



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

Health Professional Councils Authority



Contents

Headlines	3
Highest and Lowest Questions	4
Most and Least Improved Questions	5
Highest Neutral Scoring Questions	6
Respondent Profile	7
Taking Action	8
Key Drivers of Engagement	9
All Questions by Topic	10
Profile of Respondents	50
Results by Select Demographics	57
Report Guide	71

RESPONSE RATE

93%

149 OF 160 RESPONDENTS

RESPONSE RATE 2018: 104%

EMPLOYEE ENGAGEMENT

67% -

DIFFERENCE FROM 2018 **0**
(66%)

DIFFERENCE FROM CLUSTER **+2**
(65%)

DIFFERENCE FROM PUBLIC SECTOR **+1**
(66%)

ENGAGEMENT WITH WORK

72% ↑

DIFFERENCE FROM 2018 **+1**
(71%)

DIFFERENCE FROM CLUSTER **-1**
(73%)

DIFFERENCE FROM PUBLIC SECTOR **0**
(73%)

SENIOR MANAGERS

53% ↓

DIFFERENCE FROM 2018 **-4**
(57%)

DIFFERENCE FROM CLUSTER **+6**
(46%)

DIFFERENCE FROM PUBLIC SECTOR **+3**
(50%)

COMMUNICATION

66% ↓

DIFFERENCE FROM 2018 **-1**
(68%)

DIFFERENCE FROM CLUSTER **+6**
(60%)

DIFFERENCE FROM PUBLIC SECTOR **+4**
(62%)

HIGH PERFORMANCE

69% ↓

DIFFERENCE FROM 2018 **-1**
(70%)

DIFFERENCE FROM CLUSTER **+5**
(64%)

DIFFERENCE FROM PUBLIC SECTOR **+4**
(65%)

PUBLIC SECTOR VALUES

67% ↓

DIFFERENCE FROM 2018 **-2**
(69%)

DIFFERENCE FROM CLUSTER **+8**
(60%)

DIFFERENCE FROM PUBLIC SECTOR **+5**
(62%)

DIVERSITY & INCLUSION

75% ↑

DIFFERENCE FROM 2018 **+2**
(72%)

DIFFERENCE FROM CLUSTER **+8**
(67%)

DIFFERENCE FROM PUBLIC SECTOR **+6**
(69%)

FLEXIBLE WORKING SATISFACTION

65% ↑

DIFFERENCE FROM 2018 **+2**
(63%)

DIFFERENCE FROM CLUSTER **+7**
(58%)

DIFFERENCE FROM PUBLIC SECTOR **+6**
(59%)

ACTION ON RESULTS

53% ↑

DIFFERENCE FROM 2018 **+5**
(48%)

DIFFERENCE FROM CLUSTER **+13**
(40%)

DIFFERENCE FROM PUBLIC SECTOR **+14**
(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	91%	89%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	89%	83%
2b. My workgroup works collaboratively to achieve its objectives	88%	83%
2c. I receive help and support from other members of my workgroup	88%	83%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	87%	75%
1g. I know how to address a health and safety issue I have identified	86%	75%
1h. I am comfortable notifying my manager if I become aware of any risks at work	86%	-
1a. I understand what is expected of me to do well in my role	85%	85%
2e. People in my workgroup treat each other with respect	84%	81%
2d. There is good team spirit in my workgroup	81%	74%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	41%	43%
11a. I have confidence in the ways my organisation resolves grievances	41%	45%
7c. I feel that change is managed well in my organisation	43%	49%
6h. I feel that senior managers listen to employees	47%	53%
7g. I have confidence in the way recruitment decisions are made	47%	55%
6g. I feel that senior managers keep employees informed about what's going on	49%	57%
5h. My manager deals appropriately with employees who perform poorly	50%	45%
6b. I feel that senior managers effectively lead and manage change	51%	55%
6a. I believe senior managers provide clear direction for the future of the organisation	53%	60%
7f. My organisation is committed to developing its employees	53%	62%



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
1g. I know how to address a health and safety issue I have identified	86%	75%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	87%	75%
8c. I am able to speak up and share a different view to my colleagues and manager	79%	68%
2d. There is good team spirit in my workgroup	81%	74%
1f. I am able to keep my work stress at an acceptable level	66%	59%
4a. I am paid fairly for the work I do	68%	62%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	89%	83%
5h. My manager deals appropriately with employees who perform poorly	50%	45%
2c. I receive help and support from other members of my workgroup	88%	83%
10a. I believe action will be taken on the results from this survey by my organisation	53%	48%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7f. My organisation is committed to developing its employees	53%	62%
6g. I feel that senior managers keep employees informed about what's going on	49%	57%
7g. I have confidence in the way recruitment decisions are made	47%	55%
7k. I feel a strong personal attachment to my organisation	54%	61%
6a. I believe senior managers provide clear direction for the future of the organisation	53%	60%
6h. I feel that senior managers listen to employees	47%	53%
7c. I feel that change is managed well in my organisation	43%	49%
5b. My manager listens to what I have to say	77%	83%
5c. My manager communicates effectively with me	72%	78%
7e. People in my organisation take responsibility for their own actions	55%	60%



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



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



Q7m. My organisation inspires me to do the best in my job



Q7k. I feel a strong personal attachment to my organisation



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



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



Q7m. My organisation inspires me to do the best in my job



Q7k. I feel a strong personal attachment to my organisation



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



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



Q7m. My organisation inspires me to do the best in my job



Q7k. I feel a strong personal attachment to my organisation



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: 149

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	20	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5
Female	78	Ongoing/Permanent (other than senior executive)	66	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)	2
Other	2	Temporary (including temporary teachers and graduates)	10	Administrative support (e.g. executive/personal assistant, receptionist)	21
		Casual	4	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19
		Contract – Non Executive	7	Policy	2
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	6	Research	0
		Other	0	Program and project management support	29
		Don't know	2	Legal (including developing and/or reviewing legislation)	6
				Other	16
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	39	Yes	8	Less than 1 year	37
35 - 54 years	43	No	92	1 - 2 years	17
55+ years	18			2 - 5 years	22
		Supervisors	Survey %	5 - 10 years	16
		Yes	37	10 - 20 years	7
		No	63	More than 20 years	0
		Working arrangement	Survey %		
		Full-time	92	Salary	Survey %
		Part-time	8	\$83,402 and below	40
				\$83,403 - \$108,043	24
				\$108,044 - \$144,520	19
				\$144,521 and above	6
				Prefer not to say	11
LOTE spoken at home	Survey %				
Yes	20				
No	75				
Prefer not to say	5				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	0				
No	96				
Prefer not to say	4				
Disability	Survey %				
Yes	3				
No	93				
Prefer not to say	4				
LGBTI	Survey %				
Yes	9				
No	86				
Prefer not to say	5				

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.

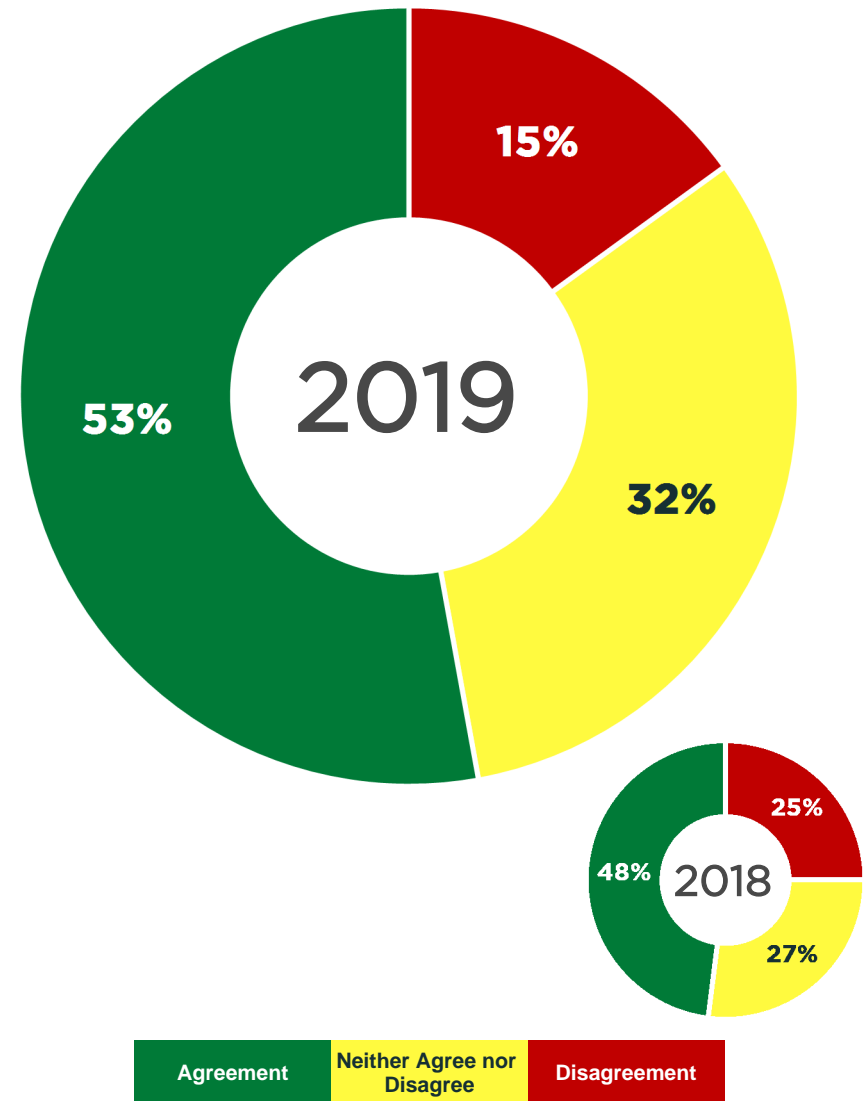
Results are rounded and may not add up to 100%

53%

of employees replied favourably to:

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

39%	40%	48%
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	Q7f. My organisation is committed to developing its employees	53%	62%	51%	53%
2	Q6g. I feel that senior managers keep employees informed about what's going on	49%	57%	44%	48%
3	Q6h. I feel that senior managers listen to employees	47%	53%	40%	44%
4	Q6c. I feel that senior managers model the values of my organisation	55%	55%	48%	52%
5	Q7g. I have confidence in the way recruitment decisions are made	47%	55%	41%	39%
6	Q7c. I feel that change is managed well in my organisation	43%	49%	43%	42%



EXPLORE THE FULL RESULTS

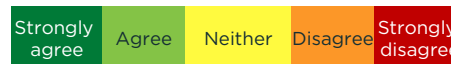
Questions are grouped by topics in this report.

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	67% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	18	47	24	7	65%	61%	61%	62%
Q7j. I am proud to tell others I work for my organisation	25	47	22	4	73%	69%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	19	35	30	13	54%	61%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	19	42	25	11	61%	58%	54%	56%
Q7m. My organisation inspires me to do the best in my job	18	37	31	11	55%	56%	55%	56%

KEY





EXPLORE THE FULL RESULTS

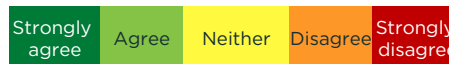
Questions are grouped by topics in this report.

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%

	72% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q1c. My job gives me a feeling of personal accomplishment	21	57	15	78%	74%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	28	44	18	71%	72%	72%	72%	
Q1e. I am satisfied with my job	17	51	20	7	68%	68%	70%	69%

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%

SENIOR MANAGERS	53% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	39	23	14	10	53%	60%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	13	39	18	19	12	51%	55%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	14	41	20	13	11	55%	55%	48%	52%
Q6d. Senior managers encourage innovation by employees	11	44	22	16	7	55%	59%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	25	11	9	55%	58%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	51	20	9		65%	67%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	14	35	21	20	11	49%	57%	44%	48%
Q6h. I feel that senior managers listen to employees	13	34	25	16	13	47%	53%	40%	44%
Q7c. I feel that change is managed well in my organisation	10	33	26	20	11	43%	49%	43%	42%

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%

COMMUNICATION	66% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	29	43	15	8	72%	78%	70%	72%	
Q5d. My manager encourages and values employee input	35	41	14		76%	80%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	30	44	12	10	74%	71%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	35	21	20	11	49%	57%	44%	48%
Q6h. I feel that senior managers listen to employees	13	34	25	16	13	47%	53%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	29	50	12	7		79%	68%	68%	69%

KEY





EXPLORE THE FULL RESULTS

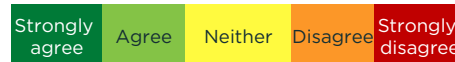
Questions are grouped by topics in this report.

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%

	HIGH PERFORMANCE				69% 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	30	55	10			85%	85%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	42	46				88%	83%	79%	79%
Q3f. I have received appropriate training and development to do my job well	19	38	23	13		57%	54%	70%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	46	13			79%	75%	72%	75%
Q5f. I have confidence in the decisions my manager makes	32	40	17			71%	73%	66%	69%
Q6d. Senior managers encourage innovation by employees	11	44	22	16	7	55%	59%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	25	11	9	55%	58%	48%	53%
Q7a. My organisation focuses on improving the work we do	27	54	12			81%	79%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	23	42	16	14		65%	70%	54%	57%

KEY



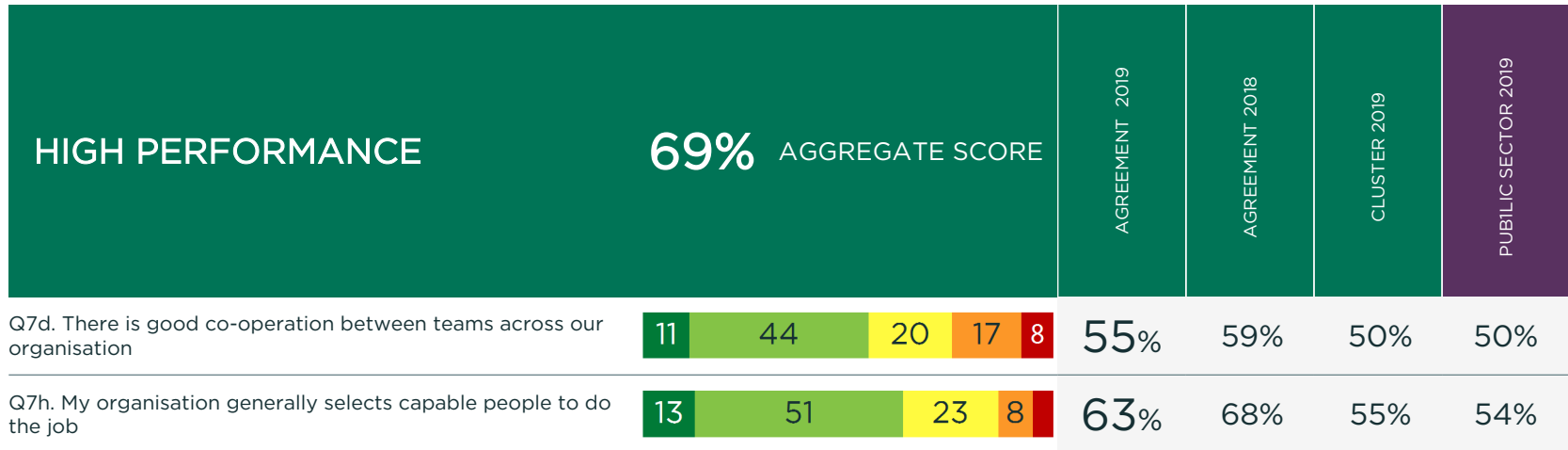


EXPLORE THE FULL RESULTS

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





EXPLORE THE FULL RESULTS

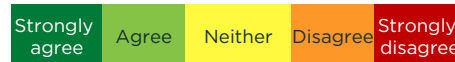
Questions are grouped by topics in this report.

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%

PUBLIC SECTOR VALUES	67% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	40	52	91%	89%	87%	86%		
Q2e. People in my workgroup treat each other with respect	46	38	11	84%	81%	72%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	46	13	79%	75%	72%	75%		
Q5b. My manager listens to what I have to say	32	46	15	77%	83%	74%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	39	23	14	10	53%	60%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	14	41	20	13	11	55%	55%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	51	20	9		65%	67%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	14	35	21	20	11	49%	57%	44%	48%
Q6h. I feel that senior managers listen to employees	13	34	25	16	13	47%	53%	40%	44%

KEY



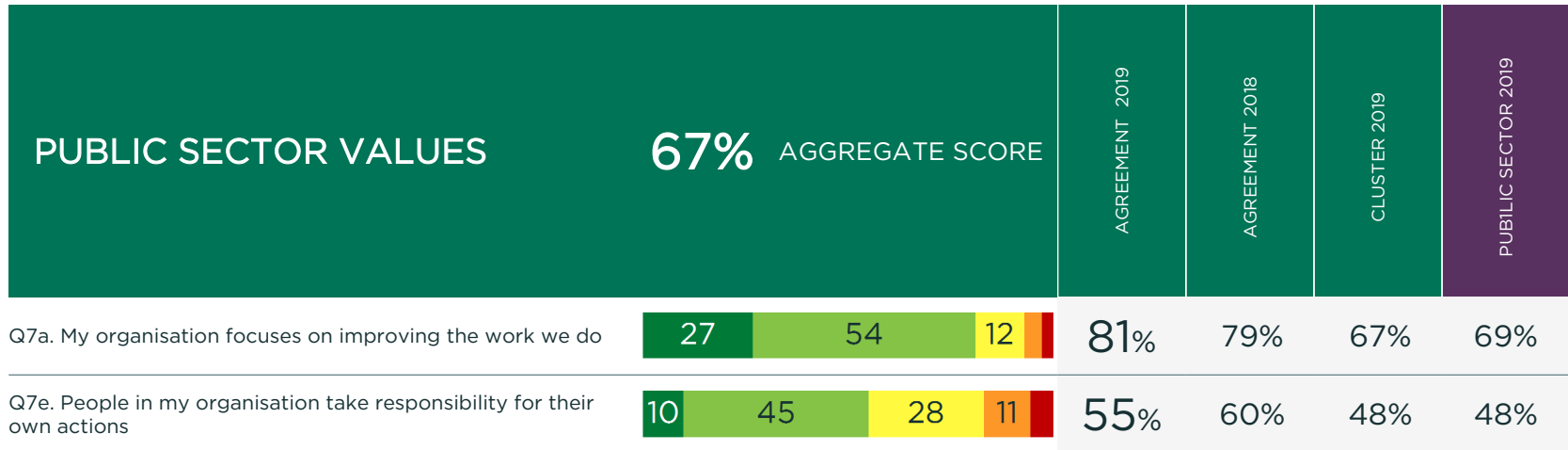


EXPLORE THE FULL RESULTS

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





EXPLORE THE FULL RESULTS

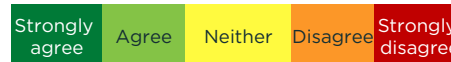
Questions are grouped by topics in this report.

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%

DIVERSITY & INCLUSION	75% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	23	42	14	17		64%	65%	66%	67%
Q5b. My manager listens to what I have to say	32	46	15			77%	83%	74%	76%
Q5d. My manager encourages and values employee input	35	41	14			76%	80%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	26	41	23			67%	67%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	43	43	11			87%	75%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	43	46	9			89%	83%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	29	50	12	7		79%	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>	28	37	17	11	8	65%	63%	58%	59%
Q8e. My manager supports flexible working in my team	38	34	17	7		72%	68%	61%	63%

KEY



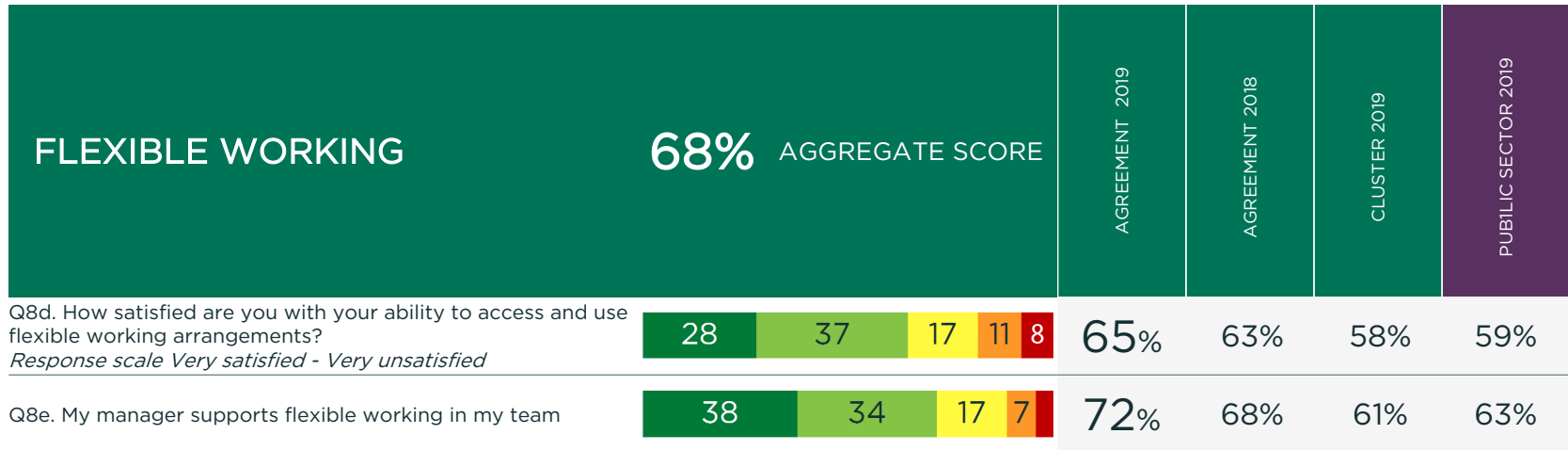


EXPLORE THE FULL RESULTS

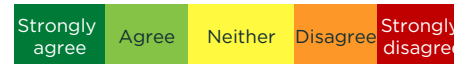
Questions are grouped by topics in this report.

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



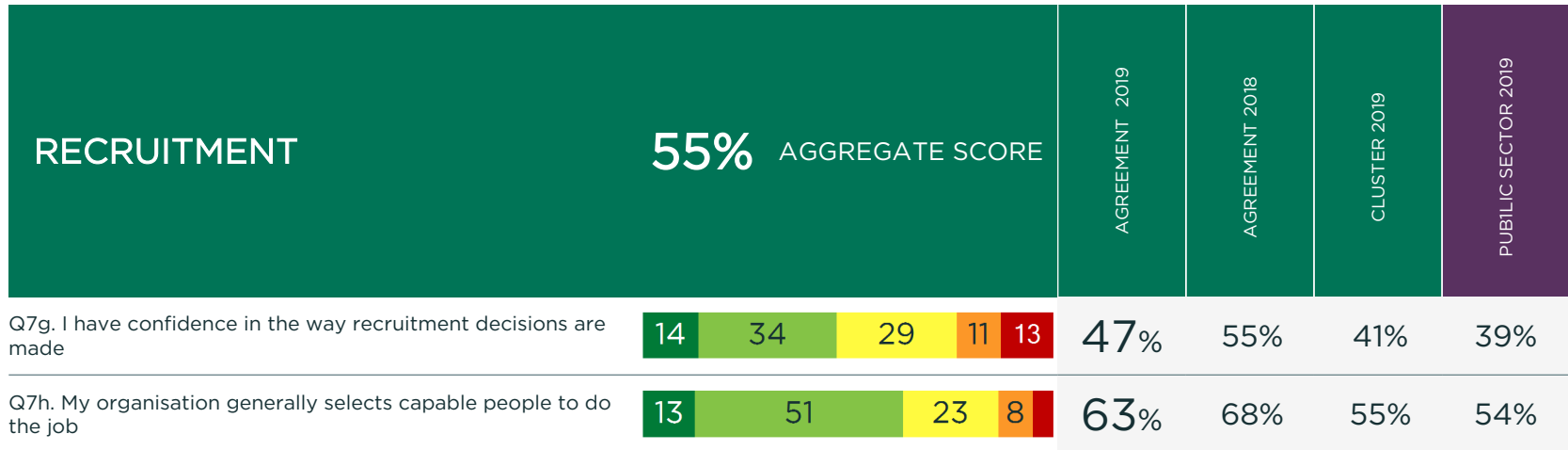


EXPLORE THE FULL RESULTS

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





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.

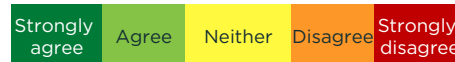
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% 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		66%	62%	65%	66%
Q3e. My performance is assessed against clear criteria		54%	53%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		41%	43%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		72%	76%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		50%	45%	47%	48%
Q7f. My organisation is committed to developing its employees		53%	62%	51%	53%

KEY





EXPLORE THE FULL RESULTS

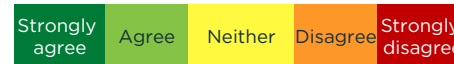
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	75% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1b. I am provided with the support I need to do my best at work	23	42	14	17	64%	65%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	14	52	17	10	66%	59%	62%	61%
Q2c. I receive help and support from other members of my workgroup	48	40	7		88%	83%	80%	81%
Q2d. There is good team spirit in my workgroup	45	36	11		81%	74%	68%	70%

KEY



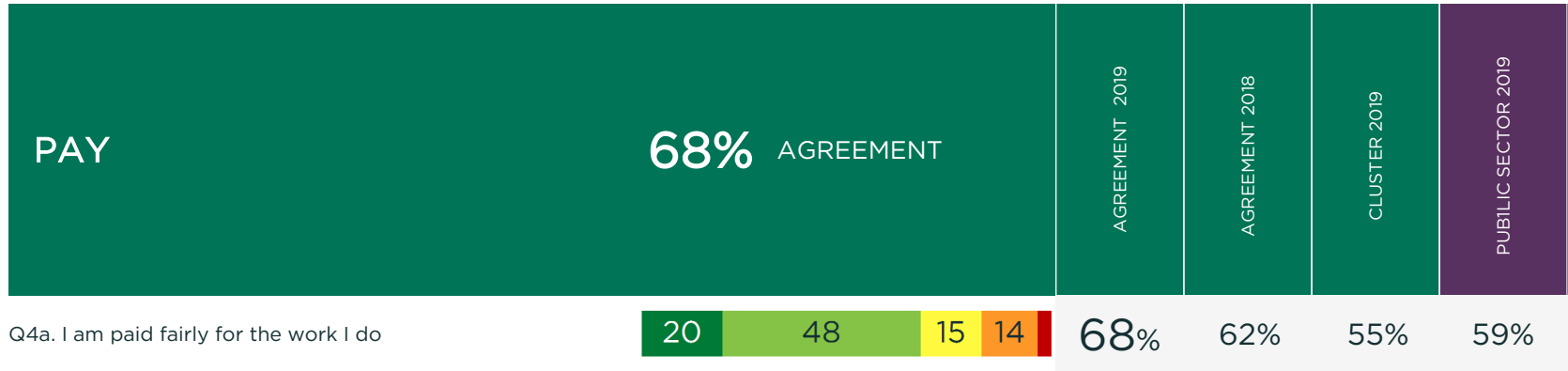


EXPLORE THE FULL RESULTS

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



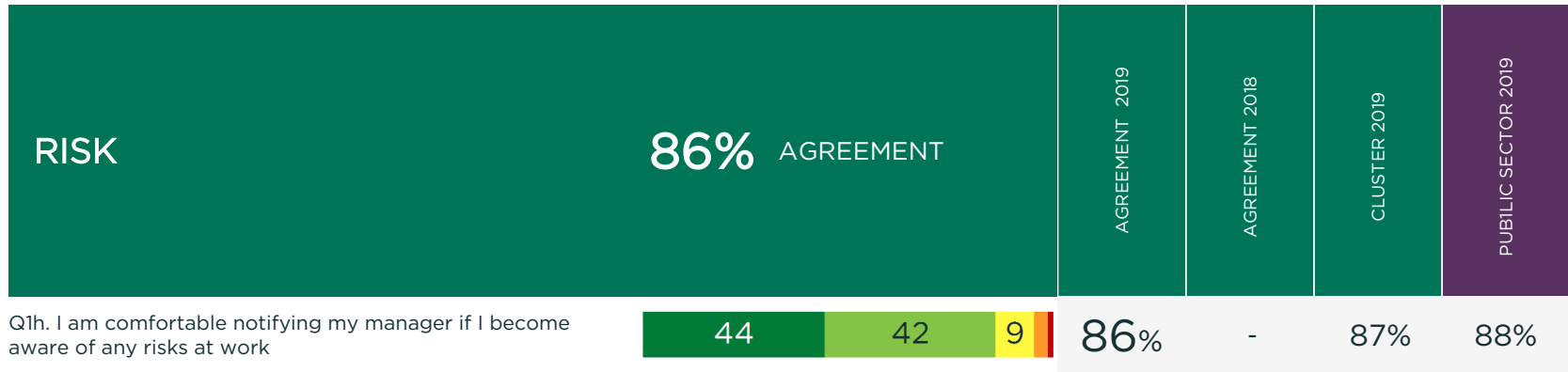


EXPLORE THE FULL RESULTS

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



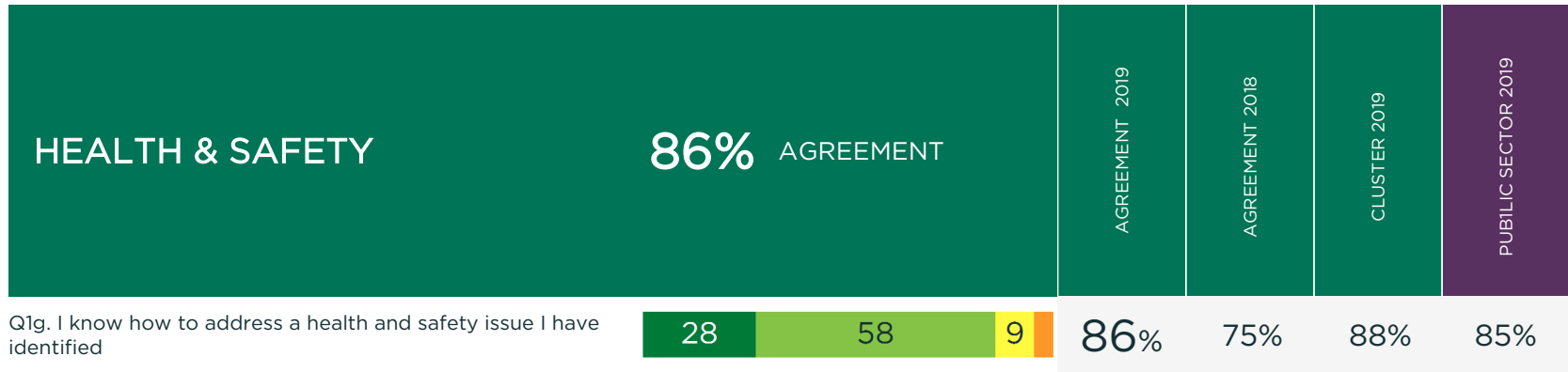


EXPLORE THE FULL RESULTS

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





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%

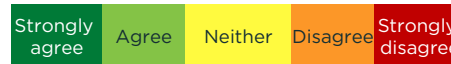
ACTION ON RESULTS

53% AGREEMENT

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



KEY



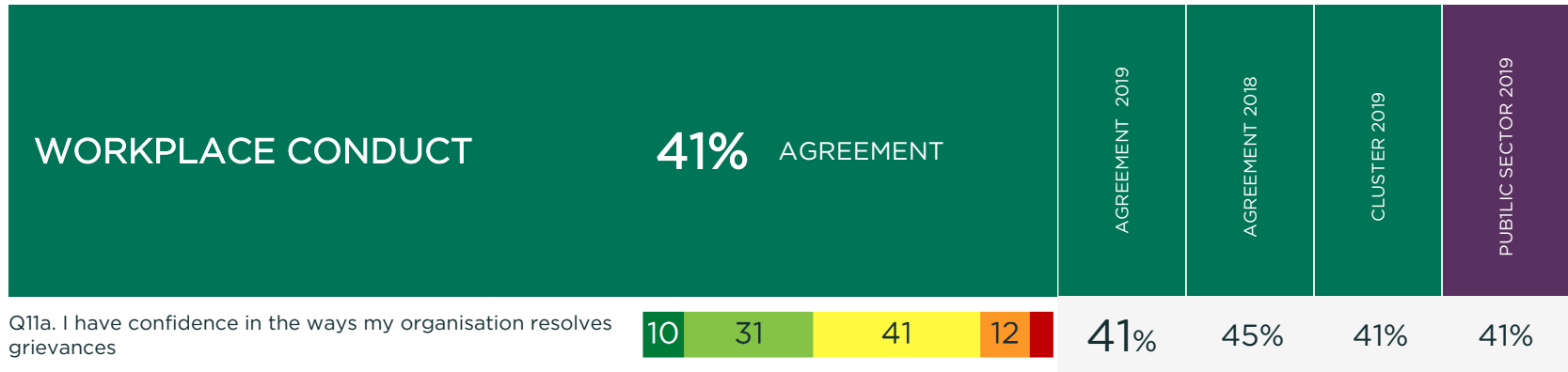


EXPLORE THE FULL RESULTS

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

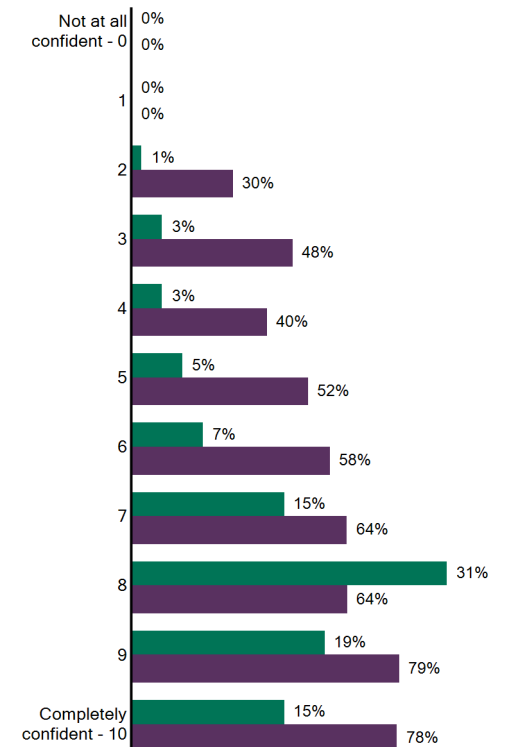
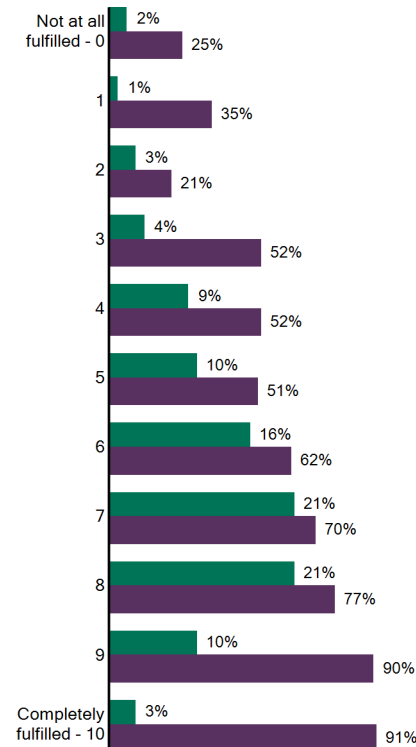
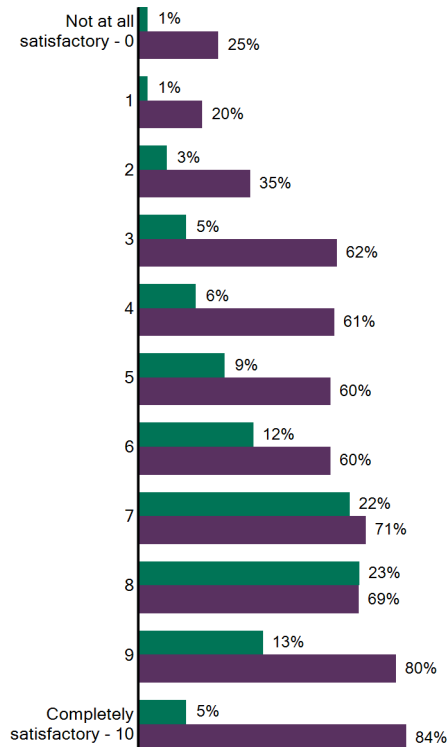


WELLBEING AND ENGAGEMENT

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		76%	71%	71%	71%
No		24%	29%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		77%	74%	74%	76%
No		23%	26%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		58%	60%	58%	60%
No		42%	40%	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		52%	46%	40%	41%
No		48%	54%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		42%	36%	26%	28%
Lack of visible opportunities		40%	32%	29%	29%
Personal/family considerations		24%	18%	28%	29%
The application/recruitment process is too cumbersome or time consuming		23%	24%	17%	22%
There are no major barriers to my career progression		22%	34%	31%	29%
Lack of support for temporary assignments/secondments		20%	23%	14%	15%
Insufficient training and development		17%	18%	15%	15%
Lack of support from my manager/supervisor		14%	11%	14%	13%
Geographic location considerations		13%	9%	22%	25%
Other		8%	9%	8%	9%
Lack of required capabilities or experience		6%	14%	10%	11%

% are calculated with the number of unique respondents (N = 143 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		21%	21%	32%	27%
No		61%	64%	51%	56%
Don't know		18%	15%	17%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		47%	67%	67%	65%
No		47%	33%	30%	32%
Don't know		7%	-	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%	28%	39%	33%
No		58%	64%	52%	57%
Don't know		15%	8%	10%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		14%	19%	21%	18%
No		77%	74%	72%	75%
Don't know		9%	7%	7%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

Q13c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Your immediate manager/supervisor		32%	21%	23%	23%
A senior manager		26%	53%	18%	21%
A fellow worker at your level		16%	11%	31%	27%
Prefer not to say		16%	5%	12%	13%
Other		11%	11%	6%	5%
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%



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

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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	0%	-	6%	4%
No	97%	97%	92%	94%
Don't know	3%	3%	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

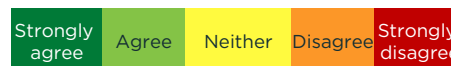
Questions are grouped by topics in this report.

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%

HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	20	56	15	7	75%	78%	71%
Q2. In my workplace, we recognise our successes and innovations	19	54	18		73%	71%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	16	49	16	14	65%	59%	54%
Q4. I have a say in decisions which affect my work	16	46	25	10	62%	69%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	15	54	20	9	69%	70%	67%
Q6. My team's objectives/work plans are clearly outlined	14	54	21	8	68%	66%	66%
Q7. Our objectives/work plans help us to deliver a quality service	15	57	21		72%	63%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	14	34	34	14	47%	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			
Q9. How often do you feel culturally safe in the workplace?			
Always		81%	63%
Often		15%	25%
About half the time		4%	7%
Seldom		0%	3%
Never		0%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		1%	11%
No		99%	89%



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

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

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH	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

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

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

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH CUSTOMISED QUESTIONS	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%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH	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.

	2019	CLUSTER 2019
Junior Medical Officer	0%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	0%	2%
Visiting Medical Officer	0%	0%
Clinical Academic	0%	0%
Assistant in Nursing	0%	1%
Enrolled Nurse	0%	3%
Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner	0%	23%
Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	0%	2%
Nurse/Midwifery Manager	1%	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		5%	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		24%	9%
Corporate Services		7%	3%
Senior Manager/Executive		9%	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

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
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	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	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	2%	1%
Project Officer	10%	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 	25%	5%
Prefer not to say 	15%	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		20%
Female		78%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		6%
25-29		15%
30-34		19%
35-39		13%
40-44		10%
45-49		12%
50-54		7%
55-59		6%
60-64		6%
65+		6%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

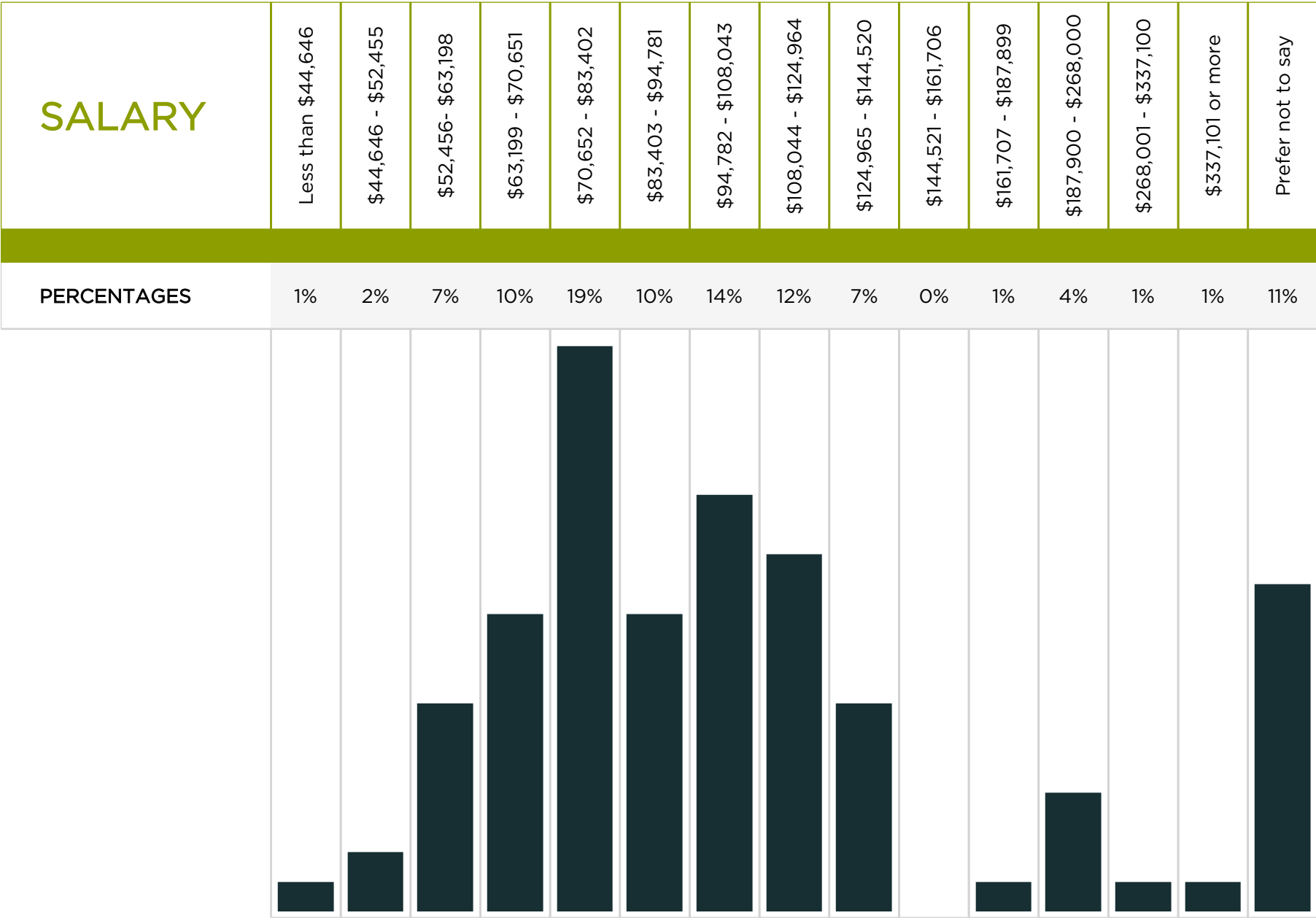
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2%
Administrative support (e.g. executive/personal assistant, receptionist)	21%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19%
Policy	2%
Research	0%
Program and project management support	29%
Legal (including developing and/or reviewing legislation)	6%
Other	16%

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		37%
1 - 2 years		17%
2 - 5 years		22%
5 - 10 years		16%
10 - 20 years		7%
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		65%
Working additional hours to make up for time off		21%
None of the above		20%
Working more hours over fewer days		13%
Working from home		9%
Leave without pay		9%
Part-time work		8%

% are calculated with the number of unique respondents (N = 137 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
FLEXIBLE WORKING	
Other	4%
Working from different locations	4%
Study leave	3%
Job sharing	2%
Flexible scheduling for rostered workers	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 137 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%

	Health Professional Councils Authority	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	149	7	3	29	26	3	0	40	8	22
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	44%	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(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%

	Health Professional Councils Authority	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	149	2	3	9	14	26	14	19	16	9	0	1	5	1
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

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%

	Health Professional Councils Authority	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	149	1	15
EMPLOYEE ENGAGEMENT	67%	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)
COMMUNICATION	66%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)
DIVERSITY & INCLUSION	75%	(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 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%

	Health Professional Councils Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	149	50	23	30	22	9	0
EMPLOYEE ENGAGEMENT	67%	73%	(r)	58%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	80%	(r)	61%	(r)	(r)	(r)
SENIOR MANAGERS	53%	62%	(r)	43%	(r)	(r)	(r)
COMMUNICATION	66%	81%	(r)	56%	(r)	(r)	(r)
HIGH PERFORMANCE	69%	76%	(r)	60%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	76%	(r)	60%	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	85%	(r)	69%	(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%

	Health Professional Councils Authority	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	149	89	18	29	2	11	3	5	12	1	12	4	6	28
EMPLOYEE ENGAGEMENT	67%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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%

	Health Professional Councils Authority	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Ryde	Mid North Coast	Sydney - Eastern Suburbs	Sydney - Inner West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	149	122	0	85	35	1	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	65%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	71%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	54%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	67%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	68%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	68%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	75%	78%	(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%

	Health Professional Councils Authority	Illawarra	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Inner South West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	149	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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%

	Health Professional Councils Authority	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	149	0	0	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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 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%

	Health Professional Councils Authority	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	149	0	8	20	25	18	14	16	10	8	8	8
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Health Professional Councils Authority	Male	Female	Other
NUMBER OF RESPONDENTS	149	28	108	3
EMPLOYEE ENGAGEMENT	67%	(r)	66%	(r)
ENGAGEMENT WITH WORK	72%	(r)	71%	(r)
SENIOR MANAGERS	53%	(r)	50%	(r)
COMMUNICATION	66%	(r)	65%	(r)
HIGH PERFORMANCE	69%	(r)	69%	(r)
PUBLIC SECTOR VALUES	67%	(r)	66%	(r)
DIVERSITY & INCLUSION	75%	(r)	76%	(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%

	Health Professional Councils Authority	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	149	0	0	0	0	0	0	0	0	0	1	7	2	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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%

	Health Professional Councils Authority	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	149	33	9	12	1	0	0	0	0	0	1	0	0	0
EMPLOYEE ENGAGEMENT	67%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Health Professional Councils Authority	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	149	0	0	0	0	0	0	0	0	3	14	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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%

	Health Professional Councils Authority	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	149	0	0	0	0	0	0	34	20
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	78%	(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

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

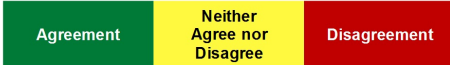
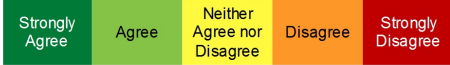
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.