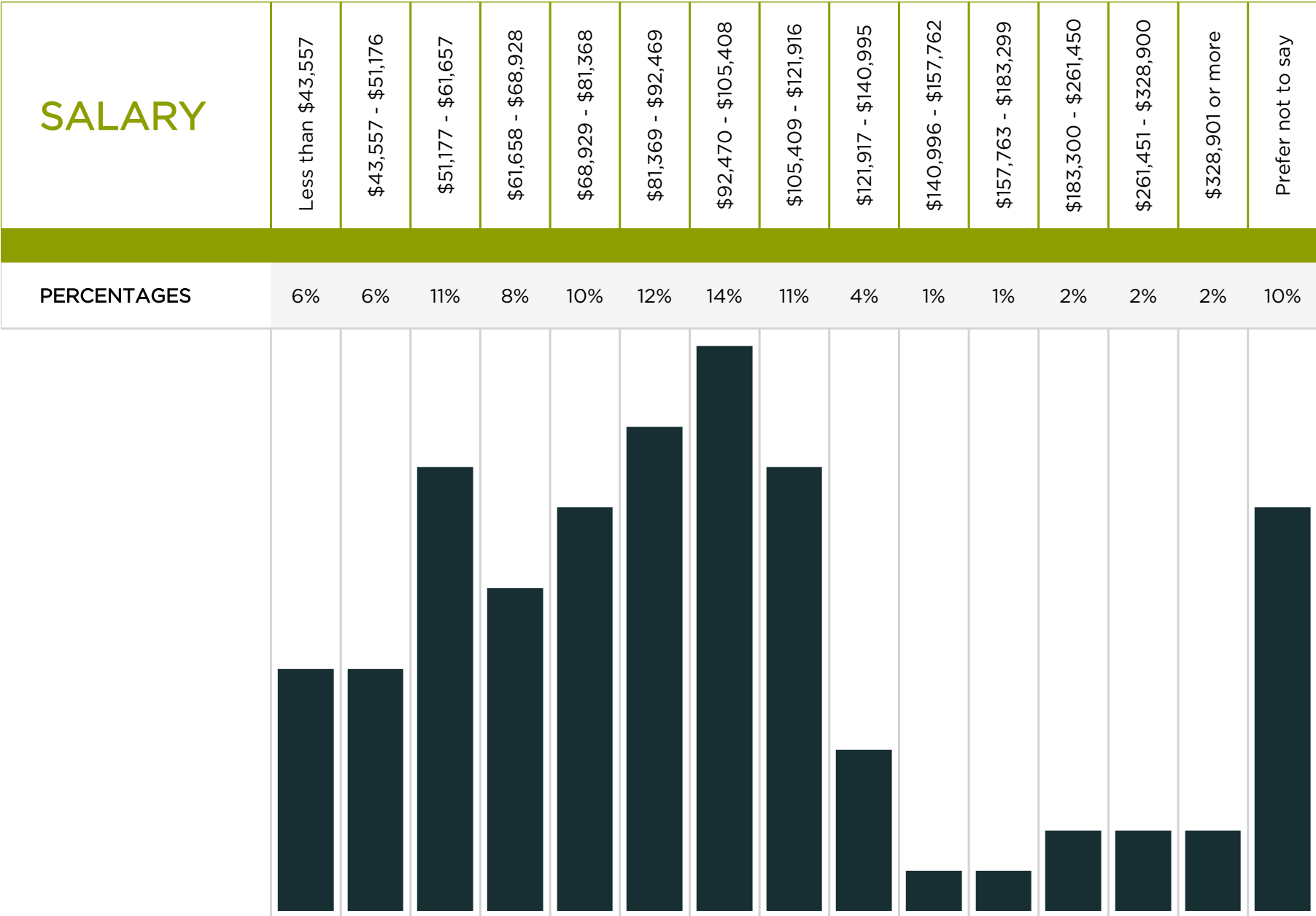
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	61%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	13%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	0%
Research	6%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	9%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		11%
2 - 5 years		18%
5 - 10 years		18%
10 - 20 years		25%
More than 20 years		14%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		36%
Flexible start and finish times		28%
Part-time work		23%
Working more hours over fewer days		11%
Working additional hours to make up for time off		11%
Study leave		10%
Working from home		7%

% are calculated with the number of unique respondents (N = 1,820 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible scheduling for rostered workers	7%
Working from different locations	6%
Leave without pay	5%
Job sharing	4%
Other	2%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 1,820 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.

	Sydney Children's Hospitals Network	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	1995	1127	73	238	93	7	108	44	4	162
EMPLOYEE ENGAGEMENT	71%	70%	71%	76%	75%	(r)	74%	72%	(r)	71%
ENGAGEMENT WITH WORK	76%	76%	78%	81%	78%	(r)	80%	74%	(r)	74%
SENIOR MANAGERS	46%	40%	51%	58%	52%	(r)	60%	54%	(r)	49%
COMMUNICATION	61%	57%	65%	70%	64%	(r)	73%	62%	(r)	60%
HIGH PERFORMANCE	67%	65%	71%	72%	66%	(r)	74%	66%	(r)	68%
PUBLIC SECTOR VALUES	62%	59%	64%	69%	64%	(r)	71%	67%	(r)	63%
DIVERSITY & INCLUSION	69%	66%	73%	77%	73%	(r)	79%	74%	(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.

	Sydney Children's Hospitals Network	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	1995	102	113	210	139	189	224	262	206	66	19	15	40	33
EMPLOYEE ENGAGEMENT	71%	78%	76%	77%	77%	74%	70%	71%	71%	68%	(r)	(r)	60%	65%
ENGAGEMENT WITH WORK	76%	85%	79%	78%	83%	75%	74%	79%	77%	76%	(r)	(r)	76%	75%
SENIOR MANAGERS	46%	58%	62%	55%	59%	47%	43%	41%	44%	47%	(r)	(r)	32%	28%
COMMUNICATION	61%	72%	69%	68%	71%	61%	53%	58%	59%	59%	(r)	(r)	60%	60%
HIGH PERFORMANCE	67%	77%	75%	72%	76%	66%	64%	65%	67%	66%	(r)	(r)	63%	60%
PUBLIC SECTOR VALUES	62%	71%	72%	68%	71%	62%	59%	60%	60%	60%	(r)	(r)	57%	56%
DIVERSITY & INCLUSION	69%	79%	74%	76%	78%	70%	64%	67%	67%	66%	(r)	(r)	68%	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 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.

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	Sydney Children's Hospitals Network	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	1995	36	182
EMPLOYEE ENGAGEMENT	71%	60%	64%
ENGAGEMENT WITH WORK	76%	68%	71%
SENIOR MANAGERS	46%	28%	32%
COMMUNICATION	61%	59%	51%
HIGH PERFORMANCE	67%	58%	57%
PUBLIC SECTOR VALUES	62%	55%	51%
DIVERSITY & INCLUSION	69%	65%	58%

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.

	Sydney Children's Hospitals Network	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1995	266	201	335	325	452	255
EMPLOYEE ENGAGEMENT	71%	78%	77%	73%	69%	66%	70%
ENGAGEMENT WITH WORK	76%	82%	84%	73%	73%	72%	82%
SENIOR MANAGERS	46%	61%	55%	49%	41%	38%	37%
COMMUNICATION	61%	73%	69%	62%	58%	54%	57%
HIGH PERFORMANCE	67%	76%	74%	68%	63%	62%	64%
PUBLIC SECTOR VALUES	62%	74%	69%	64%	58%	55%	57%
DIVERSITY & INCLUSION	69%	78%	78%	70%	66%	62%	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

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.

	Sydney Children's Hospitals Network	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	1995	509	200	198	130	414	64	114	135	6	91	190	40	653
EMPLOYEE ENGAGEMENT	71%	74%	74%	75%	74%	73%	75%	71%	70%	(r)	73%	73%	71%	69%
ENGAGEMENT WITH WORK	76%	81%	81%	78%	78%	80%	89%	81%	79%	(r)	76%	80%	72%	74%
SENIOR MANAGERS	46%	51%	46%	53%	47%	47%	52%	47%	47%	(r)	47%	45%	37%	42%
COMMUNICATION	61%	66%	61%	68%	64%	65%	68%	62%	62%	(r)	63%	64%	60%	57%
HIGH PERFORMANCE	67%	70%	69%	73%	68%	70%	73%	67%	67%	(r)	68%	72%	61%	64%
PUBLIC SECTOR VALUES	62%	66%	63%	69%	63%	65%	68%	62%	61%	(r)	64%	66%	58%	58%
DIVERSITY & INCLUSION	69%	77%	72%	79%	73%	75%	77%	74%	75%	(r)	72%	73%	69%	62%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Children's Hospitals Network	Sydney West	Sydney - Parramatta	Sydney East	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - City and Inner South	Sydney - Northern Beaches	Sydney - Ryde	Illawarra	Sydney - Blacktown	Sydney - North Sydney and Hornsby	Sydney - South West
NUMBER OF RESPONDENTS	1995	1115	1108	642	564	37	17	12	6	3	3	3	2
EMPLOYEE ENGAGEMENT	71%	71%	71%	73%	74%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	75%	75%	81%	81%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	46%	46%	45%	47%	30%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	60%	60%	63%	65%	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	66%	66%	68%	70%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	61%	61%	63%	65%	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	68%	68%	71%	73%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Children's Hospitals Network	Sydney - Outer West and Blue Mountains	Sydney - Sutherland	New England and North West	Newcastle and Lake Macquarie	Sydney - Inner West	Capital Region	Mid North Coast	Murray	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	1995	2	2	1	1	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(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	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Sydney Children's Hospitals Network	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Sydney - Outer South West
NUMBER OF RESPONDENTS	1995	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Sydney Children's Hospitals Network	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1995	1	108	216	288	250	234	218	210	176	95	43
EMPLOYEE ENGAGEMENT	71%	(r)	85%	76%	72%	71%	68%	67%	69%	70%	71%	79%
ENGAGEMENT WITH WORK	76%	(r)	89%	75%	75%	77%	75%	73%	77%	79%	80%	91%
SENIOR MANAGERS	46%	(r)	70%	52%	45%	50%	42%	39%	45%	38%	41%	53%
COMMUNICATION	61%	(r)	80%	65%	58%	63%	61%	56%	60%	56%	60%	67%
HIGH PERFORMANCE	67%	(r)	85%	72%	66%	68%	65%	62%	66%	63%	65%	73%
PUBLIC SECTOR VALUES	62%	(r)	79%	67%	61%	65%	59%	57%	62%	55%	60%	68%
DIVERSITY & INCLUSION	69%	(r)	85%	74%	68%	69%	70%	64%	67%	64%	67%	74%

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.

	Sydney Children's Hospitals Network	Male	Female	Other
NUMBER OF RESPONDENTS	1995	301	1543	13
EMPLOYEE ENGAGEMENT	71%	67%	73%	(r)
ENGAGEMENT WITH WORK	76%	74%	78%	(r)
SENIOR MANAGERS	46%	42%	47%	(r)
COMMUNICATION	61%	59%	62%	(r)
HIGH PERFORMANCE	67%	64%	68%	(r)
PUBLIC SECTOR VALUES	62%	59%	63%	(r)
DIVERSITY & INCLUSION	69%	66%	70%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Children's Hospitals Network	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	1995	78	2	148	11	7	17	12	478	26	36	29	48	3
EMPLOYEE ENGAGEMENT	71%	76%	(r)	59%	(r)	(r)	(r)	(r)	71%	(r)	72%	(r)	79%	(r)
ENGAGEMENT WITH WORK	76%	79%	(r)	68%	(r)	(r)	(r)	(r)	76%	(r)	75%	(r)	88%	(r)
SENIOR MANAGERS	46%	49%	(r)	24%	(r)	(r)	(r)	(r)	42%	(r)	30%	(r)	67%	(r)
COMMUNICATION	61%	65%	(r)	53%	(r)	(r)	(r)	(r)	57%	(r)	44%	(r)	76%	(r)
HIGH PERFORMANCE	67%	74%	(r)	56%	(r)	(r)	(r)	(r)	66%	(r)	59%	(r)	81%	(r)
PUBLIC SECTOR VALUES	62%	67%	(r)	50%	(r)	(r)	(r)	(r)	59%	(r)	49%	(r)	76%	(r)
DIVERSITY & INCLUSION	69%	68%	(r)	59%	(r)	(r)	(r)	(r)	66%	(r)	63%	(r)	83%	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Children's Hospitals Network	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	1995	204	29	24	266	15	6	0	0	1	14	51	62	18
EMPLOYEE ENGAGEMENT	71%	75%	(r)	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	71%	71%	(r)
ENGAGEMENT WITH WORK	76%	78%	(r)	(r)	83%	(r)	(r)	(r)	(r)	(r)	(r)	78%	75%	(r)
SENIOR MANAGERS	46%	54%	(r)	(r)	49%	(r)	(r)	(r)	(r)	(r)	(r)	48%	56%	(r)
COMMUNICATION	61%	68%	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	56%	68%	(r)
HIGH PERFORMANCE	67%	69%	(r)	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	69%	71%	(r)
PUBLIC SECTOR VALUES	62%	66%	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	60%	67%	(r)
DIVERSITY & INCLUSION	69%	74%	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	67%	77%	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Children's Hospitals Network	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	1995	13	0	0	1	0	2	0	2	21	24	10	2	5
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(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	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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.

	Sydney Children's Hospitals Network	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	1995	1	0	2	0	5	0	99	98
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	74%	62%
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	75%	61%
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	53%	31%
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	65%	46%
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	69%	54%
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)	66%	49%
DIVERSITY & INCLUSION	69%	(r)	(r)	(r)	(r)	(r)	(r)	74%	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

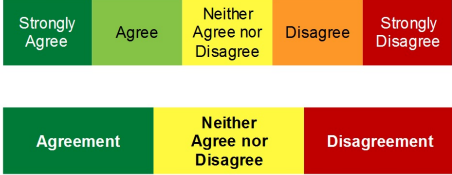
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.