



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

Clinical Excellence Commission



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RESPONSE RATE

>100%

105 OF 98 RESPONDENTS

RESPONSE RATE 2018: >100%

EMPLOYEE ENGAGEMENT

69% 

DIFFERENCE FROM 2018 +4 (65%)

DIFFERENCE FROM CLUSTER +4 (65%)

DIFFERENCE FROM PUBLIC SECTOR +3 (66%)

ENGAGEMENT WITH WORK

80% 

DIFFERENCE FROM 2018 +12 (68%)

DIFFERENCE FROM CLUSTER +7 (73%)

DIFFERENCE FROM PUBLIC SECTOR +7 (73%)

SENIOR MANAGERS

58% 

DIFFERENCE FROM 2018 -1 (59%)

DIFFERENCE FROM CLUSTER +11 (46%)

DIFFERENCE FROM PUBLIC SECTOR +8 (50%)

COMMUNICATION

72% 

DIFFERENCE FROM 2018 +3 (69%)

DIFFERENCE FROM CLUSTER +13 (60%)

DIFFERENCE FROM PUBLIC SECTOR +10 (62%)

HIGH PERFORMANCE

74% 

DIFFERENCE FROM 2018 +5 (69%)

DIFFERENCE FROM CLUSTER +10 (64%)

DIFFERENCE FROM PUBLIC SECTOR +9 (65%)

PUBLIC SECTOR VALUES

70% 

DIFFERENCE FROM 2018 +2 (68%)

DIFFERENCE FROM CLUSTER +10 (60%)

DIFFERENCE FROM PUBLIC SECTOR +8 (62%)

DIVERSITY & INCLUSION

77% 

DIFFERENCE FROM 2018 +6 (71%)

DIFFERENCE FROM CLUSTER +10 (67%)

DIFFERENCE FROM PUBLIC SECTOR +8 (69%)

FLEXIBLE WORKING SATISFACTION

61% 

DIFFERENCE FROM 2018 +6 (56%)

DIFFERENCE FROM CLUSTER +4 (58%)

DIFFERENCE FROM PUBLIC SECTOR +3 (59%)

ACTION ON RESULTS

56% 

DIFFERENCE FROM 2018 -6 (63%)

DIFFERENCE FROM CLUSTER +17 (40%)

DIFFERENCE FROM PUBLIC SECTOR +17 (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	90%	87%
1g. I know how to address a health and safety issue I have identified	88%	85%
1a. I understand what is expected of me to do well in my role	88%	83%
5b. My manager listens to what I have to say	88%	80%
5d. My manager encourages and values employee input	87%	78%
1d. I feel motivated to contribute more than what is normally required at work	87%	72%
1h. I am comfortable notifying my manager if I become aware of any risks at work	87%	-
5a. My manager encourages people in my workgroup to keep improving the work they do	86%	80%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	82%	75%
2e. People in my workgroup treat each other with respect	82%	75%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
11a. I have confidence in the ways my organisation resolves grievances	44%	38%
6b. I feel that senior managers effectively lead and manage change	48%	53%
6g. I feel that senior managers keep employees informed about what's going on	49%	58%
5h. My manager deals appropriately with employees who perform poorly	49%	49%
6a. I believe senior managers provide clear direction for the future of the organisation	49%	52%
7g. I have confidence in the way recruitment decisions are made	50%	52%
3g. I am satisfied with the opportunities available for career development in my organisation	52%	49%
7c. I feel that change is managed well in my organisation	55%	52%
10a. I believe action will be taken on the results from this survey by my organisation	56%	62%
7d. There is good co-operation between teams across our organisation	57%	50%



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
1d. I feel motivated to contribute more than what is normally required at work	87%	72%
1c. My job gives me a feeling of personal accomplishment	79%	65%
1f. I am able to keep my work stress at an acceptable level	75%	62%
7h. My organisation generally selects capable people to do the job	79%	68%
1b. I am provided with the support I need to do my best at work	75%	65%
3f. I have received appropriate training and development to do my job well	69%	58%
7i. I would recommend my organisation as a great place to work	72%	62%
5e. My manager involves my workgroup in decisions about our work	82%	72%
7l. My organisation motivates me to help it achieve its objectives	66%	57%
5d. My manager encourages and values employee input	87%	78%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
6g. I feel that senior managers keep employees informed about what's going on	49%	58%
10a. I believe action will be taken on the results from this survey by my organisation	56%	63%
6b. I feel that senior managers effectively lead and manage change	48%	53%
6a. I believe senior managers provide clear direction for the future of the organisation	49%	52%
7g. I have confidence in the way recruitment decisions are made	50%	52%
6i. Senior managers in my organisation support the career advancement of women	64%	66%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	70%	71%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%	79%



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



Q6g. I feel that senior managers keep employees informed about what's going on



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



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



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



Q6g. I feel that senior managers keep employees informed about what's going on



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



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



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



Q6g. I feel that senior managers keep employees informed about what's going on



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



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



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: 105

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	20	Senior Executive (ongoing/permanent or term)	7	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)	74	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
Other	4	Temporary (including temporary teachers and graduates)	2	Administrative support (e.g. executive/personal assistant, receptionist)	9
		Casual	1	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	15
Age	Survey %	Contract – Non Executive	10	Policy	3
15 - 34 years	16	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	4	Research	1
35 - 54 years	60	Other	1	Program and project management support	43
55+ years	24	Don't know	1	Legal (including developing and/or reviewing legislation)	0
				Other	19
LOTE spoken at home	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
Yes	27	Yes	11	Less than 1 year	28
No	66	No	89	1 - 2 years	9
Prefer not to say	7			2 - 5 years	23
		Supervisors	Survey %	5 - 10 years	28
Aboriginal and/or Torres Strait Islanders	Survey %	Yes	34	10 - 20 years	11
Yes	0	No	66	More than 20 years	0
No	93			Salary	Survey %
Prefer not to say	7	Working arrangement	Survey %	\$83,402 and below	8
		Full-time	86	\$83,403 - \$108,043	21
Disability	Survey %	Part-time	14	\$108,044 - \$144,520	37
Yes	2			\$144,521 and above	16
No	94			Prefer not to say	17
Prefer not to say	4				
LGBTI	Survey %				
Yes	3				
No	89				
Prefer not to say	8				

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.

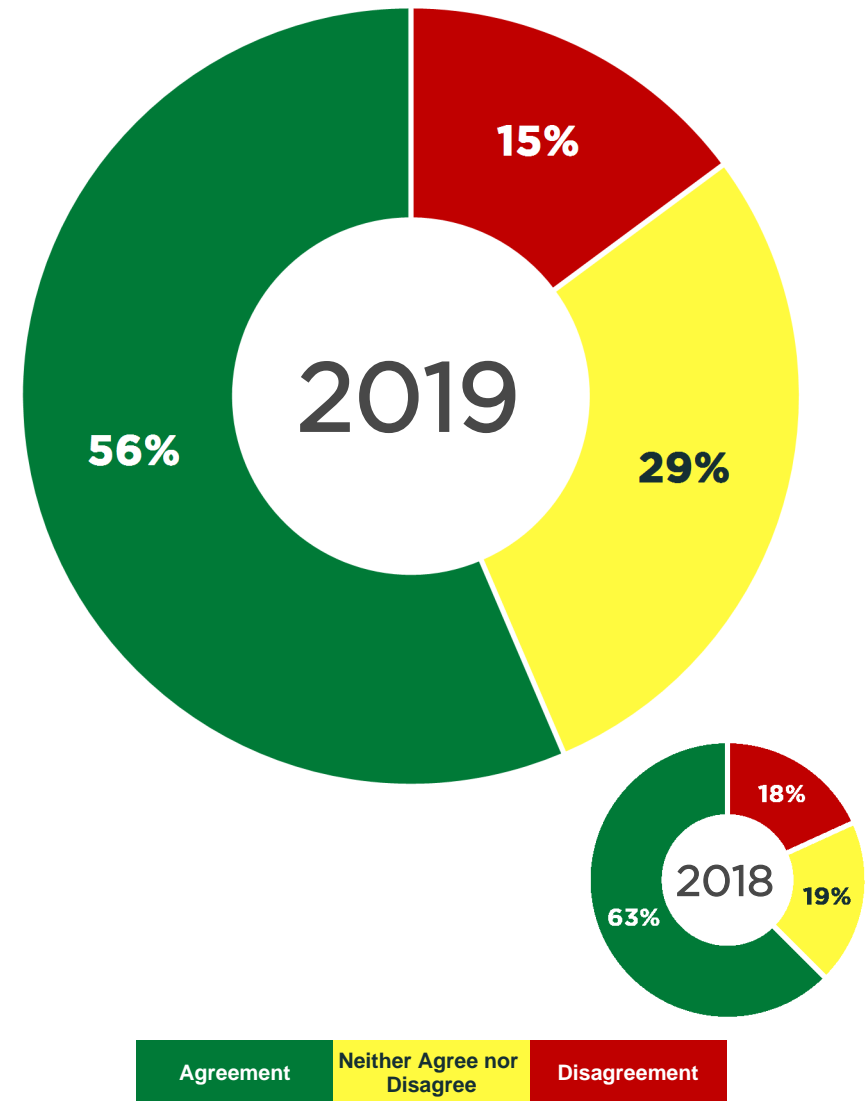
Results are rounded and may not add up to 100%

56%

of employees replied favourably to:

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

39%	40%	63%
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	Q7g. I have confidence in the way recruitment decisions are made	50%	52%	41%	39%
2	Q7c. I feel that change is managed well in my organisation	55%	52%	43%	42%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	69%	68%	54%	57%
4	Q7a. My organisation focuses on improving the work we do	80%	77%	67%	69%
5	Q6h. I feel that senior managers listen to employees	58%	57%	40%	44%
6	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%	79%	75%	77%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Clinical Excellence Commission

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.

	Clinical Excellence Commission	Capability and Culture	Corporate Services	Medical Patient Safety	Patient Safety	Systems Improvement
NUMBER OF RESPONDENTS	105	15	14	17	24	22
EMPLOYEE ENGAGEMENT	69%	72%	64%	71%	66%	73%
ENGAGEMENT WITH WORK	80%	87%	74%	80%	78%	80%
SENIOR MANAGERS	58%	53%	59%	64%	54%	60%
COMMUNICATION	72%	76%	75%	75%	65%	75%
HIGH PERFORMANCE	74%	78%	73%	73%	67%	79%
PUBLIC SECTOR VALUES	70%	71%	71%	72%	65%	73%
DIVERSITY & INCLUSION	77%	84%	76%	73%	69%	83%

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

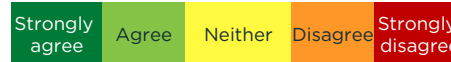
Questions are grouped by topics in this report.

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	69% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	24	49	17	8	72%	62%	61%	62%
Q7j. I am proud to tell others I work for my organisation	30	49	15	6	78%	73%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	25	35	22	14	59%	59%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	20	47	21	11	66%	57%	54%	56%
Q7m. My organisation inspires me to do the best in my job	20	45	23	10	65%	62%	55%	56%

KEY



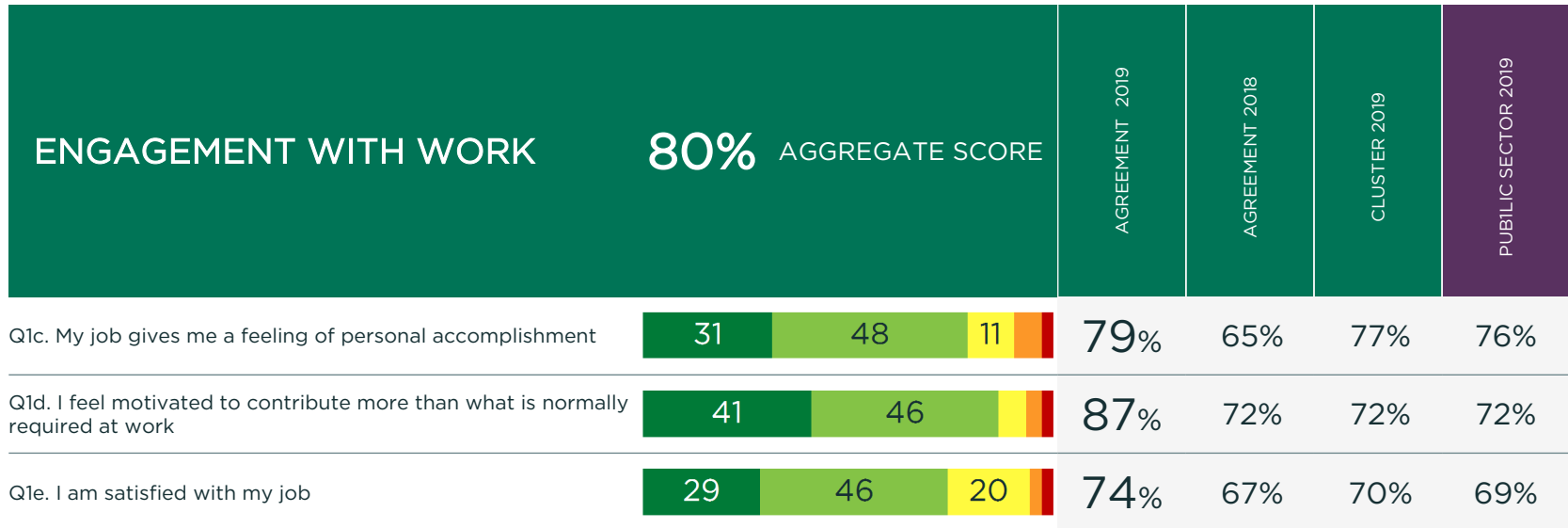


EXPLORE THE FULL RESULTS

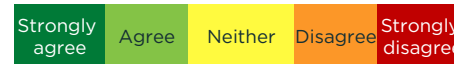
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KEY





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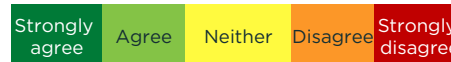
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SENIOR MANAGERS	58% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	39	27	21		49%	52%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	12	37	33	15		48%	53%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	15	42	20	17		58%	57%	48%	52%
Q6d. Senior managers encourage innovation by employees	13	47	27	11		60%	55%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	52	17	9		70%	71%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	56	18			73%	73%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	38	34	13		49%	58%	44%	48%
Q6h. I feel that senior managers listen to employees	12	46	30			58%	57%	40%	44%
Q7c. I feel that change is managed well in my organisation	9	46	23	15	8	55%	52%	43%	42%

KEY





EXPLORE THE FULL RESULTS

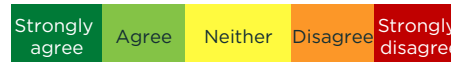
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COMMUNICATION	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q5c. My manager communicates effectively with me	37	43	11	80%	77%	70%	72%	
Q5d. My manager encourages and values employee input	44	44	12	87%	78%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	37	45	18	82%	72%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	38	34	13	49%	58%	44%	48%
Q6h. I feel that senior managers listen to employees	12	46	30	12	58%	57%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	59	11	78%	73%	68%	69%	

KEY





EXPLORE THE FULL RESULTS

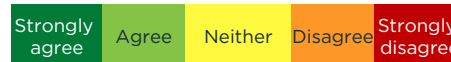
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Results are rounded and may not add up to 100%

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	34	53			88%	83%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	37	42	11	8	79%	77%	79%	79%
Q3f. I have received appropriate training and development to do my job well	21	48	19	10	69%	58%	70%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	41	44			86%	80%	72%	75%
Q5f. I have confidence in the decisions my manager makes	38	40	10		79%	75%	66%	69%
Q6d. Senior managers encourage innovation by employees	13	47	27	11	60%	55%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	52	17	9	70%	71%	48%	53%
Q7a. My organisation focuses on improving the work we do	27	53	16		80%	77%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	22	47	21	9	69%	68%	54%	57%

KEY



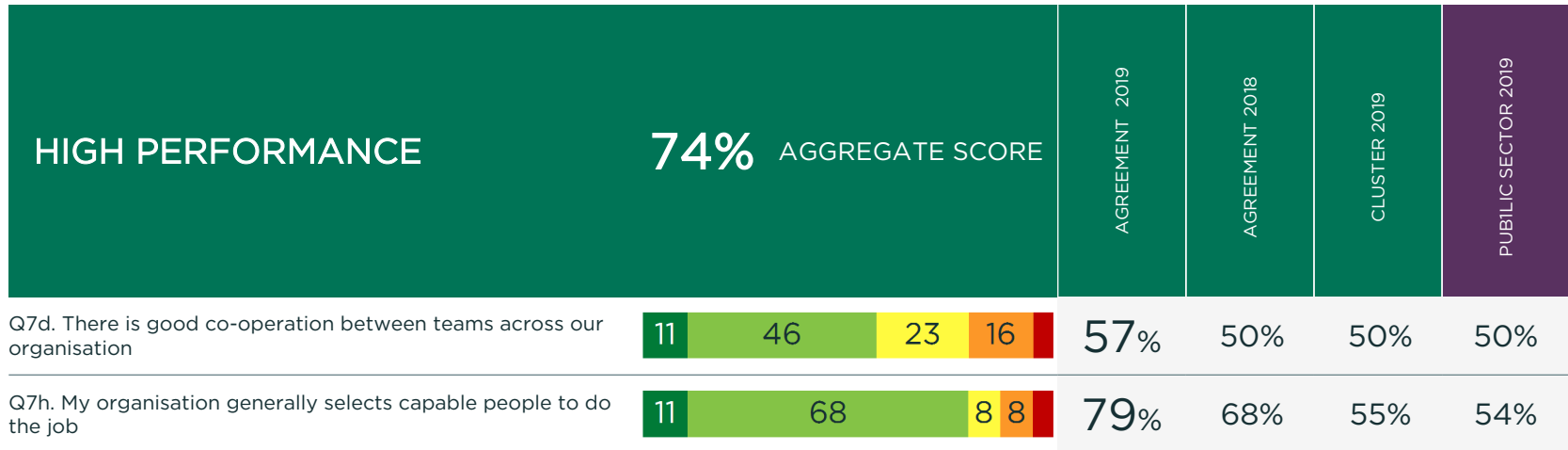


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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

Results are rounded and may not add up to 100%



KEY





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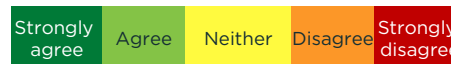
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PUBLIC SECTOR VALUES	70% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q2a. My workgroup strives to achieve customer/client satisfaction	46	45	90%	87%	87%	86%	
Q2e. People in my workgroup treat each other with respect	41	41	9	82%	75%	72%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	41	44		86%	80%	72%	75%	
Q5b. My manager listens to what I have to say	42	45		88%	80%	74%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	39	27	21	49%	52%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	15	42	20	17	58%	57%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	56	18		73%	73%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	38	34	13	49%	58%	44%	48%
Q6h. I feel that senior managers listen to employees	12	46	30		58%	57%	40%	44%

KEY



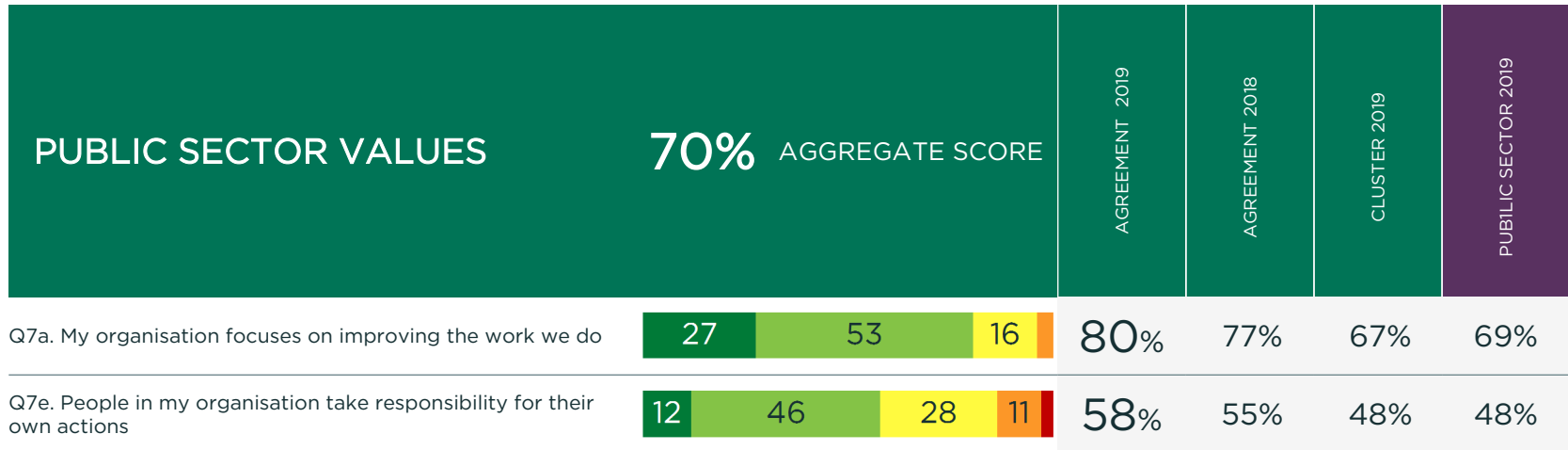


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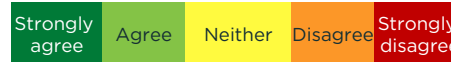
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KEY





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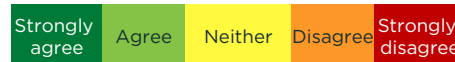
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DIVERSITY & INCLUSION	77% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1b. I am provided with the support I need to do my best at work	22	53	9	11	75%	65%	66%	67%
Q5b. My manager listens to what I have to say	42	45			88%	80%	74%	76%
Q5d. My manager encourages and values employee input	44	44			87%	78%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	23	41	29		64%	66%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	22	57	17		78%	79%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	25	57	13		82%	75%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	59	11		78%	73%	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>	26	36	28	8	61%	56%	58%	59%
Q8e. My manager supports flexible working in my team	30	44	16	9	73%	64%	61%	63%

KEY



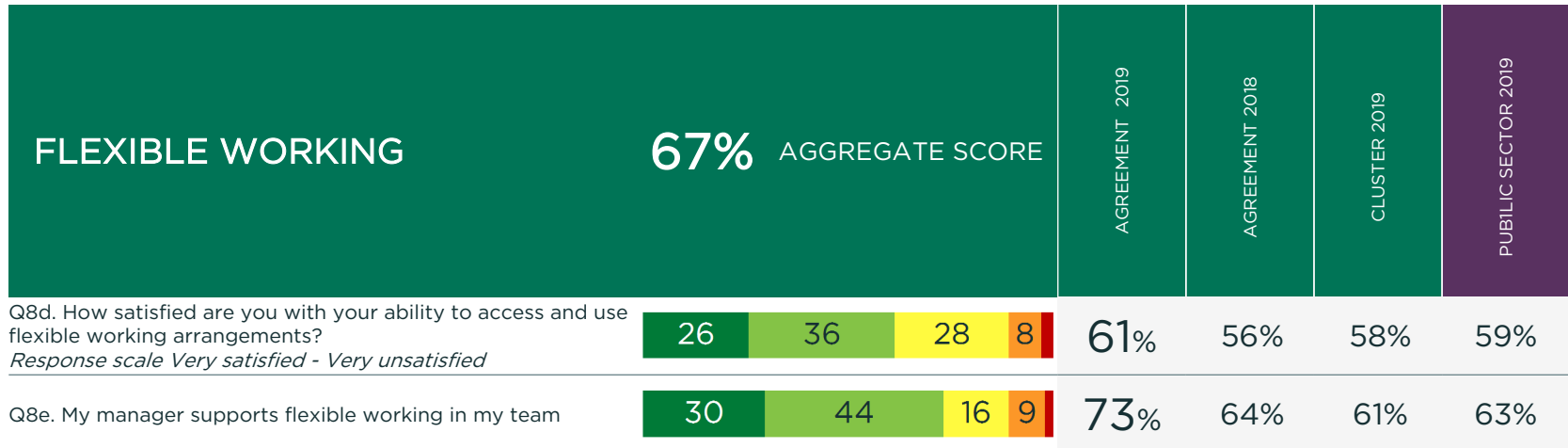


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY



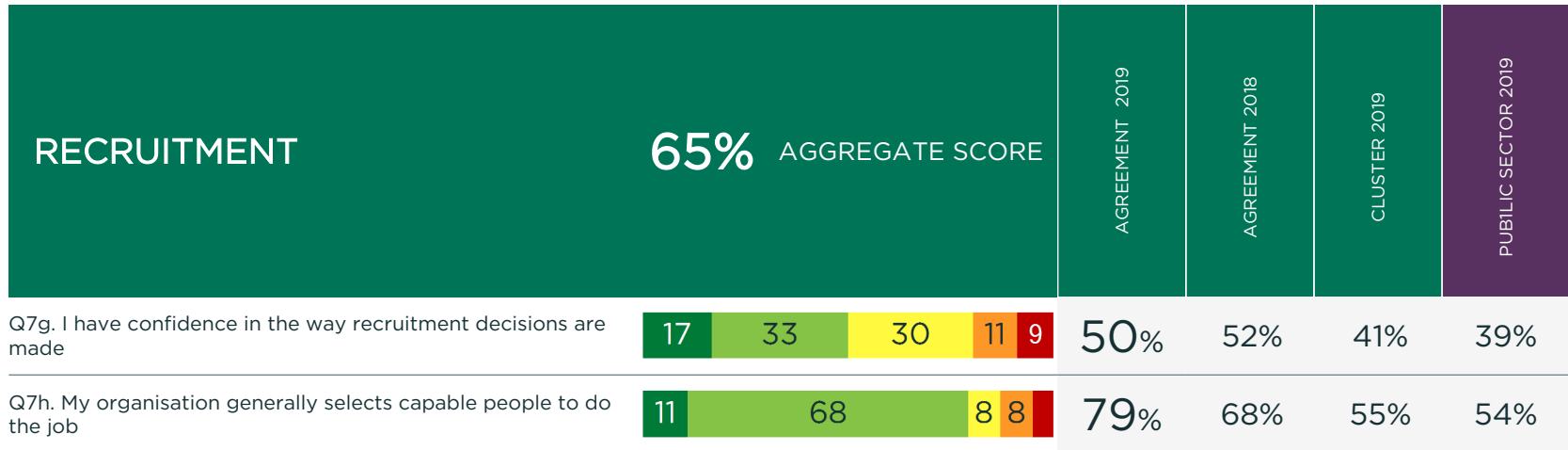


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KEY





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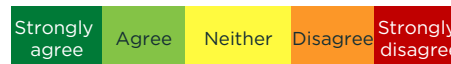
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

64% 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		75%	74%	65%	66%
Q3e. My performance is assessed against clear criteria		61%	61%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		52%	49%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		80%	78%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		49%	49%	47%	48%
Q7f. My organisation is committed to developing its employees		65%	57%	51%	53%

KEY





EXPLORE THE FULL RESULTS

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

Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	77% 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	22	53	9	11	75%	65%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	57	13	11	75%	62%	62%	61%
Q2c. I receive help and support from other members of my workgroup	32	46	16		78%	76%	80%	81%
Q2d. There is good team spirit in my workgroup	33	45	13		78%	74%	68%	70%

KEY



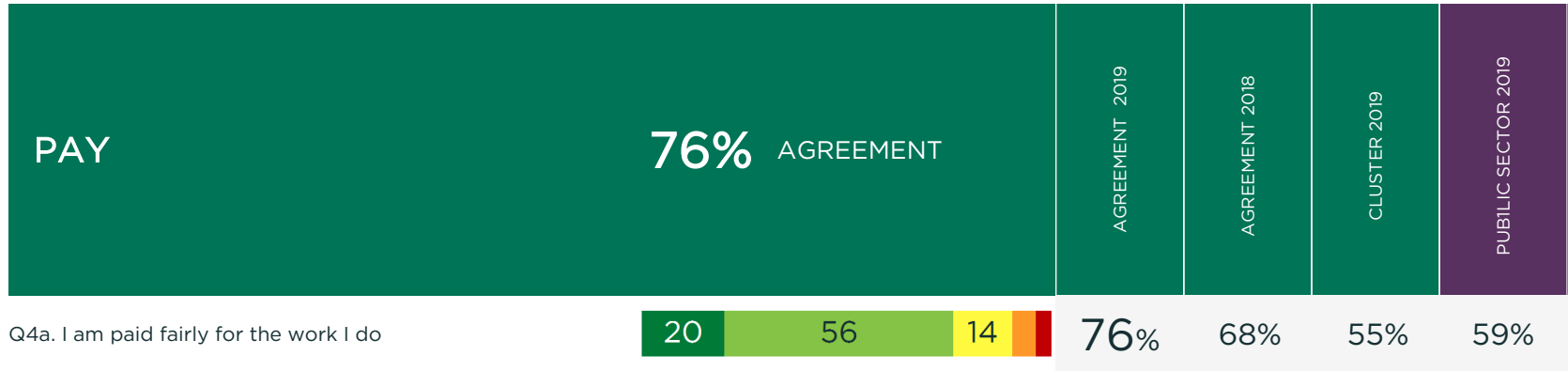


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KEY



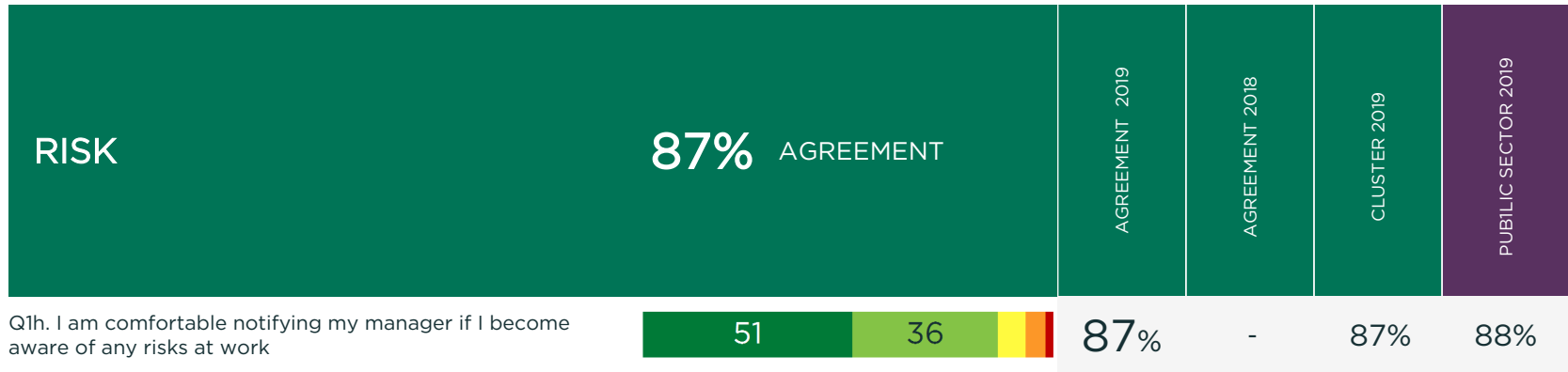


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KEY



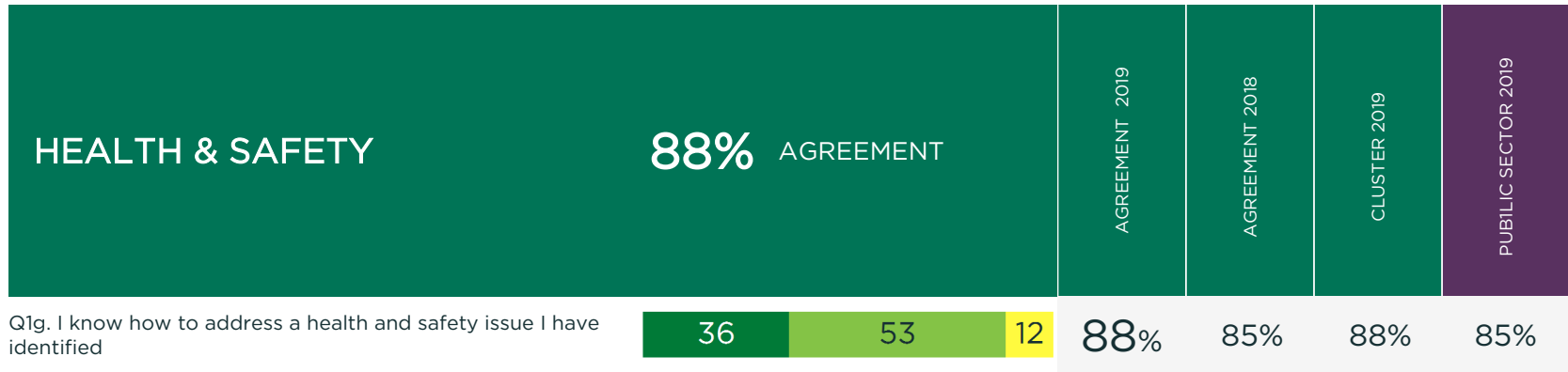


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Results are rounded and may not add up to 100%



KEY





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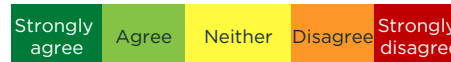
ACTION ON RESULTS

56% AGREEMENT

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



KEY



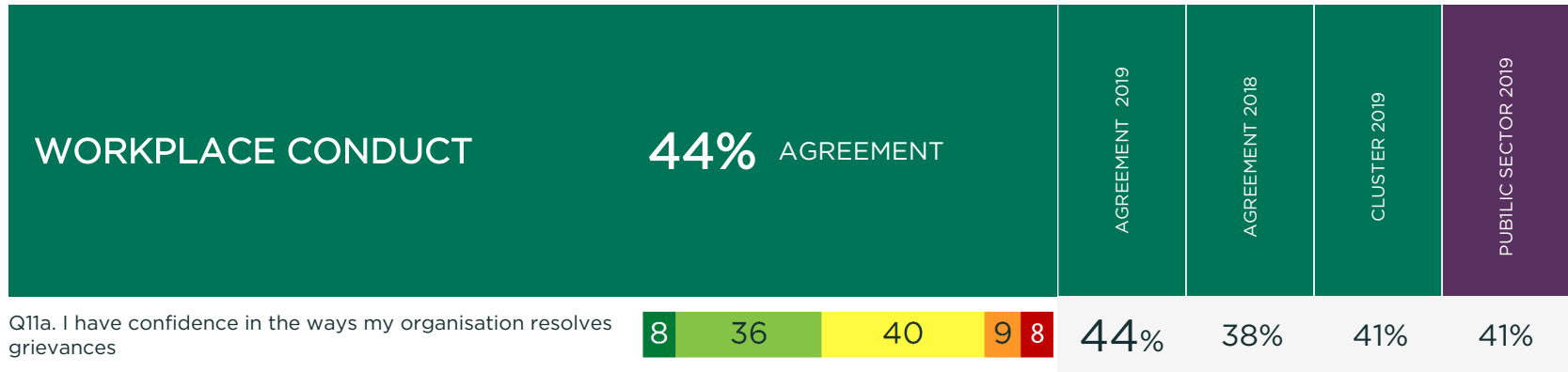


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY

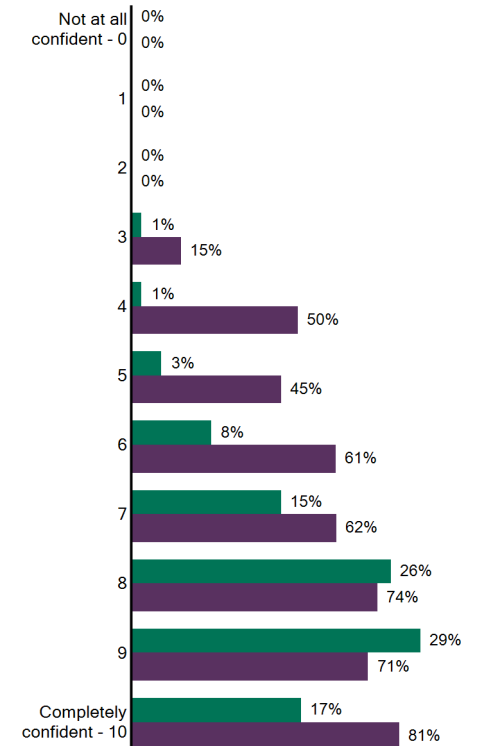
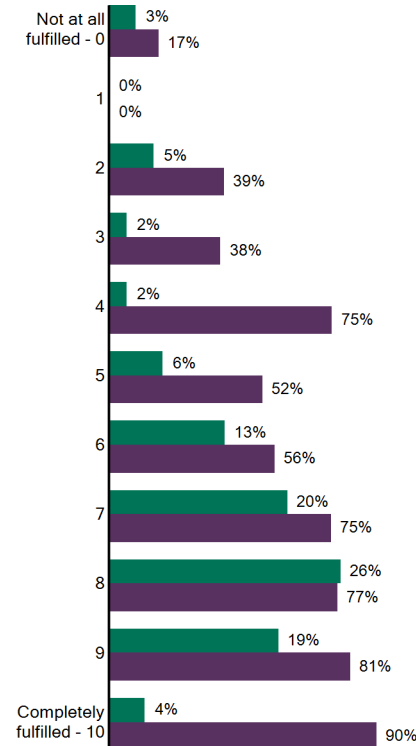
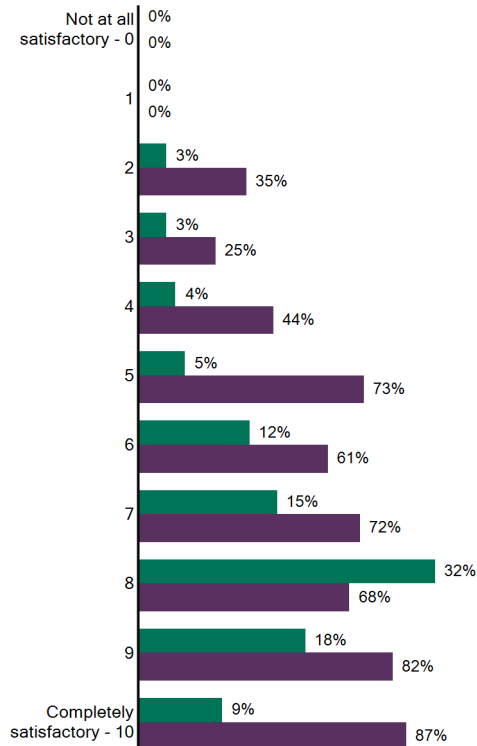


WELLBEING AND ENGAGEMENT

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		79%	77%	71%	71%
No		21%	23%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		89%	80%	74%	76%
No		11%	20%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		75%	73%	58%	60%
No		25%	27%	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		44%	51%	40%	41%
No		56%	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

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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		39%	39%	26%	28%
There are no major barriers to my career progression		34%	31%	31%	29%
Lack of visible opportunities		31%	38%	29%	29%
Personal/family considerations		27%	26%	28%	29%
Geographic location considerations		26%	26%	22%	25%
Insufficient training and development		16%	19%	15%	15%
The application/recruitment process is too cumbersome or time consuming		13%	17%	17%	22%
Lack of required capabilities or experience		12%	11%	10%	11%
Lack of support for temporary assignments/secondments		11%	17%	14%	15%
Other		9%	8%	8%	9%
Lack of support from my manager/supervisor		5%	10%	14%	13%

% are calculated with the number of unique respondents (N = 100 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		24%	20%	32%	27%
No		61%	60%	51%	56%
Don't know		15%	20%	17%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		54%	35%	67%	65%
No		42%	65%	30%	32%
Don't know		4%	-	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%	27%	39%	33%
No		61%	63%	52%	57%
Don't know		12%	10%	10%	10%

Q13b. In the last 12 months I have been subjected to bullying at work

Yes		14%	20%	21%	18%
No		79%	76%	72%	75%
Don't know		7%	4%	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
A senior manager		50%	22%	18%	21%
Prefer not to say		29%	44%	12%	13%
Your immediate manager/supervisor		21%	17%	23%	23%
A fellow worker at your level		0%	11%	31%	27%
A subordinate		0%	-	6%	7%
A client or customer		0%	-	2%	3%
A member of the public other than a client or customer		0%	-	1%	1%
Other		0%	6%	6%	5%



EXPLORE THE FULL RESULTS

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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	1%	-	6%	4%
No	98%	96%	92%	94%
Don't know	1%	4%	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

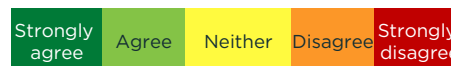
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HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	21	58	8	8		78%	69%	71%
Q2. In my workplace, we recognise our successes and innovations	17	64	11			80%	74%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	16	55	16	8		71%	64%	54%
Q4. I have a say in decisions which affect my work	16	50	20	9		66%	64%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	12	55	17	12		67%	71%	67%
Q6. My team's objectives/work plans are clearly outlined	15	57	18			72%	65%	66%
Q7. Our objectives/work plans help us to deliver a quality service	18	48	25			66%	63%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	11	35	33	13	9	46%	40%	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		62%	63%
Often		30%	25%
About half the time		8%	7%
Seldom		0%	3%
Never		0%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		3%	11%
No		97%	89%



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

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

A senior manager	(r)
Your immediate manager / supervisor	(r)
A fellow worker at your level	(r)
A subordinate / worker below your level	(r)
A client or patient	(r)
A member of the public other than a client or patient	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS	2019	CLUSTER 2019
--------------------------------	------	--------------

Q10b1. Verbal abuse or harassment		
Never	(r)	
Once	(r)	
Twice	(r)	
3-5 times	(r)	
More than 5 times	(r)	



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b2. Other abuse or harassment

Never	(r)
Once	(r)
Twice	(r)
3-5 times	(r)
More than 5 times	(r)



EXPLORE THE FULL SURVEY RESULTS

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HEALTH	2019	CLUSTER 2019
--------	------	--------------

Q10b3. Racial jokes or slurs, imitating accent

Never	(r)	
Once	(r)	
Twice	(r)	
3-5 times	(r)	
More than 5 times	(r)	



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

<h2 style="margin: 0;">HEALTH</h2> <h3 style="margin: 0;">CUSTOMISED QUESTIONS</h3>	2019	CLUSTER 2019
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Q10b4. Exclusion or avoidance in the workplace

Never	(r)
Once	(r)
Twice	(r)
3-5 times	(r)
More than 5 times	(r)



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
--------	------	--------------

Q10b5. Exclusion from employment opportunities

Never	(r)	
Once	(r)	
Twice	(r)	
3-5 times	(r)	
More than 5 times	(r)	



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b6. Racist material displayed in the workplace

Never	(r)
Once	(r)
Twice	(r)
3-5 times	(r)
More than 5 times	(r)



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.			
Junior Medical Officer		0%	2%
Career Medical Officer, Hospitalist		0%	0%
Staff Specialist	█	3%	2%
Visiting Medical Officer		1%	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

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.			
Support Officers		1%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)		1%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)		0%	0%
Administrative and Executive Assistant		7%	9%
Corporate Services		7%	3%
Senior Manager/Executive		15%	2%
Allied Health Professional		1%	11%
Allied Health Assistant		0%	1%
Health Education, Health Promotion and Health Protection		0%	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	1%	1%
Hospital Scientist/Biomedical Engineers	0%	1%
Researchers	1%	0%
Data Analyst	8%	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

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
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	12%	1%
Project Officer	19%	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 	7%	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		20%
Female		76%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		0%
25-29		2%
30-34	■	14%
35-39	■	9%
40-44	■	21%
45-49	■	15%
50-54	■	15%
55-59	■	10%
60-64	■	13%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

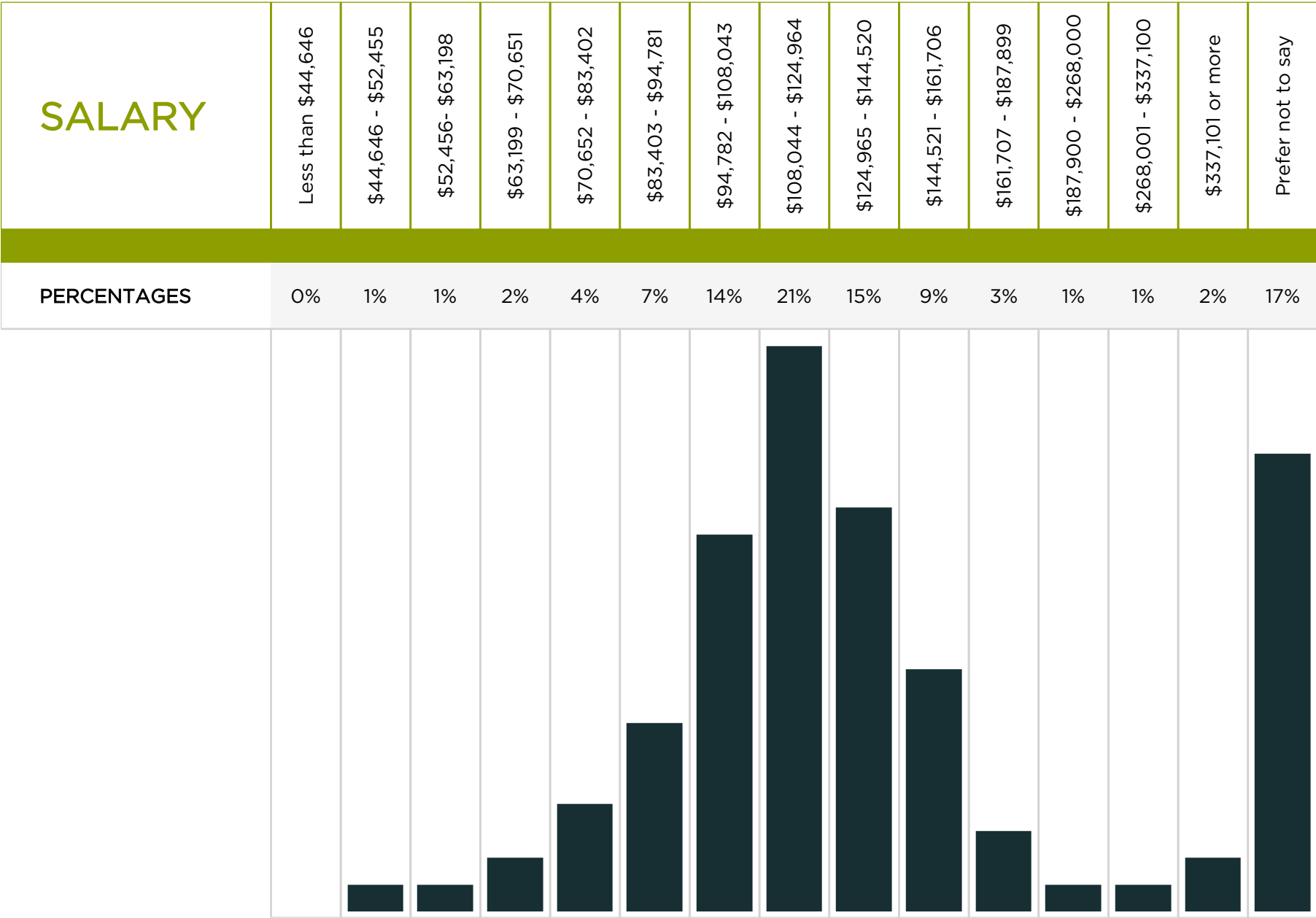
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	15%
Policy	3%
Research	1%
Program and project management support	43%
Legal (including developing and/or reviewing legislation)	0%
Other	19%

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		28%
1 - 2 years		9%
2 - 5 years		23%
5 - 10 years		28%
10 - 20 years		11%
More than 20 years		0%

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		59%
Working from home		51%
Working from different locations		26%
Working additional hours to make up for time off		24%
None of the above		12%
Part-time work		11%
Study leave		10%

% are calculated with the number of unique respondents (N = 98 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Leave without pay		9%
Working more hours over fewer days		5%
Other		2%
Job sharing		1%
Purchasing annual leave		1%
Flexible scheduling for rostered workers		0%

% are calculated with the number of unique respondents (N = 98 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%

	Clinical Excellence Commission	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	105	6	4	9	15	3	1	43	0	19
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	52%	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	73%	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(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%

	Clinical Excellence Commission	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	105	0	1	1	2	4	7	14	21	15	9	3	1	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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%

	Clinical Excellence Commission	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	105	2	17
EMPLOYEE ENGAGEMENT	69%	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)
COMMUNICATION	72%	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

Results are rounded and may not add up to 100%

	Clinical Excellence Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	105	27	9	22	27	10	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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.

Results are rounded and may not add up to 100%

	Clinical Excellence Commission	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	105	58	5	24	0	11	1	25	50	1	9	10	2	12
EMPLOYEE ENGAGEMENT	69%	73%	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	80%	(r)	(r)	(r)	(r)	(r)	(r)	83%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	60%	(r)	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	74%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	76%	(r)	(r)	(r)	(r)	(r)	(r)	73%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	73%	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	79%	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)	(r)

*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.

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%

	Clinical Excellence Commission	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Parramatta	Sydney - Inner West	Illawarra	Newcastle and Lake Macquarie	Sydney - Inner South West	Sydney - Northern Beaches	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton
NUMBER OF RESPONDENTS	105	87	3	83	3	2	1	1	1	1	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	71%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	82%	(r)	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	59%	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	73%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	76%	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	71%	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	78%	(r)	77%	(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

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%

	Clinical Excellence Commission	Far West and Orana	Hunter Valley exc Newcastle	Mid North Coast	Murray	New England and North West	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baukham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - North Sydney and Hornsby
NUMBER OF RESPONDENTS	105	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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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.

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%

	Clinical Excellence Commission	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	105	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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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.

Results are rounded and may not add up to 100%

	Clinical Excellence Commission	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	105	0	0	2	13	8	19	14	14	9	12	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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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%

	Clinical Excellence Commission	Male	Female	Other
NUMBER OF RESPONDENTS	105	19	74	4
EMPLOYEE ENGAGEMENT	69%	(r)	72%	(r)
ENGAGEMENT WITH WORK	80%	(r)	83%	(r)
SENIOR MANAGERS	58%	(r)	61%	(r)
COMMUNICATION	72%	(r)	76%	(r)
HIGH PERFORMANCE	74%	(r)	77%	(r)
PUBLIC SECTOR VALUES	70%	(r)	73%	(r)
DIVERSITY & INCLUSION	77%	(r)	78%	(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%

	Clinical Excellence Commission	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	105	0	0	3	1	0	0	0	1	0	0	1	1	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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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%

	Clinical Excellence Commission	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	105	7	7	15	1	0	0	0	0	0	1	0	1	8
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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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%

	Clinical Excellence Commission	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	105	0	0	0	0	0	0	0	0	12	19	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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



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%

	Clinical Excellence Commission	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	105	0	0	0	0	0	0	7	16
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

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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

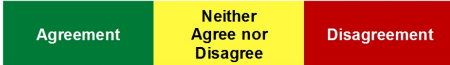
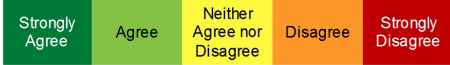
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.