



2019 | NSW Public Sector  
Employee Survey

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AGENCY REPORT

Health

Far West Local Health District



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## RESPONSE RATE

**69%**

546 OF 786 RESPONDENTS

RESPONSE RATE 2018: 70%

## EMPLOYEE ENGAGEMENT

**66%** ↓

DIFFERENCE FROM 2018 -2 (69%)

DIFFERENCE FROM CLUSTER +2 (65%)

DIFFERENCE FROM PUBLIC SECTOR +1 (66%)

## ENGAGEMENT WITH WORK

**75%** ↓

DIFFERENCE FROM 2018 -3 (78%)

DIFFERENCE FROM CLUSTER +2 (73%)

DIFFERENCE FROM PUBLIC SECTOR +3 (73%)

## SENIOR MANAGERS

**48%** ↓

DIFFERENCE FROM 2018 -3 (51%)

DIFFERENCE FROM CLUSTER +2 (46%)

DIFFERENCE FROM PUBLIC SECTOR -2 (50%)

## COMMUNICATION

**62%** -

DIFFERENCE FROM 2018 0 (62%)

DIFFERENCE FROM CLUSTER +2 (60%)

DIFFERENCE FROM PUBLIC SECTOR -1 (62%)

## HIGH PERFORMANCE

**65%** ↓

DIFFERENCE FROM 2018 -3 (68%)

DIFFERENCE FROM CLUSTER +1 (64%)

DIFFERENCE FROM PUBLIC SECTOR 0 (65%)

## PUBLIC SECTOR VALUES

**60%** ↓

DIFFERENCE FROM 2018 -3 (63%)

DIFFERENCE FROM CLUSTER 0 (60%)

DIFFERENCE FROM PUBLIC SECTOR -3 (62%)

## DIVERSITY & INCLUSION

**70%** ↓

DIFFERENCE FROM 2018 -2 (71%)

DIFFERENCE FROM CLUSTER +3 (67%)

DIFFERENCE FROM PUBLIC SECTOR +1 (69%)

## FLEXIBLE WORKING SATISFACTION

**65%** ↓

DIFFERENCE FROM 2018 -5 (69%)

DIFFERENCE FROM CLUSTER +7 (58%)

DIFFERENCE FROM PUBLIC SECTOR +6 (59%)

## ACTION ON RESULTS

**44%** ↑

DIFFERENCE FROM 2018 +1 (43%)

DIFFERENCE FROM CLUSTER +4 (40%)

DIFFERENCE FROM PUBLIC SECTOR +5 (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
1a. I understand what is expected of me to do well in my role	93%	93%
1g. I know how to address a health and safety issue I have identified	90%	92%
1h. I am comfortable notifying my manager if I become aware of any risks at work	88%	-
2a. My workgroup strives to achieve customer/client satisfaction	85%	90%
2c. I receive help and support from other members of my workgroup	81%	82%
1c. My job gives me a feeling of personal accomplishment	79%	82%
2b. My workgroup works collaboratively to achieve its objectives	78%	82%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	77%	78%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	76%	77%
5b. My manager listens to what I have to say	76%	76%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	42%	43%
6h. I feel that senior managers listen to employees	43%	46%
6g. I feel that senior managers keep employees informed about what's going on	44%	46%
10a. I believe action will be taken on the results from this survey by my organisation	44%	43%
7c. I feel that change is managed well in my organisation	45%	48%
11a. I have confidence in the ways my organisation resolves grievances	45%	45%
6b. I feel that senior managers effectively lead and manage change	46%	48%
7e. People in my organisation take responsibility for their own actions	47%	50%
6a. I believe senior managers provide clear direction for the future of the organisation	47%	50%
6c. I feel that senior managers model the values of my organisation	48%	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
3e. My performance is assessed against clear criteria	66%	63%
5f. I have confidence in the decisions my manager makes	69%	67%
5h. My manager deals appropriately with employees who perform poorly	50%	49%
5d. My manager encourages and values employee input	72%	71%
8c. I am able to speak up and share a different view to my colleagues and manager	69%	68%
5c. My manager communicates effectively with me	73%	73%
11a. I have confidence in the ways my organisation resolves grievances	45%	45%
10a. I believe action will be taken on the results from this survey by my organisation	44%	43%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
4a. I am paid fairly for the work I do	62%	69%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	57%	63%
2a. My workgroup strives to achieve customer/client satisfaction	85%	90%
7a. My organisation focuses on improving the work we do	66%	71%
7b. My organisation is making the necessary improvements to meet our future challenges	58%	63%
7l. My organisation motivates me to help it achieve its objectives	58%	63%
1f. I am able to keep my work stress at an acceptable level	64%	69%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	65%	69%
6d. Senior managers encourage innovation by employees	52%	56%
2b. My workgroup works collaboratively to achieve its objectives	78%	82%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



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



**Q6d.** Senior managers encourage innovation by employees



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



**Q6d.** Senior managers encourage innovation by employees



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



**Q6d.** Senior managers encourage innovation by employees



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



## 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: 546

<b>Gender</b>	<b>Survey %</b>	<b>Employment Status</b>	<b>Survey %</b>	<b>Type of work</b>	<b>Survey %</b>
Male	15	Senior Executive (ongoing/permanent or term)	2	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	60
Female	82	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)	13
Other	3	Temporary (including temporary teachers and graduates)	5	Administrative support (e.g. executive/personal assistant, receptionist)	10
<b>Age</b>	<b>Survey %</b>	Casual	7	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5
15 - 34 years	32	Contract – Non Executive	5	Policy	1
35 - 54 years	44	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	1	Research	1
55+ years	24	Other	2	Program and project management support	2
<b>LOTE spoken at home</b>	<b>Survey %</b>	Don't know	2	Legal (including developing and/or reviewing legislation)	0
Yes	5	<b>Manager of managers</b>	<b>Survey %</b>	Other	10
No	93	Yes	6	<b>Organisation Tenure</b>	<b>Survey %</b>
Prefer not to say	2	No	94	Less than 1 year	15
<b>Aboriginal and/or Torres Strait Islanders</b>	<b>Survey %</b>	<b>Supervisors</b>	<b>Survey %</b>	1 - 2 years	12
Yes	6	Yes	31	2 - 5 years	21
No	89	No	69	5 - 10 years	21
Prefer not to say	4	<b>Working arrangement</b>	<b>Survey %</b>	10 - 20 years	15
<b>Disability</b>	<b>Survey %</b>	Full-time	78	More than 20 years	15
Yes	3	Part-time	22	<b>Salary</b>	<b>Survey %</b>
No	94			\$83,402 and below	55
Prefer not to say	3			\$83,403 - \$108,043	24
<b>LGBTI</b>	<b>Survey %</b>			\$108,044 - \$144,520	11
Yes	3			\$144,521 and above	2
No	93			Prefer not to say	7
Prefer not to say	3				

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.

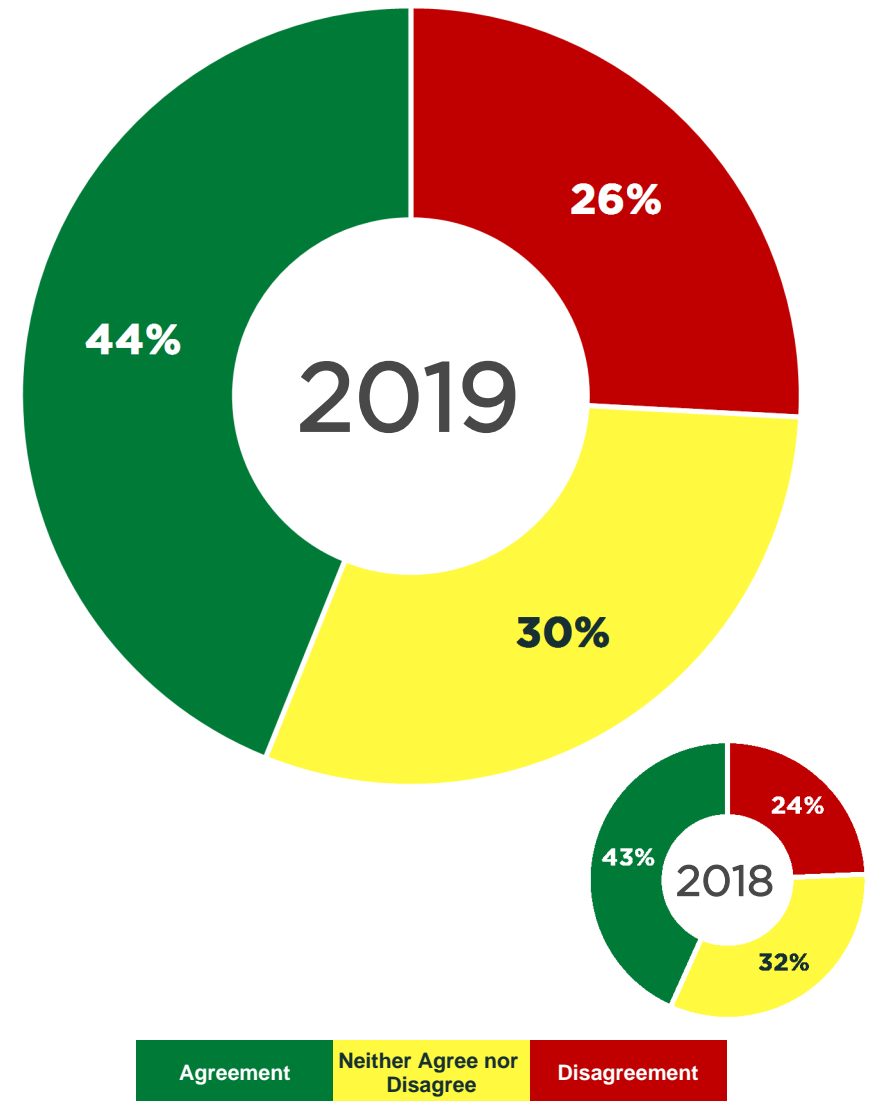
Results are rounded and may not add up to 100%

# 44%

of employees replied favourably to:

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

<b>39%</b>	<b>40%</b>	<b>43%</b>
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
<b>1</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>66%</b>	71%	67%	69%
<b>2</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>43%</b>	46%	40%	44%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>58%</b>	63%	54%	57%
<b>4</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>48%</b>	50%	48%	52%
<b>5</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>54%</b>	58%	51%	53%
<b>6</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>46%</b>	48%	44%	47%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Far West Local Health District

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

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

	Far West Local Health District	Bairanald	Broken Hill	Dareton	Local Health District Services	Menindee	Wentworth	Wilcannia
NUMBER OF RESPONDENTS	546	42	319	28	82	10	28	21
EMPLOYEE ENGAGEMENT	66%	63%	65%	66%	72%	84%	64%	67%
ENGAGEMENT WITH WORK	75%	56%	75%	80%	83%	65%	80%	85%
SENIOR MANAGERS	48%	33%	48%	31%	66%	72%	48%	41%
COMMUNICATION	62%	41%	62%	57%	76%	87%	57%	60%
HIGH PERFORMANCE	65%	52%	64%	64%	77%	88%	66%	64%
PUBLIC SECTOR VALUES	60%	43%	59%	53%	74%	84%	60%	57%
DIVERSITY & INCLUSION	70%	53%	69%	67%	81%	89%	71%	71%

### 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	66% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	19	46	23	8	64%	66%	61%	62%
Q7j. I am proud to tell others I work for my organisation	25	46	19		71%	72%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	23	42	23	8	65%	64%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	18	40	26	10	58%	63%	54%	56%
Q7m. My organisation inspires me to do the best in my job	17	42	27	9	59%	62%	55%	56%

KEY





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	75% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	33	47	13		79%	82%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	44	16	9	73%	77%	72%	72%
Q1e. I am satisfied with my job	27	46	15	8	73%	76%	70%	69%

### KEY





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SENIOR MANAGERS	48% 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	14	33	29	17	7	47%	50%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	13	33	28	18	8	46%	48%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	16	32	27	15	10	48%	50%	48%	52%
Q6d. Senior managers encourage innovation by employees	15	37	30	13		52%	56%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	36	32	10		54%	54%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	40	28	10		57%	63%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	16	28	26	20	10	44%	46%	44%	48%
Q6h. I feel that senior managers listen to employees	18	26	28	17	12	43%	46%	40%	44%
Q7c. I feel that change is managed well in my organisation	12	32	25	21	9	45%	48%	43%	42%

KEY





## EXPLORE THE FULL RESULTS

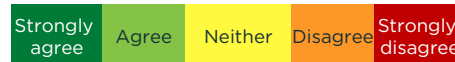
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COMMUNICATION	62% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	28	45	14	7	73%	73%	70%	72%	
Q5d. My manager encourages and values employee input	27	45	14	8	72%	71%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	24	45	16	8	69%	69%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	28	26	20	10	44%	46%	44%	48%
Q6h. I feel that senior managers listen to employees	18	26	28	17	12	43%	46%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	50	17	8		69%	68%	68%	69%

KEY





## EXPLORE THE FULL RESULTS

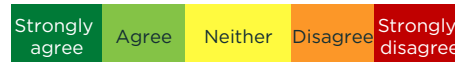
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	HIGH PERFORMANCE				65% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	41	53			93%	93%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	29	49	10	9	78%	82%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	22	49	15	11	70%	72%	70%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	48	17		72%	75%	72%	75%	
Q5f. I have confidence in the decisions my manager makes	24	45	16	8	69%	67%	66%	69%	
Q6d. Senior managers encourage innovation by employees	15	37	30	13	52%	56%	47%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	36	32	10	54%	54%	48%	53%	
Q7a. My organisation focuses on improving the work we do	19	47	24	7	66%	71%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	43	23	14	58%	63%	54%	57%	

KEY



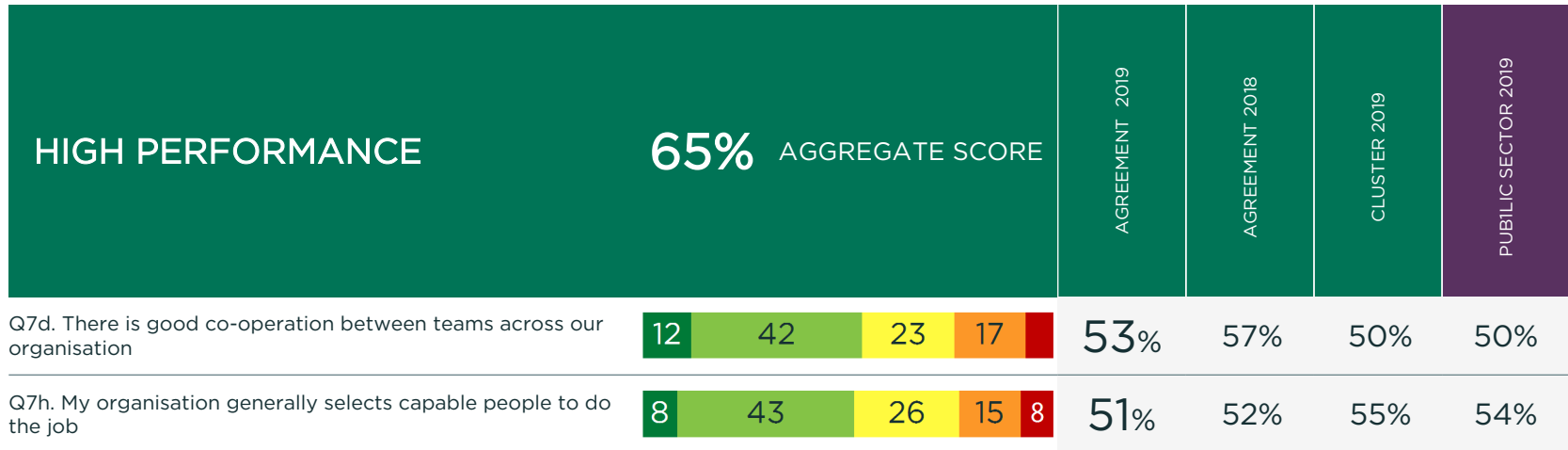


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Results are rounded and may not add up to 100%



KEY







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PUBLIC SECTOR VALUES	60% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	35	50	9	85%	90%	87%	86%	
Q2e. People in my workgroup treat each other with respect	30	40	15	9	70%	73%	72%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	48	17	72%	75%	72%	75%		
Q5b. My manager listens to what I have to say	29	47	12	7	76%	76%	74%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	33	29	17	7	47%	50%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	16	32	27	15	10	48%	50%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	40	28	10	57%	63%	56%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	28	26	20	10	44%	46%	44%	48%
Q6h. I feel that senior managers listen to employees	18	26	28	17	12	43%	46%	40%	44%

KEY



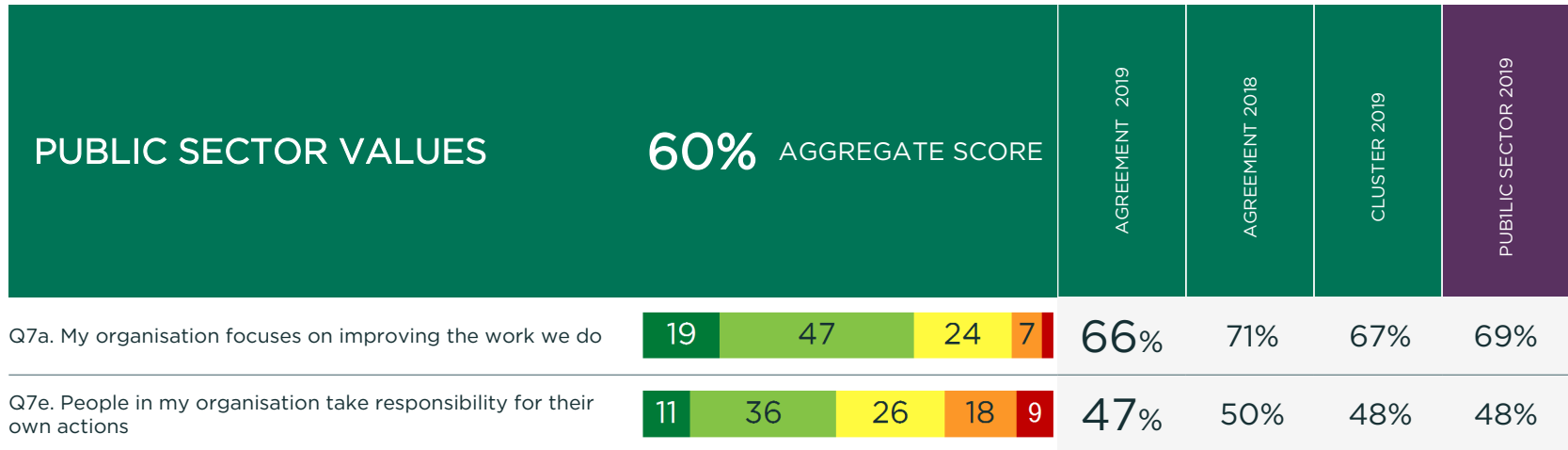


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DIVERSITY & INCLUSION	70% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	22	46	15	13	67%	71%	66%	67%
Q5b. My manager listens to what I have to say	29	47	12	7	76%	76%	74%	76%
Q5d. My manager encourages and values employee input	27	45	14	8	72%	71%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	26	32	32		57%	61%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	21	55	16		76%	77%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	22	55	18		77%	78%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	50	17	8	69%	68%	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>	23	42	25	8	65%	69%	58%	59%
Q8e. My manager supports flexible working in my team	22	45	23		67%	71%	61%	63%

### KEY



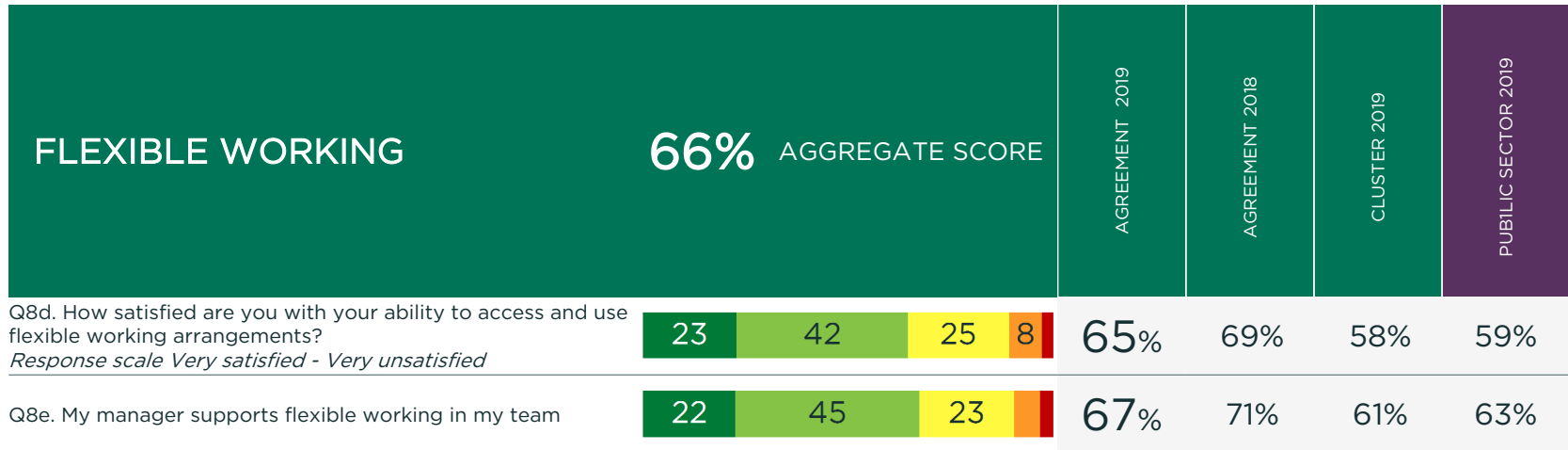


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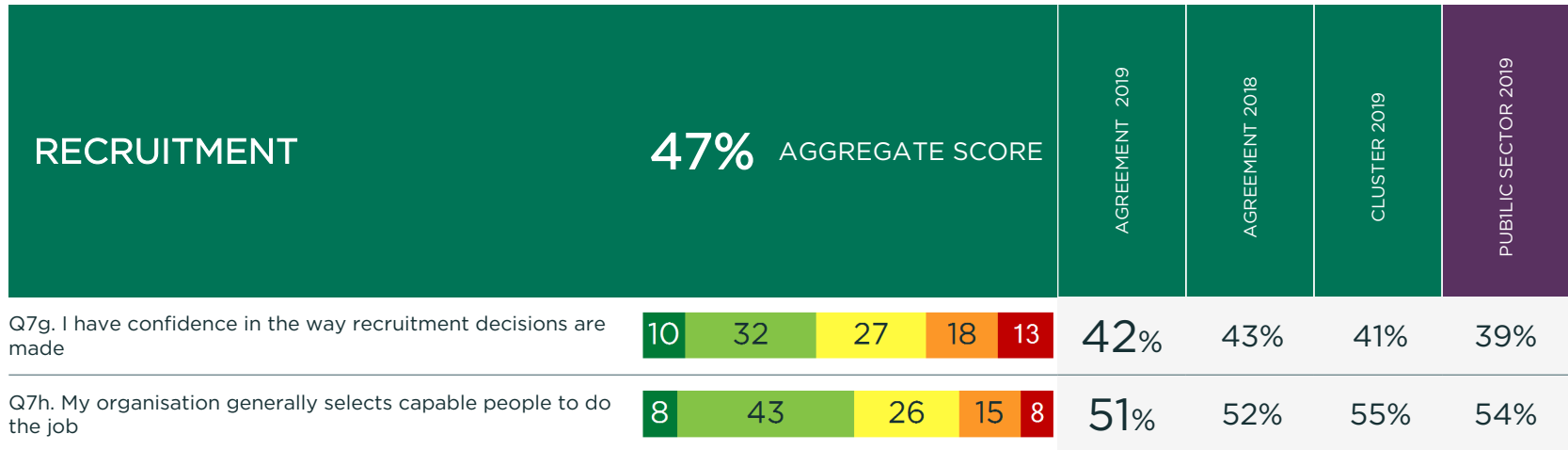


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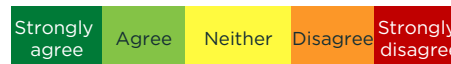
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**61%** 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		68%	69%	65%	66%
Q3e. My performance is assessed against clear criteria		66%	63%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		60%	63%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		69%	71%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		50%	49%	47%	48%
Q7f. My organisation is committed to developing its employees		54%	58%	51%	53%

KEY





## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	70% 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	46	15	13	67%	71%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	45	22	12	64%	69%	62%	61%
Q2c. I receive help and support from other members of my workgroup	33	48	10		81%	82%	80%	81%
Q2d. There is good team spirit in my workgroup	30	38	14	12	68%	70%	68%	70%

### KEY



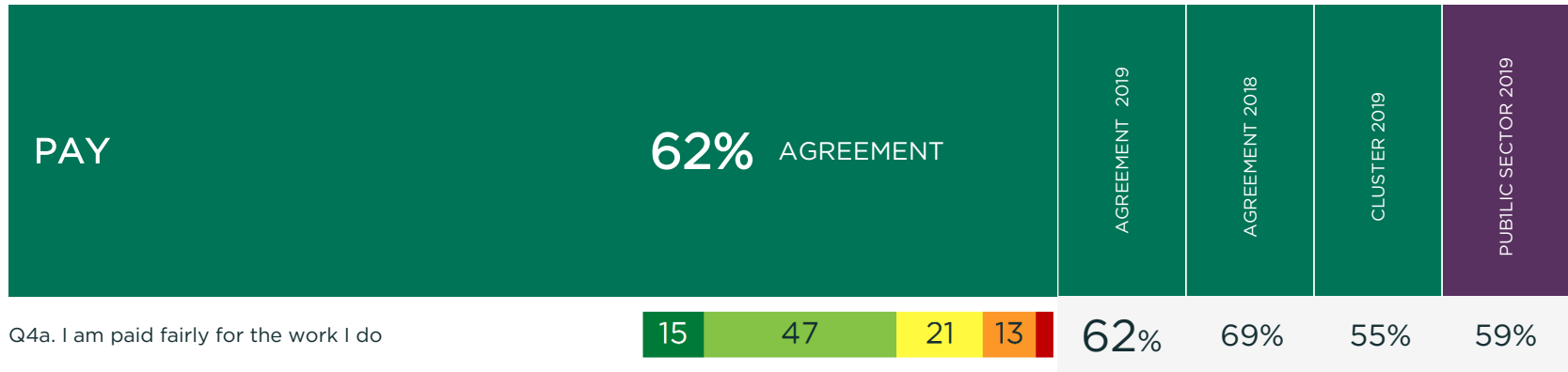


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KEY





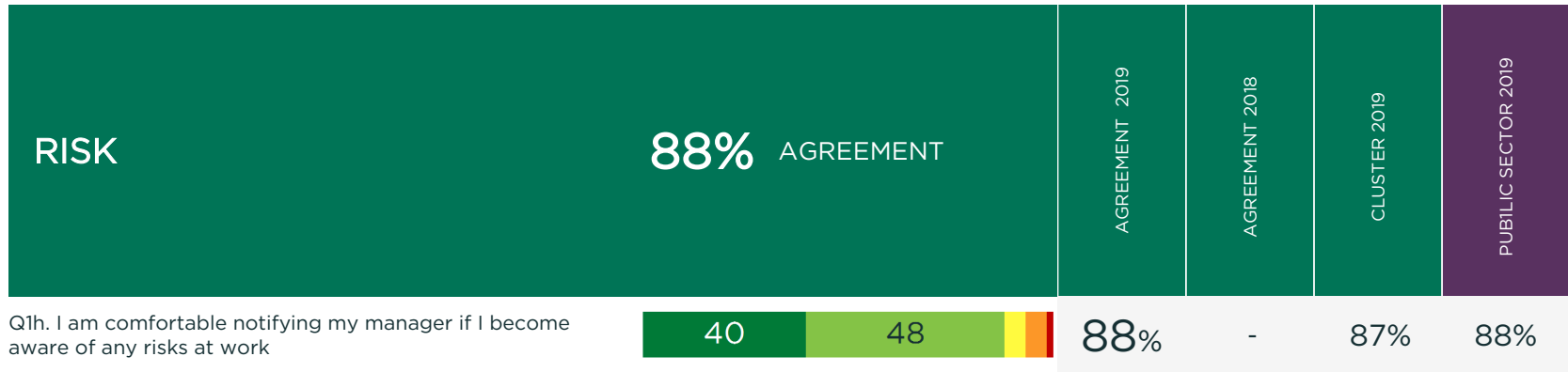


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### KEY



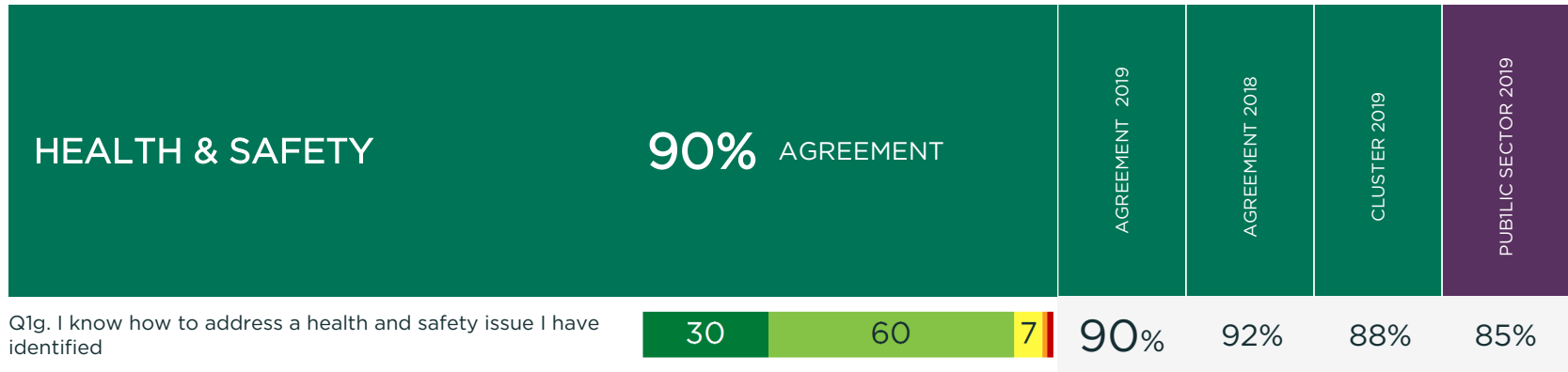


## EXPLORE THE FULL RESULTS

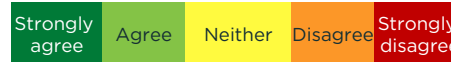
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Results are rounded and may not add up to 100%



KEY





## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

## ACTION ON RESULTS

**44%** AGREEMENT

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



KEY



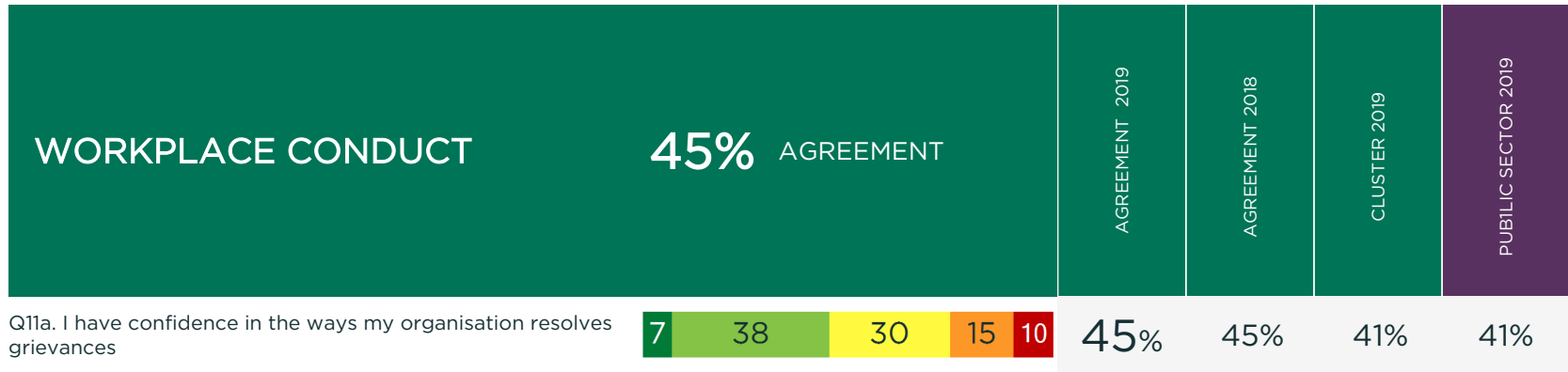


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Results are rounded and may not add up to 100%



KEY

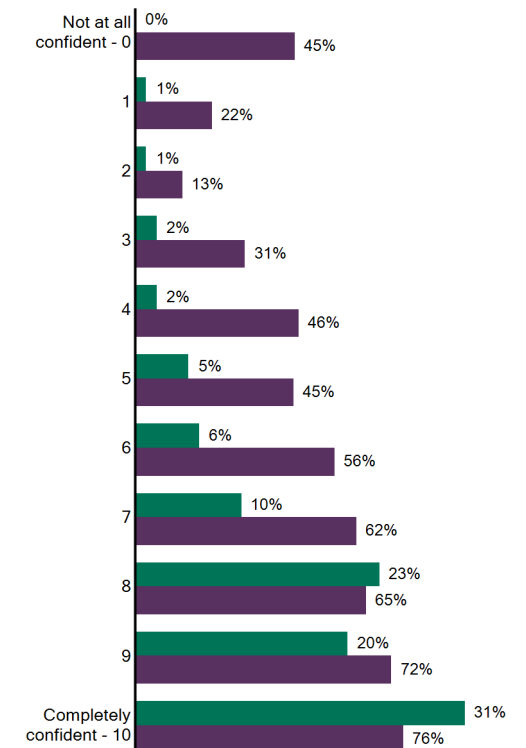
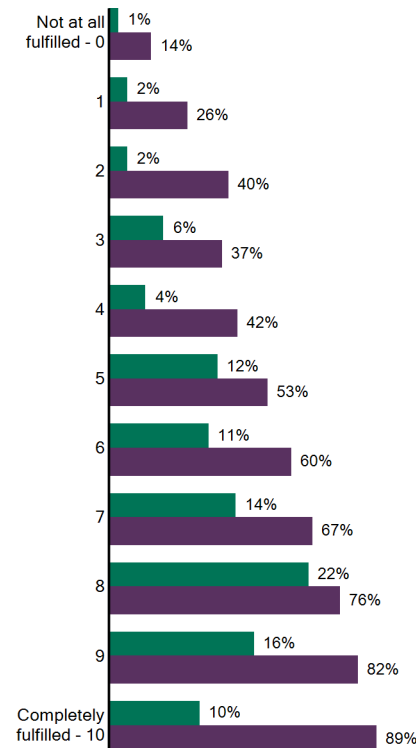
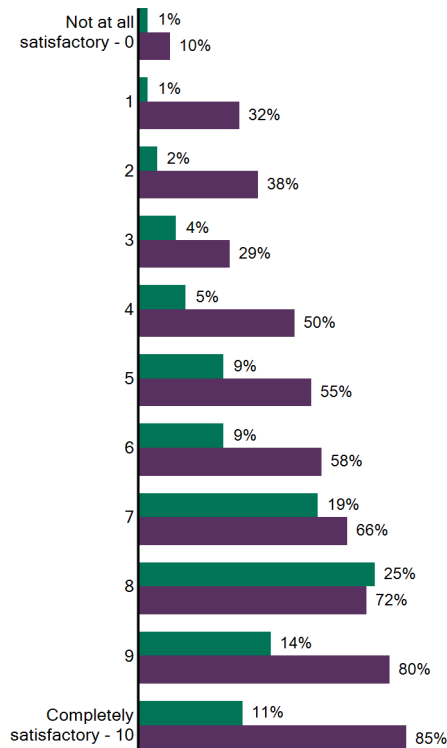


## WELLBEING AND ENGAGEMENT

**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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		73%	69%	71%	71%
No		27%	31%	29%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		78%	76%	74%	76%
No		22%	24%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		63%	61%	58%	60%
No		37%	39%	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		33%	30%	40%	41%
No		67%	70%	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
There are no major barriers to my career progression		34%	44%	31%	29%
Geographic location considerations		28%	26%	22%	25%
Personal/family considerations		28%	25%	28%	29%
Lack of visible opportunities		21%	21%	29%	29%
Lack of promotion opportunities		19%	19%	26%	28%
Other		14%	11%	8%	9%
Insufficient training and development		14%	10%	15%	15%
Lack of support from my manager/supervisor		12%	11%	14%	13%
The application/recruitment process is too cumbersome or time consuming		11%	11%	17%	22%
Lack of support for temporary assignments/secondments		10%	11%	14%	15%
Lack of required capabilities or experience		9%	6%	10%	11%

% are calculated with the number of unique respondents (N = 520 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
<b>Q12a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		36%	30%	32%	27%
No		52%	53%	51%	56%
Don't know		13%	17%	17%	17%
<b>Q12b.</b> If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		74%	76%	67%	65%
No		22%	22%	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
<b>Q13a.</b> In the last 12 months I have witnessed bullying at work					
Yes		34%	39%	39%	33%
No		57%	52%	52%	57%
Don't know		9%	9%	10%	10%
<b>Q13b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		19%	23%	21%	18%
No		74%	72%	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

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

**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 fellow worker at your level		45%	36%	31%	27%
Your immediate manager/supervisor		18%	18%	23%	23%
A senior manager		14%	19%	18%	21%
Other		8%	8%	6%	5%
Prefer not to say		7%	6%	12%	13%
A subordinate		6%	9%	6%	7%
A member of the public other than a client or customer		1%	1%	1%	1%
A client or customer		0%	3%	2%	3%



## 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

Yes		5%	3%	6%	4%
No		93%	96%	92%	94%
Don't know		2%	2%	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		24%	17%	29%	38%
A member of the public		44%	75%	51%	36%
Other		32%	8%	15%	19%
Prefer not to say		0%	-	6%	7%



## EXPLORE THE FULL RESULTS

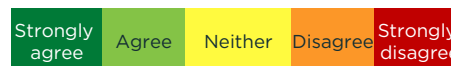
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HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	16	56	17	7	72%	76%	71%
Q2. In my workplace, we recognise our successes and innovations	15	56	17	9	71%	74%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	17	42	21	12	60%	57%	54%
Q4. I have a say in decisions which affect my work	14	43	22	13	57%	64%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	16	54	17	9	70%	72%	67%
Q6. My team's objectives/work plans are clearly outlined	18	48	21	9	66%	69%	66%
Q7. Our objectives/work plans help us to deliver a quality service	18	52	21		70%	71%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	17	29	29	15	46%	50%	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			
<b>Q9.</b> How often do you feel culturally safe in the workplace?			
Always		68%	63%
Often		21%	25%
About half the time		8%	7%
Seldom		2%	3%
Never		1%	2%
<b>Q10.</b> In the past 12 months have you experienced racism in the workplace?			
Yes		10%	11%
No		90%	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.

		2019	CLUSTER 2019
A senior manager		6%	8%
Your immediate manager / supervisor		2%	10%
A fellow worker at your level		17%	25%
A subordinate / worker below your level		10%	6%
A client or patient		42%	25%
A member of the public other than a client or patient		8%	4%
Other		2%	5%
Prefer not to say		13%	16%



## 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

### Q10b1. Verbal abuse or harassment

		2019	CLUSTER 2019
Never		25%	36%
Once		6%	15%
Twice		13%	13%
3-5 times		29%	16%
More than 5 times		27%	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		41%	50%
Once		14%	13%
Twice		14%	10%
3-5 times		14%	12%
More than 5 times		16%	15%



## EXPLORE THE FULL SURVEY RESULTS

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## HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

### Q10b3. Racial jokes or slurs, imitating accent

Frequency	2019	CLUSTER 2019
Never	40%	30%
Once	15%	15%
Twice	13%	15%
3-5 times	13%	19%
More than 5 times	21%	21%



## 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

### Q10b4. Exclusion or avoidance in the workplace

		2019	CLUSTER 2019
Never		57%	50%
Once		11%	11%
Twice		13%	10%
3-5 times		11%	13%
More than 5 times		9%	16%



## EXPLORE THE FULL SURVEY RESULTS

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## HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

### Q10b5. Exclusion from employment opportunities

Response	2019	CLUSTER 2019
Never	76%	65%
Once	11%	10%
Twice	2%	8%
3-5 times	4%	8%
More than 5 times	7%	10%



## EXPLORE THE FULL SURVEY RESULTS

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## HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

### Q10b6. Racist material displayed in the workplace

Response	2019	CLUSTER 2019
Never	89%	86%
Once	7%	5%
Twice	2%	3%
3-5 times	2%	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	0%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	0%	2%
Visiting Medical Officer	1%	0%
Clinical Academic	0%	0%
Assistant in Nursing	0%	1%
Enrolled Nurse	5%	3%
Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner	29%	23%
Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	2%	2%
Nurse/Midwifery Manager	6%	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	1%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)	1%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)	1%	0%
Administrative and Executive Assistant	9%	9%
Corporate Services	6%	3%
Senior Manager/Executive	2%	2%
Allied Health Professional	6%	11%
Allied Health Assistant	2%	1%
Health Education, Health Promotion and Health Protection	1%	1%
Counsellor, Welfare Support	2%	0%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

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





## EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS	2019	CLUSTER 2019
<b>Q11.</b> Which of the following best describes your current role? Please select the most appropriate response from the list below.		
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	1%	1%
Project Officer	1%	1%
Cleaning, Linen and Food	5%	5%
Motor Vehicle, Patient Transport	0%	0%
Security Services, Fire Safety	1%	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	1%	1%
Apprentice Trade Worker and Trade Assistant	0%	0%
Trainee	1%	0%
Volunteer	0%	0%
Other job role	4%	5%
Prefer not to say	8%	7%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>GENDER</b>		
Male		15%
Female		82%
Other		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

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

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

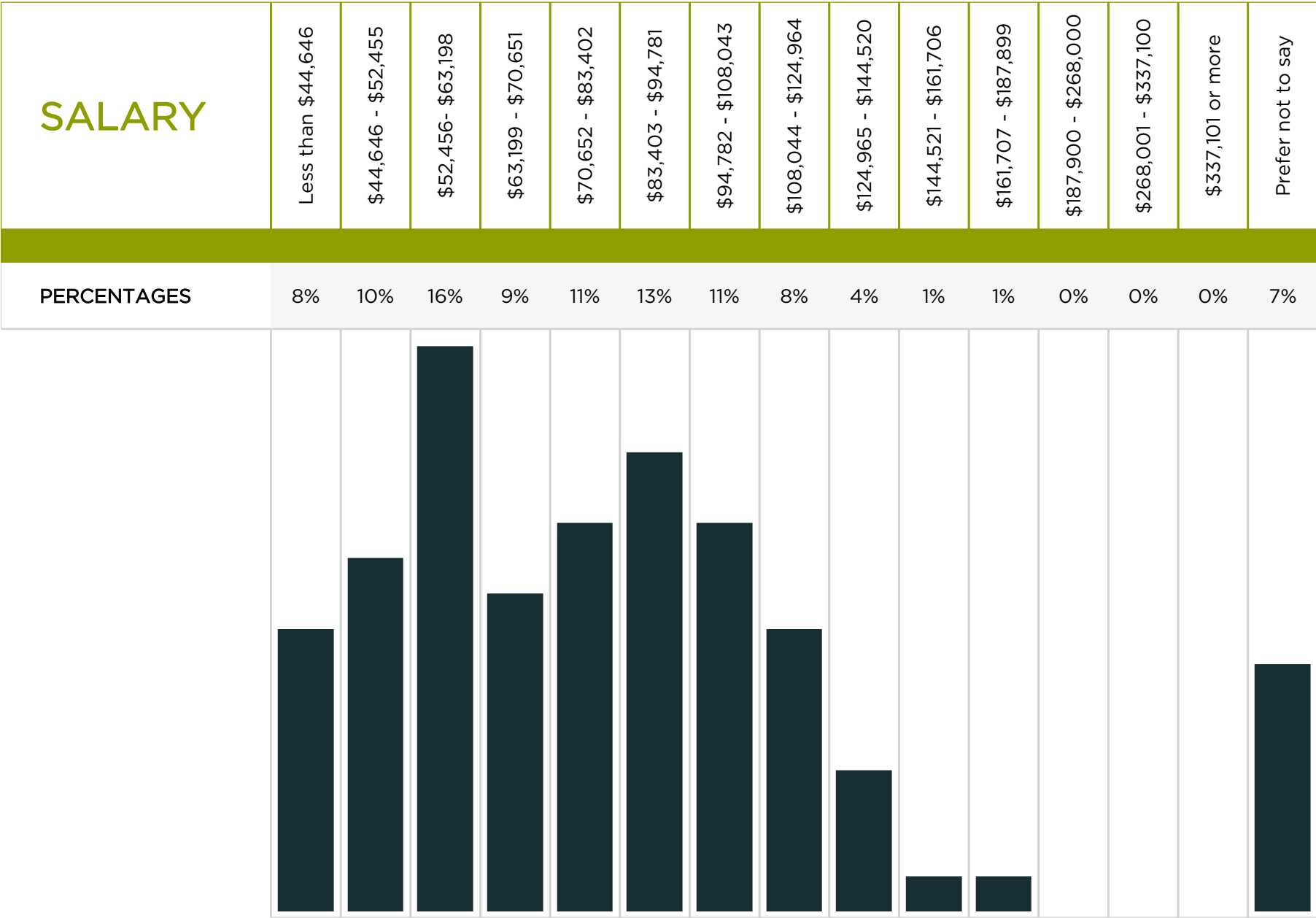
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	60%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	13%
Administrative support (e.g. executive/personal assistant, receptionist)	10%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	1%
Research	1%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	10%

# 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
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		15%
1 - 2 years		12%
2 - 5 years		21%
5 - 10 years		21%
10 - 20 years		15%
More than 20 years		15%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		47%
Flexible start and finish times		25%
Part-time work		10%
Working additional hours to make up for time off		10%
Study leave		9%
Working from different locations		7%
Other		7%

% are calculated with the number of unique respondents (N = 502 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Leave without pay	6%
Working more hours over fewer days	5%
Working from home	5%
Flexible scheduling for rostered workers	4%
Job sharing	2%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 502 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%

	Far West Local Health District	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
<b>NUMBER OF RESPONDENTS</b>	546	309	69	51	25	3	3	9	0	50
<b>EMPLOYEE ENGAGEMENT</b>	66%	67%	72%	63%	(r)	(r)	(r)	(r)	(r)	60%
<b>ENGAGEMENT WITH WORK</b>	75%	78%	80%	63%	(r)	(r)	(r)	(r)	(r)	66%
<b>SENIOR MANAGERS</b>	48%	48%	58%	42%	(r)	(r)	(r)	(r)	(r)	43%
<b>COMMUNICATION</b>	62%	63%	69%	58%	(r)	(r)	(r)	(r)	(r)	52%
<b>HIGH PERFORMANCE</b>	65%	67%	70%	61%	(r)	(r)	(r)	(r)	(r)	57%
<b>PUBLIC SECTOR VALUES</b>	60%	60%	67%	54%	(r)	(r)	(r)	(r)	(r)	53%
<b>DIVERSITY &amp; INCLUSION</b>	70%	70%	76%	70%	(r)	(r)	(r)	(r)	(r)	61%

### 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%

	Far West Local Health District	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	546	41	51	84	48	58	65	58	39	20	5	4	0	2
EMPLOYEE ENGAGEMENT	66%	70%	63%	65%	64%	66%	68%	68%	74%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	82%	72%	68%	68%	83%	76%	83%	86%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	57%	36%	42%	44%	52%	56%	49%	54%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	69%	52%	56%	61%	67%	69%	57%	71%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	70%	58%	59%	63%	69%	71%	65%	76%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	64%	52%	55%	56%	62%	67%	60%	69%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	75%	67%	65%	67%	74%	75%	67%	80%	(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%

	Far West Local Health District	\$337,101 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>546</b>	<b>1</b>	<b>38</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	62%
ENGAGEMENT WITH WORK	75%	(r)	69%
SENIOR MANAGERS	48%	(r)	34%
COMMUNICATION	62%	(r)	53%
HIGH PERFORMANCE	65%	(r)	57%
PUBLIC SECTOR VALUES	60%	(r)	47%
DIVERSITY & INCLUSION	70%	(r)	56%

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%

	Far West Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	546	76	63	107	107	78	78
<b>EMPLOYEE ENGAGEMENT</b>	66%	72%	69%	65%	69%	62%	63%
ENGAGEMENT WITH WORK	75%	86%	75%	78%	76%	70%	70%
SENIOR MANAGERS	48%	58%	57%	53%	52%	36%	35%
COMMUNICATION	62%	71%	64%	65%	66%	53%	53%
HIGH PERFORMANCE	65%	73%	68%	67%	68%	58%	59%
PUBLIC SECTOR VALUES	60%	68%	65%	62%	62%	51%	52%
DIVERSITY & INCLUSION	70%	75%	72%	71%	76%	64%	62%

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

# RESULTS BY 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%

	Far West Local Health District	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
<b>NUMBER OF RESPONDENTS</b>	546	125	27	50	22	52	11	33	25	6	28	47	33	235
<b>EMPLOYEE ENGAGEMENT</b>	66%	70%	(r)	62%	(r)	68%	(r)	70%	(r)	(r)	(r)	67%	69%	65%
<b>ENGAGEMENT WITH WORK</b>	75%	79%	(r)	78%	(r)	78%	(r)	81%	(r)	(r)	(r)	80%	71%	71%
<b>SENIOR MANAGERS</b>	48%	53%	(r)	38%	(r)	52%	(r)	52%	(r)	(r)	(r)	39%	50%	47%
<b>COMMUNICATION</b>	62%	68%	(r)	62%	(r)	70%	(r)	68%	(r)	(r)	(r)	62%	57%	60%
<b>HIGH PERFORMANCE</b>	65%	71%	(r)	62%	(r)	68%	(r)	71%	(r)	(r)	(r)	66%	66%	64%
<b>PUBLIC SECTOR VALUES</b>	60%	65%	(r)	56%	(r)	63%	(r)	64%	(r)	(r)	(r)	56%	60%	58%
<b>DIVERSITY &amp; INCLUSION</b>	70%	79%	(r)	74%	(r)	80%	(r)	77%	(r)	(r)	(r)	71%	73%	66%

\*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%

	Far West Local Health District	Sydney East	Sydney West	Far West and Orana	Murray	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	New England and North West	Newcastle and Lake Macquarie
NUMBER OF RESPONDENTS	546	0	0	378	77	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	68%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	77%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	53%	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	66%	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	68%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	63%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	73%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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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%

	Far West Local Health District	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baukham Hills and Hawkesbury	Sydney - Blacktown	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West
NUMBER OF RESPONDENTS	546	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### 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%

	Far West Local Health District	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	<b>546</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)

KEY

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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%

	Far West Local Health District	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
<b>NUMBER OF RESPONDENTS</b>	546	8	36	56	64	37	41	69	76	66	46	13
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	66%	67%	74%	66%	57%	70%	59%	69%	66%	(r)
<b>ENGAGEMENT WITH WORK</b>	75%	(r)	76%	80%	80%	72%	63%	80%	61%	84%	77%	(r)
<b>SENIOR MANAGERS</b>	48%	(r)	43%	59%	64%	53%	36%	54%	35%	40%	45%	(r)
<b>COMMUNICATION</b>	62%	(r)	62%	72%	78%	66%	46%	65%	53%	55%	57%	(r)
<b>HIGH PERFORMANCE</b>	65%	(r)	63%	72%	77%	66%	53%	69%	57%	60%	64%	(r)
<b>PUBLIC SECTOR VALUES</b>	60%	(r)	54%	67%	72%	62%	47%	64%	50%	55%	59%	(r)
<b>DIVERSITY &amp; INCLUSION</b>	70%	(r)	65%	78%	86%	74%	58%	72%	62%	66%	64%	(r)

KEY

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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%

	Far West Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	546	78	424	13
<b>EMPLOYEE ENGAGEMENT</b>	66%	61%	69%	(r)
ENGAGEMENT WITH WORK	75%	64%	79%	(r)
SENIOR MANAGERS	48%	38%	52%	(r)
COMMUNICATION	62%	53%	65%	(r)
HIGH PERFORMANCE	65%	54%	69%	(r)
PUBLIC SECTOR VALUES	60%	49%	63%	(r)
DIVERSITY & INCLUSION	70%	60%	73%	(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%

	Far West Local Health District	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	546	1	0	1	3	0	2	27	151	9	30	6	7	4
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	70%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	82%	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	45%	(r)	69%	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%	(r)	76%	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	82%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	76%	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	81%	(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%

	Far West Local Health District	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	546	45	32	12	29	10	5	8	0	12	0	1	0	1
EMPLOYEE ENGAGEMENT	66%	65%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	65%	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	41%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	59%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	61%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	55%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	66%	78%	(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%

	Far West Local Health District	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	546	2	2	0	6	0	1	0	0	3	4	25	2	3
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### 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%

	Far West Local Health District	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>546</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>20</b>	<b>42</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%
<b>ENGAGEMENT WITH WORK</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	40%
<b>SENIOR MANAGERS</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	19%
<b>COMMUNICATION</b>	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	37%
<b>HIGH PERFORMANCE</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	42%
<b>PUBLIC SECTOR VALUES</b>	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	34%
<b>DIVERSITY &amp; INCLUSION</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER 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

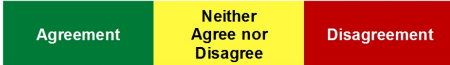
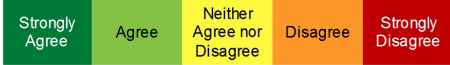
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.