



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

Cancer Institute NSW



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RESPONSE RATE

>100%

260 OF 249 RESPONDENTS

RESPONSE RATE 2018: >100%

EMPLOYEE ENGAGEMENT

72% 

DIFFERENCE FROM 2018 +7 (65%)

DIFFERENCE FROM CLUSTER +7 (65%)

DIFFERENCE FROM PUBLIC SECTOR +6 (66%)

ENGAGEMENT WITH WORK

74% 

DIFFERENCE FROM 2018 +8 (66%)

DIFFERENCE FROM CLUSTER +1 (73%)

DIFFERENCE FROM PUBLIC SECTOR +1 (73%)

SENIOR MANAGERS

60% 

DIFFERENCE FROM 2018 +14 (46%)

DIFFERENCE FROM CLUSTER +14 (46%)

DIFFERENCE FROM PUBLIC SECTOR +10 (50%)

COMMUNICATION

70% 

DIFFERENCE FROM 2018 +11 (59%)

DIFFERENCE FROM CLUSTER +10 (60%)

DIFFERENCE FROM PUBLIC SECTOR +8 (62%)

HIGH PERFORMANCE

74% 

DIFFERENCE FROM 2018 +12 (62%)

DIFFERENCE FROM CLUSTER +10 (64%)

DIFFERENCE FROM PUBLIC SECTOR +9 (65%)

PUBLIC SECTOR VALUES

72% 

DIFFERENCE FROM 2018 +12 (60%)

DIFFERENCE FROM CLUSTER +12 (60%)

DIFFERENCE FROM PUBLIC SECTOR +10 (62%)

DIVERSITY & INCLUSION

75% 

DIFFERENCE FROM 2018 +14 (61%)

DIFFERENCE FROM CLUSTER +8 (67%)

DIFFERENCE FROM PUBLIC SECTOR +6 (69%)

FLEXIBLE WORKING SATISFACTION

61% 

DIFFERENCE FROM 2018 +14 (47%)

DIFFERENCE FROM CLUSTER +3 (58%)

DIFFERENCE FROM PUBLIC SECTOR +2 (59%)

ACTION ON RESULTS

64% 

DIFFERENCE FROM 2018 +9 (55%)

DIFFERENCE FROM CLUSTER +24 (40%)

DIFFERENCE FROM PUBLIC SECTOR +24 (39%)



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
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
2a. My workgroup strives to achieve customer/client satisfaction	92%	82%
1a. I understand what is expected of me to do well in my role	88%	89%
2c. I receive help and support from other members of my workgroup	88%	79%
2e. People in my workgroup treat each other with respect	87%	73%
1h. I am comfortable notifying my manager if I become aware of any risks at work	87%	-
2b. My workgroup works collaboratively to achieve its objectives	86%	80%
7j. I am proud to tell others I work for my organisation	85%	70%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	67%
7a. My organisation focuses on improving the work we do	84%	71%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	83%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	43%	41%
11a. I have confidence in the ways my organisation resolves grievances	44%	31%
5h. My manager deals appropriately with employees who perform poorly	44%	47%
6b. I feel that senior managers effectively lead and manage change	53%	38%
7g. I have confidence in the way recruitment decisions are made	54%	35%
6h. I feel that senior managers listen to employees	55%	45%
7c. I feel that change is managed well in my organisation	55%	32%
6d. Senior managers encourage innovation by employees	57%	42%
3e. My performance is assessed against clear criteria	57%	64%
6a. I believe senior managers provide clear direction for the future of the organisation	58%	46%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

The highest and lowest scoring agreement questions based on respondents who have selected 'Strongly agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	55%	32%
7b. My organisation is making the necessary improvements to meet our future challenges	76%	56%
7g. I have confidence in the way recruitment decisions are made	54%	35%
7h. My organisation generally selects capable people to do the job	74%	57%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	67%
8c. I am able to speak up and share a different view to my colleagues and manager	76%	59%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	72%	55%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	69%	53%
7j. I am proud to tell others I work for my organisation	85%	70%
6i. Senior managers in my organisation support the career advancement of women	72%	56%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3e. My performance is assessed against clear criteria	57%	64%
5h. My manager deals appropriately with employees who perform poorly	44%	47%
4a. I am paid fairly for the work I do	74%	76%
1a. I understand what is expected of me to do well in my role	88%	89%



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

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q6a. I believe senior managers provide clear direction for the future of the organisation



Q6b. I feel that senior managers effectively lead and manage change



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q6a. I believe senior managers provide clear direction for the future of the organisation



Q6b. I feel that senior managers effectively lead and manage change



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q6a. I believe senior managers provide clear direction for the future of the organisation



Q6b. I feel that senior managers effectively lead and manage change



FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

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)**

RESPONDENT PROFILE

This data shows the proportion of people who completed the survey.

Survey responses: 260

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	23	Senior Executive (ongoing/permanent or term)	3	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6
Female	76	Ongoing/Permanent (other than senior executive)	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)	6
Other	1	Temporary (including temporary teachers and graduates)	4	Administrative support (e.g. executive/personal assistant, receptionist)	7
Age	Survey %	Casual	1	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	20
15 - 34 years	28	Contract – Non Executive	14	Policy	3
35 - 54 years	58	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	6	Research	6
55+ years	14	Other	0	Program and project management support	33
LOTE spoken at home	Survey %	Don't know	2	Legal (including developing and/or reviewing legislation)	0
Yes	24	Manager of managers	Survey %	Other	18
No	72	Yes	11	Organisation Tenure	Survey %
Prefer not to say	4	No	89	Less than 1 year	26
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	15
Yes	1	Yes	34	2 - 5 years	35
No	97	No	66	5 - 10 years	16
Prefer not to say	2	Working arrangement	Survey %	10 - 20 years	6
Disability	Survey %	Full-time	84	More than 20 years	2
Yes	2	Part-time	16	Salary	Survey %
No	95			\$83,402 and below	15
Prefer not to say	2			\$83,403 - \$108,043	23
LGBTI	Survey %			\$108,044 - \$144,520	35
Yes	7			\$144,521 and above	15
No	89			Prefer not to say	12
Prefer not to say	4				

Results are rounded and may not add up to 100%



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.

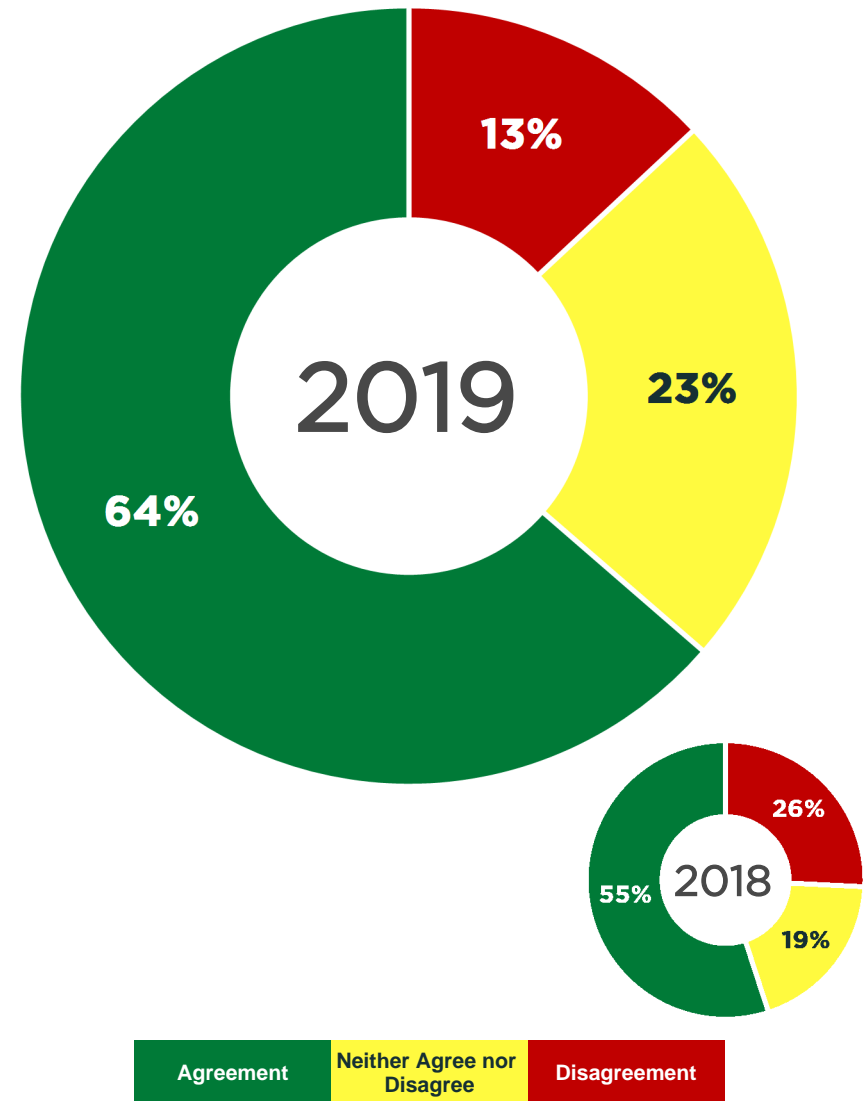
Results are rounded and may not add up to 100%

64%

of employees replied favourably to:

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

39%	40%	55%
SECTOR	CLUSTER	2018



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 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q6c. I feel that senior managers model the values of my organisation	58%	48%	48%	52%
2	Q6h. I feel that senior managers listen to employees	55%	45%	40%	44%
3	Q6b. I feel that senior managers effectively lead and manage change	53%	38%	44%	47%
4	Q7e. People in my organisation take responsibility for their own actions	60%	47%	48%	48%
5	Q7f. My organisation is committed to developing its employees	63%	49%	51%	53%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	58%	46%	47%	51%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Cancer Institute NSW

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

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

	Cancer Institute NSW	Cancer Prevention & Cancer Screening	Cancer Services and Information & Strategic Research Investment	Corporate Services & Information Technology
NUMBER OF RESPONDENTS	260	84	111	57
EMPLOYEE ENGAGEMENT	72%	72%	67%	79%
ENGAGEMENT WITH WORK	74%	71%	71%	85%
SENIOR MANAGERS	60%	62%	53%	75%
COMMUNICATION	70%	71%	64%	82%
HIGH PERFORMANCE	74%	76%	68%	82%
PUBLIC SECTOR VALUES	72%	76%	66%	82%
DIVERSITY & INCLUSION	75%	69%	74%	88%

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

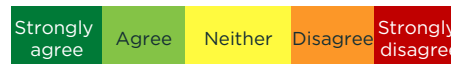
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q7i. I would recommend my organisation as a great place to work	26	44	19	71%	58%	61%	62%	
Q7j. I am proud to tell others I work for my organisation	36	49	8	85%	70%	69%	70%	
Q7k. I feel a strong personal attachment to my organisation	23	47	20	70%	57%	61%	64%	
Q7l. My organisation motivates me to help it achieve its objectives	21	52	15	9	73%	58%	54%	56%
Q7m. My organisation inspires me to do the best in my job	22	46	20	8	69%	54%	55%	56%

KEY





EXPLORE THE FULL RESULTS

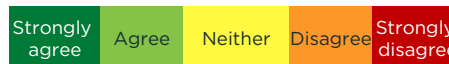
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	74% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	22	56	12	7	79%	68%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	25	51	15	8	76%	67%	72%	72%
Q1e. I am satisfied with my job	18	48	20	9	67%	63%	70%	69%

KEY





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SENIOR MANAGERS	60% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	44	26	11	58%	46%	47%	51%	
Q6b. I feel that senior managers effectively lead and manage change	14	39	26	14	7	53%	38%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	16	42	23	12	58%	48%	48%	52%	
Q6d. Senior managers encourage innovation by employees	12	45	26	13	57%	42%	47%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	53	21	7	69%	53%	48%	53%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	55	19	7	72%	55%	56%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	50	21	10	66%	56%	44%	48%	
Q6h. I feel that senior managers listen to employees	13	42	26	13	55%	45%	40%	44%	
Q7c. I feel that change is managed well in my organisation	15	40	22	17	55%	32%	43%	42%	

KEY





EXPLORE THE FULL RESULTS

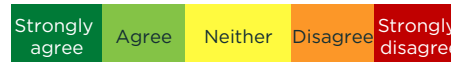
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COMMUNICATION	70% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q5c. My manager communicates effectively with me	30	45	9	9	75%	66%	70%	72%
Q5d. My manager encourages and values employee input	35	42	7	11	76%	66%	70%	73%
Q5e. My manager involves my workgroup in decisions about our work	34	39	10	10	73%	62%	66%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	16	50	21	10	66%	56%	44%	48%
Q6h. I feel that senior managers listen to employees	13	42	26	13	55%	45%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	56	12	7	76%	59%	68%	69%

KEY





EXPLORE THE FULL RESULTS

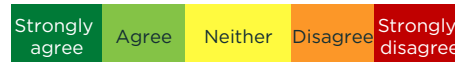
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HIGH PERFORMANCE	74% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	28	60	7	88%	89%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	39	47		86%	80%	79%	79%
Q3f. I have received appropriate training and development to do my job well	17	50	20	67%	56%	70%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	54	10	80%	69%	72%	75%
Q5f. I have confidence in the decisions my manager makes	30	43	12	73%	63%	66%	69%
Q6d. Senior managers encourage innovation by employees	12	45	26	57%	42%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	53	21	69%	53%	48%	53%
Q7a. My organisation focuses on improving the work we do	23	61	11	84%	71%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	56	14	76%	56%	54%	57%

KEY



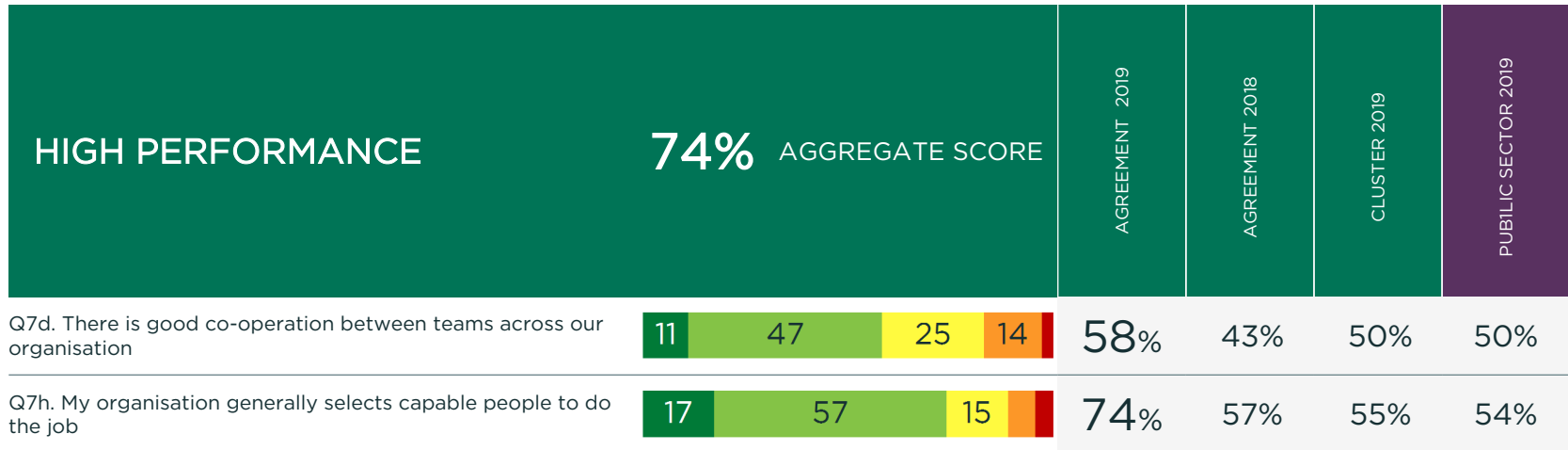


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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

Results are rounded and may not add up to 100%



KEY





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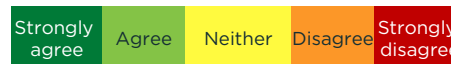
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	46	46	92%	82%	87%	86%
Q2e. People in my workgroup treat each other with respect	41	46	87%	73%	72%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	54	80%	69%	72%	75%
Q5b. My manager listens to what I have to say	33	48	81%	67%	74%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	44	58%	46%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	16	42	58%	48%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	55	72%	55%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	16	50	66%	56%	44%	48%
Q6h. I feel that senior managers listen to employees	13	42	55%	45%	40%	44%

KEY





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PUBLIC SECTOR VALUES	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q7a. My organisation focuses on improving the work we do	23	61	11	84%	71%	67%	69%
Q7e. People in my organisation take responsibility for their own actions	10	50	25	11	60%	47%	48%	48%

KEY





EXPLORE THE FULL RESULTS

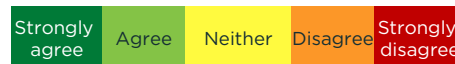
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DIVERSITY & INCLUSION	75% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	19	55	10	13	73%	61%	66%	67%
Q5b. My manager listens to what I have to say	33	48	8		81%	67%	74%	76%
Q5d. My manager encourages and values employee input	35	42	7	11	76%	66%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	30	42	21		72%	56%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	51	7		84%	67%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	36	47	12		83%	71%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	56	12	7	76%	59%	68%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	25	36	20	13	61%	47%	58%	59%
Q8e. My manager supports flexible working in my team	35	35	18	7	69%	56%	61%	63%

KEY



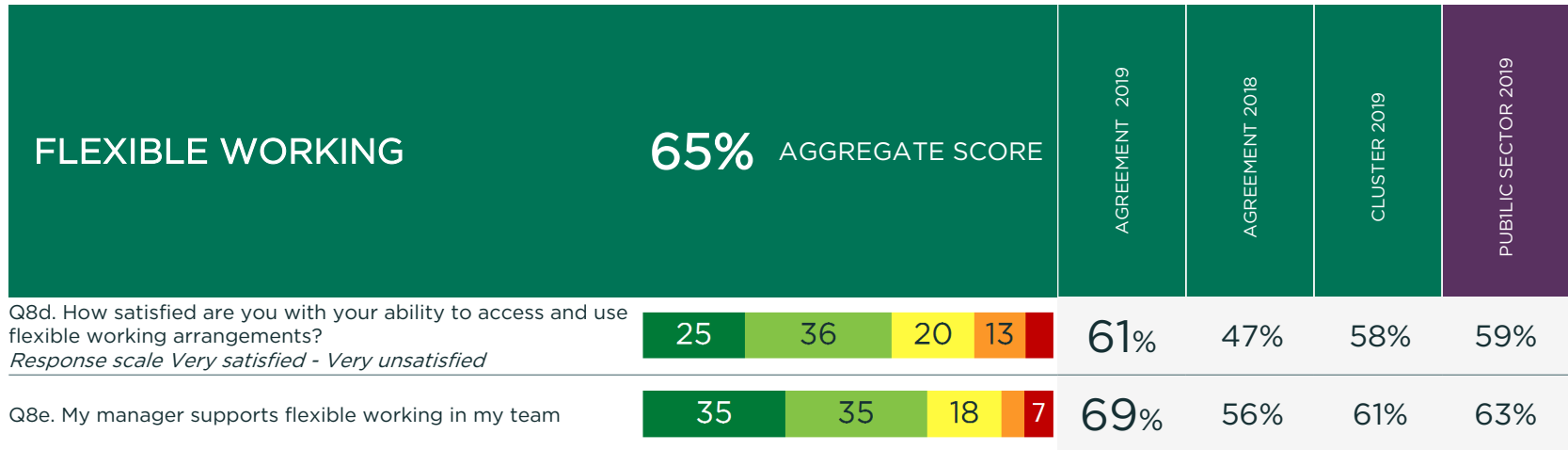


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KEY



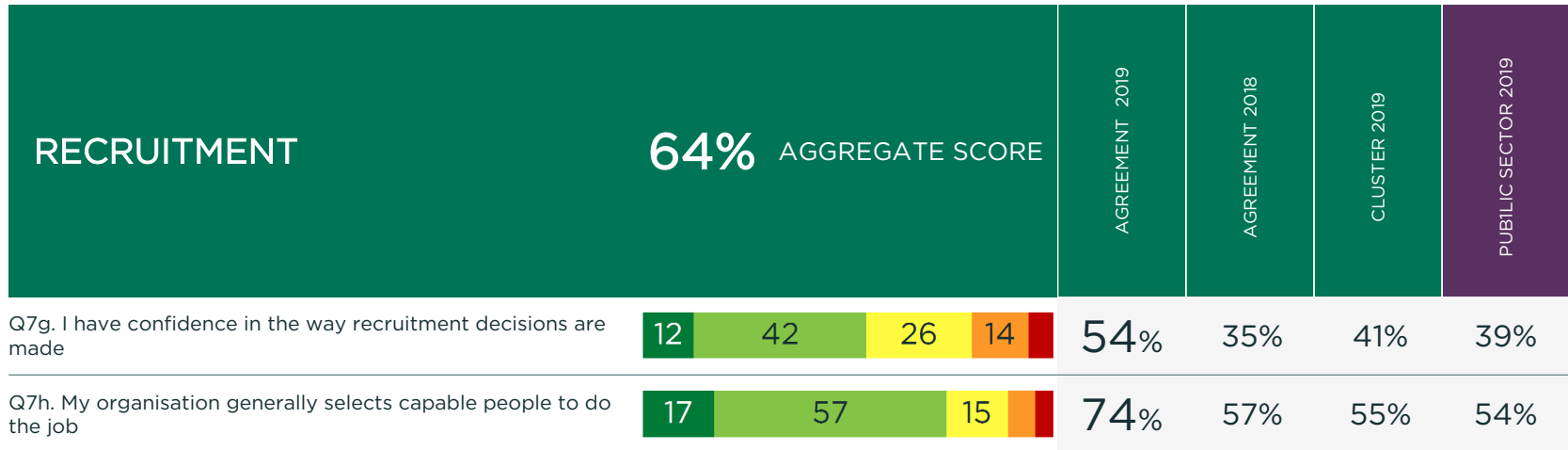


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KEY





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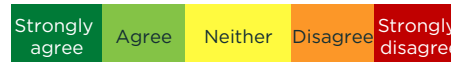
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

59% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19 50 17 10	69%	66%	65%	66%
Q3e. My performance is assessed against clear criteria	15 42 25 14	57%	64%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	10 33 30 19 8	43%	41%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	34 44 8 7	78%	68%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly	14 30 35 12 9	44%	47%	47%	48%
Q7f. My organisation is committed to developing its employees	14 49 22 11	63%	49%	51%	53%

KEY





EXPLORE THE FULL RESULTS

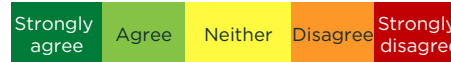
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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	78% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1b. I am provided with the support I need to do my best at work	19	55	10	13	73%	61%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	55	14	10	72%	61%	62%	61%
Q2c. I receive help and support from other members of my workgroup	40	48			88%	79%	80%	81%
Q2d. There is good team spirit in my workgroup	36	43	9		79%	68%	68%	70%

KEY



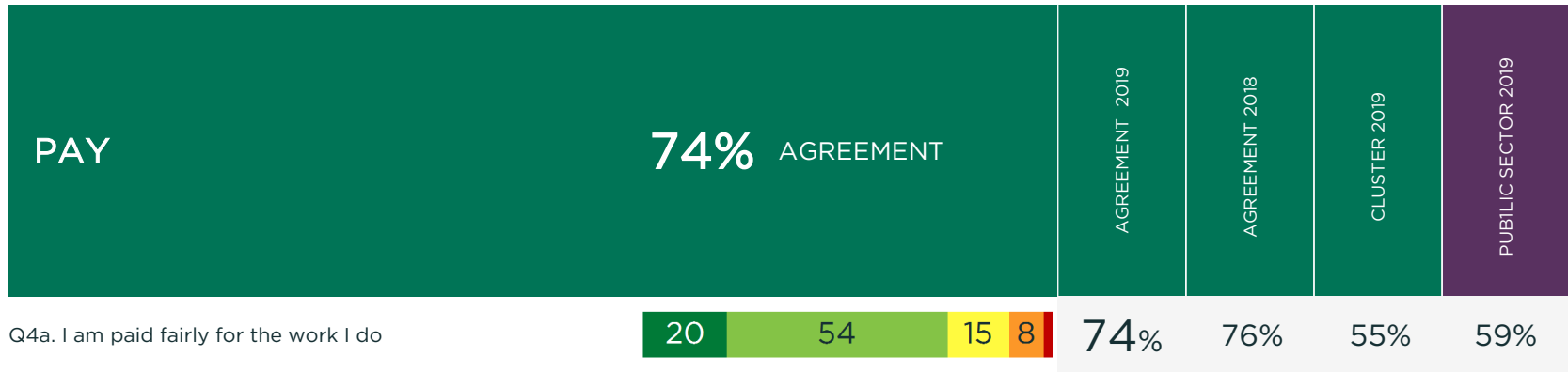


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



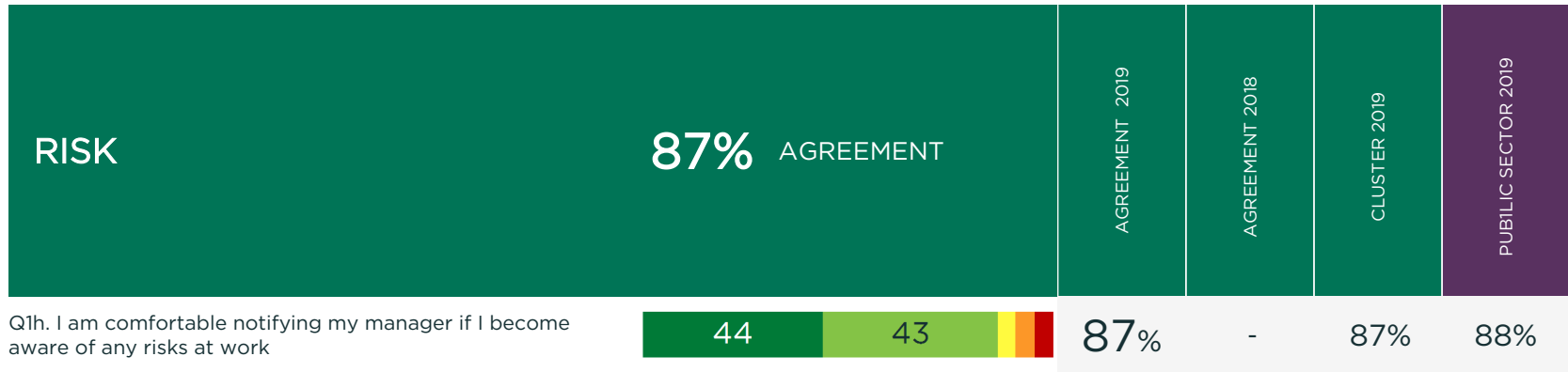


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KEY



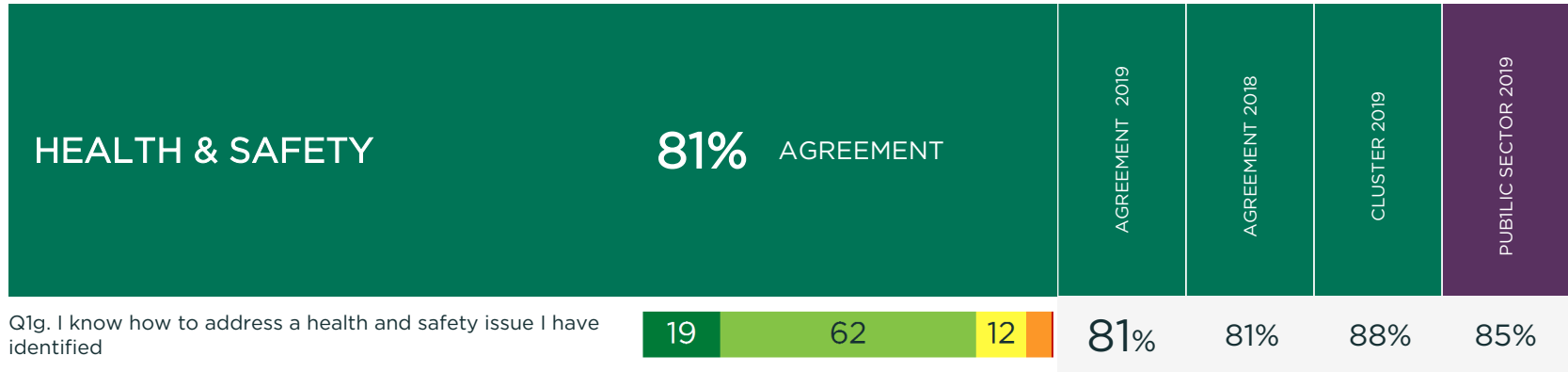


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Results are rounded and may not add up to 100%



KEY





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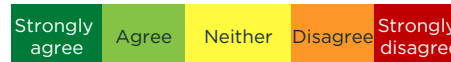
ACTION ON RESULTS

64% AGREEMENT

Q10a. I believe action will be taken on the results from this survey by my organisation



KEY



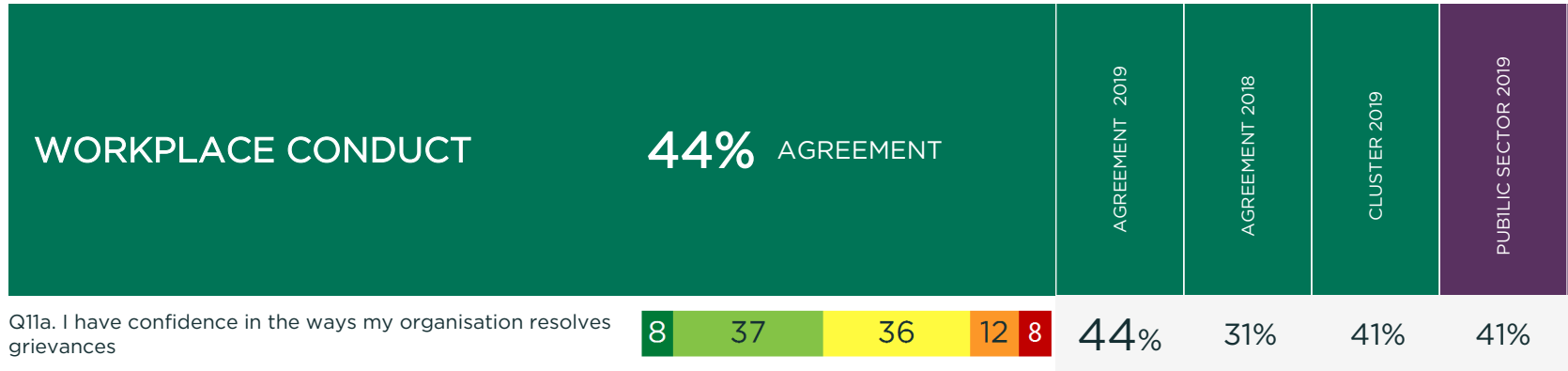


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Results are rounded and may not add up to 100%



KEY

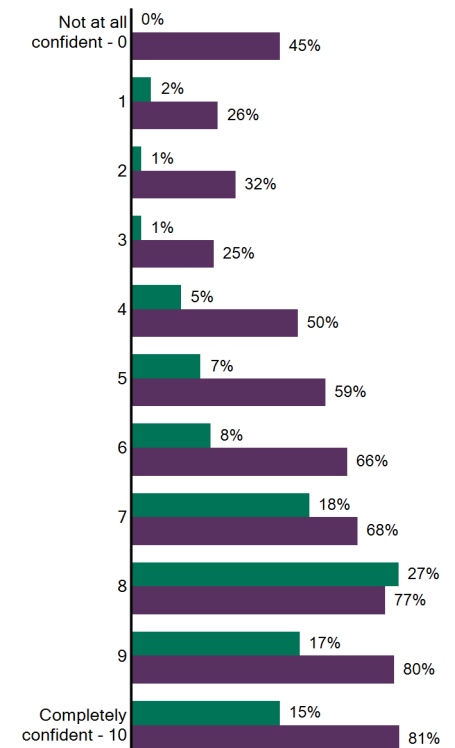
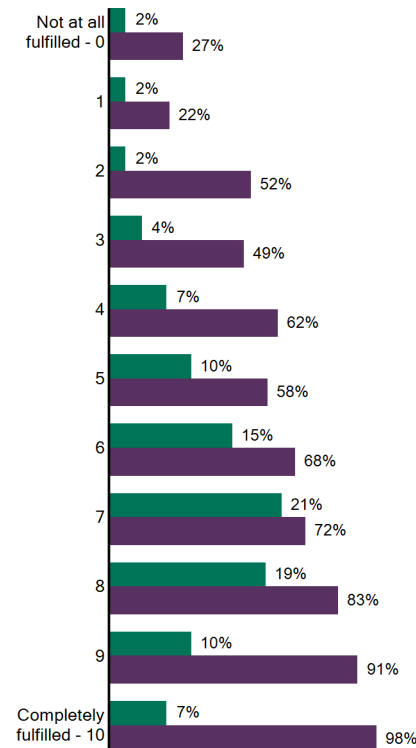
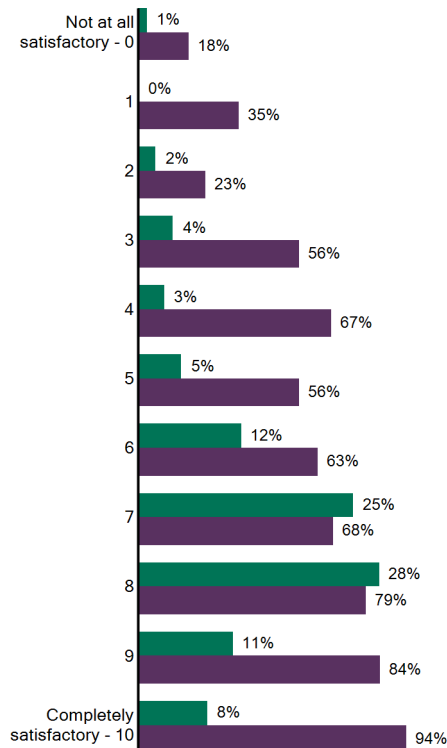


WELLBEING AND ENGAGEMENT

Q1i. In general, my sense of wellbeing is.....

Q1j. I find my life at work fulfilling

Q1k. I am confident that I am contributing my best at work



Proportion of respondents answering each response option

Employee engagement score

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		72%	85%	71%	71%
No		28%	15%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		83%	86%	74%	76%
No		17%	14%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		75%	77%	58%	60%
No		25%	23%	42%	40%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

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?

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		49%	51%	40%	41%
No		51%	49%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

Q3i. Are there barriers preventing you from moving to another role? If so, what are they? (select all that apply)

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		35%	43%	26%	28%
Lack of visible opportunities		33%	35%	29%	29%
There are no major barriers to my career progression		30%	25%	31%	29%
Personal/family considerations		22%	20%	28%	29%
Geographic location considerations		16%	18%	22%	25%
The application/recruitment process is too cumbersome or time consuming		16%	14%	17%	22%
Insufficient training and development		12%	20%	15%	15%
Lack of support for temporary assignments/secondments		12%	20%	14%	15%
Lack of support from my manager/supervisor		10%	24%	14%	13%
Lack of required capabilities or experience		10%	12%	10%	11%
Other		9%	6%	8%	9%

% are calculated with the number of unique respondents (N = 251 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		22%	30%	32%	27%
No		60%	56%	51%	56%
Don't know		18%	15%	17%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		70%	27%	67%	65%
No		27%	71%	30%	32%
Don't know		4%	1%	4%	4%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		27%	37%	39%	33%
No		62%	55%	52%	57%
Don't know		11%	8%	10%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		13%	23%	21%	18%
No		80%	73%	72%	75%
Don't know		8%	5%	7%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

Q13c. 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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Your immediate manager/supervisor		31%	46%	23%	23%
A senior manager		22%	31%	18%	21%
Prefer not to say		22%	7%	12%	13%
A fellow worker at your level		16%	10%	31%	27%
Other		6%	3%	6%	5%
A subordinate		3%	2%	6%	7%
A client or customer		0%	2%	2%	3%
A member of the public other than a client or customer		0%	-	1%	1%



EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q14a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	0%	0%	6%	4%
No	97%	98%	92%	94%
Don't know	2%	1%	2%	2%

Q14b. If yes to 14a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

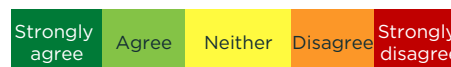
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HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	21	60	10	8	81%	66%	71%
Q2. In my workplace, we recognise our successes and innovations	19	69	9		88%	64%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	13	55	19	7	69%	49%	54%
Q4. I have a say in decisions which affect my work	14	53	21	10	66%	50%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	11	56	20	9	67%	57%	67%
Q6. My team's objectives/work plans are clearly outlined	14	61	13	9	75%	63%	66%
Q7. Our objectives/work plans help us to deliver a quality service	15	59	17		74%	63%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	11	39	31	12	50%	39%	45%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q9. How often do you feel culturally safe in the workplace?			
Always		70%	63%
Often		24%	25%
About half the time		6%	7%
Seldom		0%	3%
Never		0%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		5%	11%
No		95%	89%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10a. Please indicate the role of the person who was the source of most of the racist behaviour in the workplace.

		2019	CLUSTER 2019
A senior manager		23%	8%
Your immediate manager / supervisor		15%	10%
A fellow worker at your level		38%	25%
A subordinate / worker below your level		0%	6%
A client or patient		0%	25%
A member of the public other than a client or patient		0%	4%
Other		8%	5%
Prefer not to say		15%	16%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q10b1. Verbal abuse or harassment			
Never		73%	36%
Once		9%	15%
Twice		18%	13%
3-5 times		0%	16%
More than 5 times		0%	20%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b2. Other abuse or harassment

		2019	CLUSTER 2019
Never		67%	50%
Once		25%	13%
Twice		0%	10%
3-5 times		0%	12%
More than 5 times		8%	15%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q10b3. Racial jokes or slurs, imitating accent			
Never		9%	30%
Once		64%	15%
Twice		27%	15%
3-5 times		0%	19%
More than 5 times		0%	21%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b4. Exclusion or avoidance in the workplace

		2019	CLUSTER 2019
Never		82%	50%
Once		9%	11%
Twice		9%	10%
3-5 times		0%	13%
More than 5 times		0%	16%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b5. Exclusion from employment opportunities

		2019	CLUSTER 2019
Never		73%	65%
Once		18%	10%
Twice		0%	8%
3-5 times		0%	8%
More than 5 times		9%	10%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b6. Racist material displayed in the workplace

Frequency	2019	CLUSTER 2019
Never	91%	86%
Once	9%	5%
Twice	0%	3%
3-5 times	0%	2%
More than 5 times	0%	4%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q11. Which of the following best describes your current role?
Please select the most appropriate response from the list below.

	2019	CLUSTER 2019
Junior Medical Officer	1%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	0%	2%
Visiting Medical Officer	0%	0%
Clinical Academic	0%	0%
Assistant in Nursing	0%	1%
Enrolled Nurse	0%	3%
Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner	1%	23%
Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	0%	2%
Nurse/Midwifery Manager	0%	3%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q11. Which of the following best describes your current role?
Please select the most appropriate response from the list below.

Role	2019	CLUSTER 2019
Support Officers	6%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)	6%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)	0%	0%
Administrative and Executive Assistant	4%	9%
Corporate Services	7%	3%
Senior Manager/Executive	10%	2%
Allied Health Professional	3%	11%
Allied Health Assistant	0%	1%
Health Education, Health Promotion and Health Protection	2%	1%
Counsellor, Welfare Support	0%	0%



EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q11. Which of the following best describes your current role?
Please select the most appropriate response from the list below.

	2019	CLUSTER 2019
Interpreters and Liaison Officer	0%	0%
Aboriginal Health Workers and Aboriginal Education Officers	0%	0%
Technician/Technologist	5%	1%
Hospital Scientist/Biomedical Engineers	0%	1%
Researchers	1%	0%
Data Analyst	4%	1%
Technical Officers/Technical Assistant	0%	2%
Dental Officer, Therapists and Hygienist	0%	0%
Dental Specialist	0%	0%
Dental Assistant	0%	1%



EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q11. Which of the following best describes your current role?
Please select the most appropriate response from the list below.

	2019	CLUSTER 2019
Trainee Dental Assistant	0%	0%
Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOO, OCO, SOCO, SO, PTO)	0%	3%
Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre Manager)	0%	0%
Project Director	0%	0%
Project Manager	11%	1%
Project Officer	12%	1%
Cleaning, Linen and Food	0%	5%
Motor Vehicle, Patient Transport	0%	0%
Security Services, Fire Safety	0%	1%
Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	0%	1%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.



Results are rounded and may not add up to 100%

HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q11. Which of the following best describes your current role?
Please select the most appropriate response from the list below.

	2019	CLUSTER 2019
Warehouse staff	0%	0%
Tradesperson	0%	1%
Apprentice Trade Worker and Trade Assistant	0%	0%
Trainee	0%	0%
Volunteer	0%	0%
Other job role 	11%	5%
Prefer not to say 	16%	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		23%
Female		76%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		1%
25-29	■	8%
30-34	■	20%
35-39	■	18%
40-44	■	15%
45-49	■	13%
50-54	■	12%
55-59	■	7%
60-64	■	5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

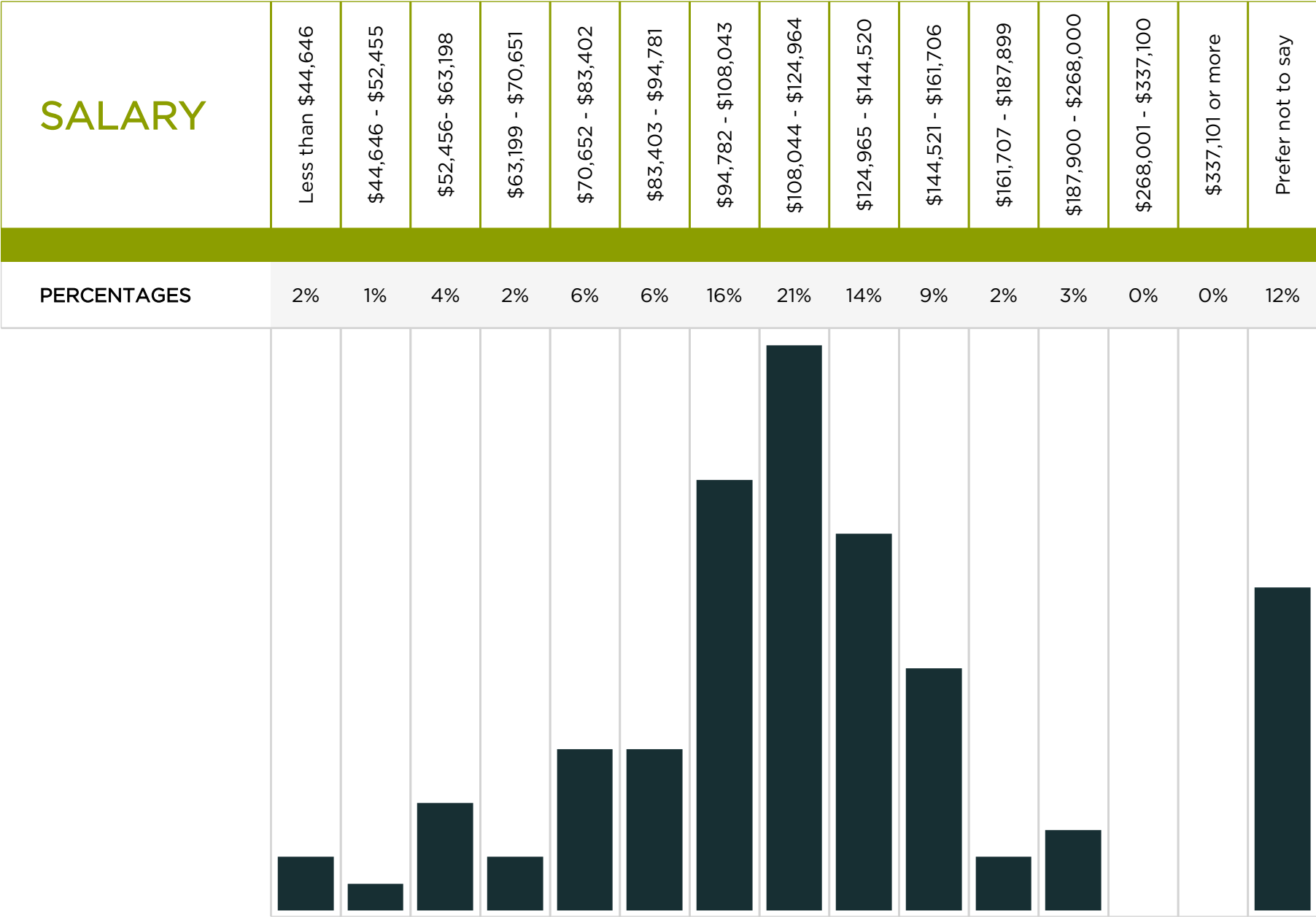
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	6%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	20%
Policy	3%
Research	6%
Program and project management support	33%
Legal (including developing and/or reviewing legislation)	0%
Other	18%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		26%
1 - 2 years		15%
2 - 5 years		35%
5 - 10 years		16%
10 - 20 years		6%
More than 20 years		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	62%
Working from home	54%
Working additional hours to make up for time off	30%
None of the above	16%
Working from different locations	16%
Part-time work	14%
Leave without pay	10%

% are calculated with the number of unique respondents (N = 250 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Study leave	4%
Purchasing annual leave	4%
Job sharing	3%
Other	2%
Flexible scheduling for rostered workers	0%

% are calculated with the number of unique respondents (N = 250 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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	260	16	16	18	51	7	14	83	1	45
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	77%	(r)	(r)	67%	(r)	70%
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	84%	(r)	(r)	65%	(r)	77%
SENIOR MANAGERS	60%	(r)	(r)	(r)	72%	(r)	(r)	55%	(r)	55%
COMMUNICATION	70%	(r)	(r)	(r)	83%	(r)	(r)	67%	(r)	60%
HIGH PERFORMANCE	74%	(r)	(r)	(r)	81%	(r)	(r)	72%	(r)	71%
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	80%	(r)	(r)	69%	(r)	66%
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	86%	(r)	(r)	73%	(r)	72%

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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Less than \$44,646	\$44,646 - \$52,455	\$52,456 - \$63,198	\$63,199 - \$70,651	\$70,652 - \$83,402	\$83,403 - \$94,781	\$94,782 - \$108,043	\$108,044 - \$124,964	\$124,965 - \$144,520	\$144,521 - \$161,706	\$161,707 - \$187,899	\$187,900 - \$268,000	\$268,001 - \$337,100
NUMBER OF RESPONDENTS	260	4	3	11	6	14	16	41	53	34	23	6	8	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	73%	69%	67%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	74%	72%	71%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	63%	60%	54%	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	76%	70%	66%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	78%	73%	68%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	75%	71%	69%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	78%	72%	71%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Cancer Institute NSW	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	260	0	30
EMPLOYEE ENGAGEMENT	72%	(r)	66%
ENGAGEMENT WITH WORK	74%	(r)	69%
SENIOR MANAGERS	60%	(r)	46%
COMMUNICATION	70%	(r)	53%
HIGH PERFORMANCE	74%	(r)	65%
PUBLIC SECTOR VALUES	72%	(r)	59%
DIVERSITY & INCLUSION	75%	(r)	60%

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

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

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	260	64	38	86	40	14	5
EMPLOYEE ENGAGEMENT	72%	79%	73%	69%	66%	(r)	(r)
ENGAGEMENT WITH WORK	74%	85%	70%	71%	67%	(r)	(r)
SENIOR MANAGERS	60%	72%	63%	53%	56%	(r)	(r)
COMMUNICATION	70%	84%	75%	66%	62%	(r)	(r)
HIGH PERFORMANCE	74%	83%	76%	72%	68%	(r)	(r)
PUBLIC SECTOR VALUES	72%	81%	76%	68%	68%	(r)	(r)
DIVERSITY & INCLUSION	75%	85%	80%	71%	69%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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Results are rounded and may not add up to 100%

	Cancer Institute NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	260	156	14	74	1	34	8	39	135	9	24	11	5	40
EMPLOYEE ENGAGEMENT	72%	72%	(r)	72%	(r)	67%	(r)	69%	70%	(r)	(r)	(r)	(r)	73%
ENGAGEMENT WITH WORK	74%	76%	(r)	76%	(r)	75%	(r)	80%	74%	(r)	(r)	(r)	(r)	73%
SENIOR MANAGERS	60%	60%	(r)	59%	(r)	62%	(r)	58%	58%	(r)	(r)	(r)	(r)	62%
COMMUNICATION	70%	73%	(r)	71%	(r)	70%	(r)	72%	72%	(r)	(r)	(r)	(r)	65%
HIGH PERFORMANCE	74%	75%	(r)	76%	(r)	74%	(r)	70%	73%	(r)	(r)	(r)	(r)	73%
PUBLIC SECTOR VALUES	72%	72%	(r)	73%	(r)	73%	(r)	72%	71%	(r)	(r)	(r)	(r)	72%
DIVERSITY & INCLUSION	75%	79%	(r)	79%	(r)	72%	(r)	81%	79%	(r)	(r)	(r)	(r)	65%

*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



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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Results are rounded and may not add up to 100%

	Cancer Institute NSW	Sydney East	Sydney West	Sydney - City and Inner South	Richmond - Tweed	Coffs Harbour - Grafton	Mid North Coast	Sydney - Parramatta	Sydney - South West	Central West	Illawarra	Sydney - Inner South West	Sydney - Inner West	Sydney - Outer South West
NUMBER OF RESPONDENTS	260	201	5	199	4	2	2	2	2	1	1	1	1	1
EMPLOYEE ENGAGEMENT	72%	72%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	75%	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	63%	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	71%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	76%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	74%	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	75%	(r)	75%	(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

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CUT OFF LIMIT OF 30 RESPONDENTS



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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Results are rounded and may not add up to 100%

	Cancer Institute NSW	Capital Region	Central Coast	Far West and Orana	Hunter Valley exc Newcastle	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs
NUMBER OF RESPONDENTS	260	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - Sutherland
NUMBER OF RESPONDENTS	260	0	0	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

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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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	260	0	2	19	48	43	36	32	29	17	13	4
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	75%	66%	67%	75%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	81%	68%	64%	79%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	62%	61%	63%	62%	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	74%	72%	68%	80%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	80%	74%	74%	75%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	75%	72%	72%	76%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	81%	73%	73%	83%	(r)	(r)	(r)	(r)

KEY

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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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Male	Female	Other
NUMBER OF RESPONDENTS	260	57	190	3
EMPLOYEE ENGAGEMENT	72%	78%	69%	(r)
ENGAGEMENT WITH WORK	74%	82%	73%	(r)
SENIOR MANAGERS	60%	67%	58%	(r)
COMMUNICATION	70%	79%	68%	(r)
HIGH PERFORMANCE	74%	76%	74%	(r)
PUBLIC SECTOR VALUES	72%	77%	71%	(r)
DIVERSITY & INCLUSION	75%	82%	73%	(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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	260	2	0	0	0	0	0	0	3	0	0	15	14	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	260	11	18	24	7	0	4	0	0	0	13	0	3	11
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	260	0	0	0	0	0	0	0	0	27	31	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	(r)
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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



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.

Results are rounded and may not add up to 100%

	Cancer Institute NSW	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	260	0	0	0	0	0	0	27	41
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%
SENIOR MANAGERS	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38%
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	52%
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.

i PRIVACY

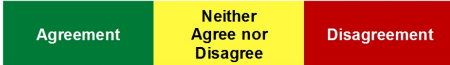
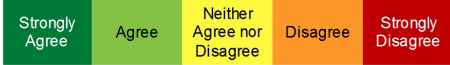
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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 METHODOLOGY

See the 2018 Main Findings report on the Public Service Commission web site.