



2019 | NSW Public Sector  
Employee Survey

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AGENCY REPORT

Health

Mental Health Commission



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## RESPONSE RATE

# 77%

24 OF 31 RESPONDENTS

RESPONSE RATE 2018: 168%

## EMPLOYEE ENGAGEMENT

# 67%

DIFFERENCE FROM 2018 **+3**  
(64%)

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

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

## ENGAGEMENT WITH WORK

# 73%

DIFFERENCE FROM 2018 **+11**  
(62%)

DIFFERENCE FROM CLUSTER **0**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+1**  
(73%)

## SENIOR MANAGERS

# 58%

DIFFERENCE FROM 2018 **+26**  
(32%)

DIFFERENCE FROM CLUSTER **+11**  
(46%)

DIFFERENCE FROM PUBLIC SECTOR **+8**  
(50%)

## COMMUNICATION

# 66%

DIFFERENCE FROM 2018 **+14**  
(53%)

DIFFERENCE FROM CLUSTER **+7**  
(60%)

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

## HIGH PERFORMANCE

# 66%

DIFFERENCE FROM 2018 **+11**  
(55%)

DIFFERENCE FROM CLUSTER **+2**  
(64%)

DIFFERENCE FROM PUBLIC SECTOR **+1**  
(65%)

## PUBLIC SECTOR VALUES

# 66%

DIFFERENCE FROM 2018 **+19**  
(47%)

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

DIFFERENCE FROM PUBLIC SECTOR **+3**  
(62%)

## DIVERSITY & INCLUSION

# 74%

DIFFERENCE FROM 2018 **+15**  
(59%)

DIFFERENCE FROM CLUSTER **+7**  
(67%)

DIFFERENCE FROM PUBLIC SECTOR **+5**  
(69%)

## FLEXIBLE WORKING SATISFACTION

# 67%

DIFFERENCE FROM 2018 **+28**  
(39%)

DIFFERENCE FROM CLUSTER **+9**  
(58%)

DIFFERENCE FROM PUBLIC SECTOR **+8**  
(59%)

## ACTION ON RESULTS

# 52%

DIFFERENCE FROM 2018 **+14**  
(38%)

DIFFERENCE FROM CLUSTER **+12**  
(40%)

DIFFERENCE FROM PUBLIC SECTOR **+13**  
(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	88%	76%
1h. I am comfortable notifying my manager if I become aware of any risks at work	83%	-
2c. I receive help and support from other members of my workgroup	83%	76%
5g. My manager provides acknowledgement or other recognition for the work I do	83%	64%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%	67%
2b. My workgroup works collaboratively to achieve its objectives	83%	73%
2e. People in my workgroup treat each other with respect	79%	70%
2a. My workgroup strives to achieve customer/client satisfaction	79%	84%
4a. I am paid fairly for the work I do	79%	73%
5b. My manager listens to what I have to say	79%	67%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
5h. My manager deals appropriately with employees who perform poorly	29%	42%
3e. My performance is assessed against clear criteria	33%	32%
3g. I am satisfied with the opportunities available for career development in my organisation	33%	43%
3f. I have received appropriate training and development to do my job well	38%	51%
11a. I have confidence in the ways my organisation resolves grievances	43%	33%
7e. People in my organisation take responsibility for their own actions	46%	28%
7f. My organisation is committed to developing its employees	46%	31%
6d. Senior managers encourage innovation by employees	50%	31%
10a. I believe action will be taken on the results from this survey by my organisation	52%	38%
7c. I feel that change is managed well in my organisation	54%	22%



### 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
6b. I feel that senior managers effectively lead and manage change	58%	19%
6c. I feel that senior managers model the values of my organisation	58%	19%
7g. I have confidence in the way recruitment decisions are made	61%	23%
7c. I feel that change is managed well in my organisation	54%	22%
6a. I believe senior managers provide clear direction for the future of the organisation	54%	23%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	67%	39%
7a. My organisation focuses on improving the work we do	75%	50%
6g. I feel that senior managers keep employees informed about what's going on	58%	34%
6h. I feel that senior managers listen to employees	58%	34%
6i. Senior managers in my organisation support the career advancement of women	79%	56%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
3f. I have received appropriate training and development to do my job well	38%	51%
7k. I feel a strong personal attachment to my organisation	54%	67%
5h. My manager deals appropriately with employees who perform poorly	29%	42%
3g. I am satisfied with the opportunities available for career development in my organisation	33%	43%
7i. I would recommend my organisation as a great place to work	54%	61%
2a. My workgroup strives to achieve customer/client satisfaction	79%	84%
7j. I am proud to tell others I work for my organisation	71%	72%
5c. My manager communicates effectively with me	63%	64%



### 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

**Q5h.** My manager deals appropriately with employees who perform poorly



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



**Q3e.** My performance is assessed against clear criteria



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7f.** My organisation is committed to developing its employees



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q5h.** My manager deals appropriately with employees who perform poorly



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



**Q3e.** My performance is assessed against clear criteria



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7f.** My organisation is committed to developing its employees



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q5h.** My manager deals appropriately with employees who perform poorly



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



**Q3e.** My performance is assessed against clear criteria



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7f.** My organisation is committed to developing its employees



## 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)**



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%

52%

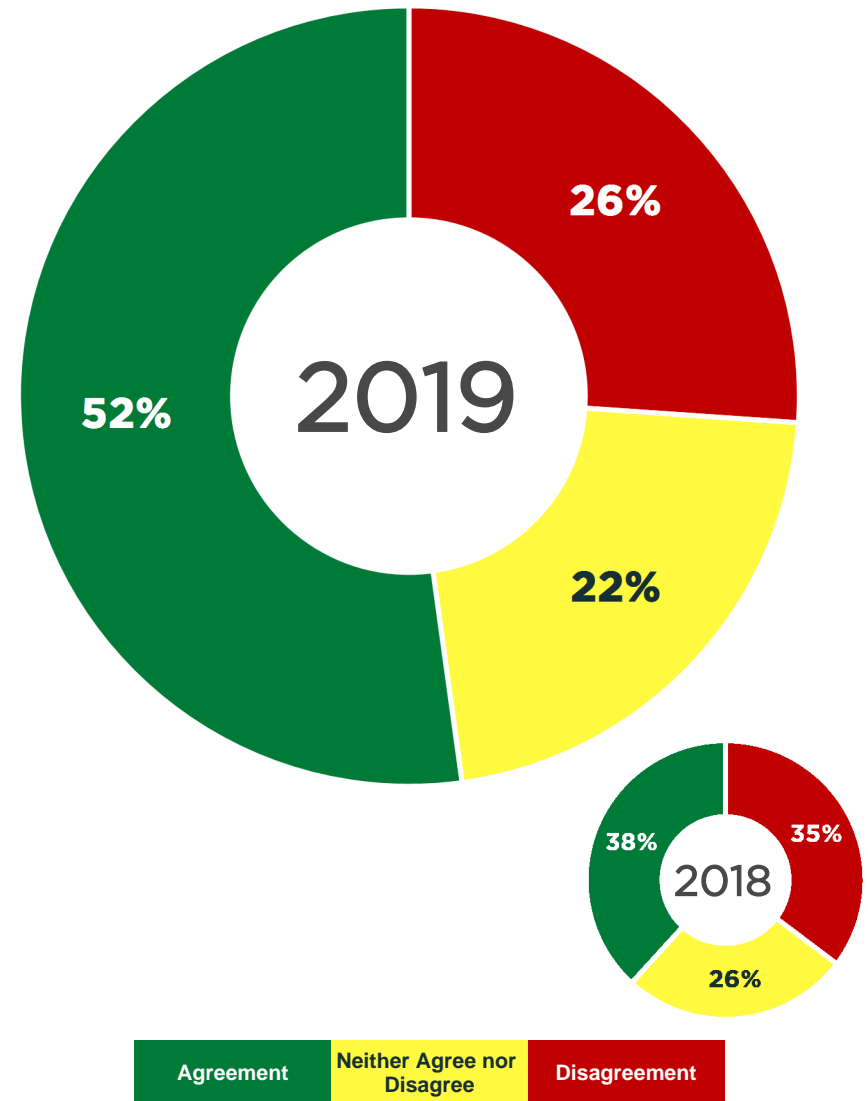
of employees replied favourably to:

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

39%  
SECTOR

40%  
CLUSTER

38%  
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>Q7f.</b> My organisation is committed to developing its employees	<b>46%</b>	31%	51%	53%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>75%</b>	50%	67%	69%
<b>3</b>	<b>Q7h.</b> My organisation generally selects capable people to do the job	<b>63%</b>	53%	55%	54%
<b>4</b>	<b>Q7d.</b> There is good co-operation between teams across our organisation	<b>54%</b>	33%	50%	50%
<b>5</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>74%</b>	63%	68%	69%
<b>6</b>	<b>Q8a.</b> My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>83%</b>	67%	75%	77%





## 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	21	33	17	21	8	54%	61%	61%	62%
Q7j. I am proud to tell others I work for my organisation	42	29	21			71%	72%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	33	21	25	13	8	54%	67%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	33	29	21	13		63%	53%	54%	56%
Q7m. My organisation inspires me to do the best in my job	33	25	21	13	8	58%	47%	55%	56%

### KEY





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	73% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	46	29	13	8	75%	59%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	43	26	17	9	70%	62%	72%	72%
Q1e. I am satisfied with my job	38	38	17	7	75%	64%	70%	69%

### KEY





## EXPLORE THE FULL RESULTS

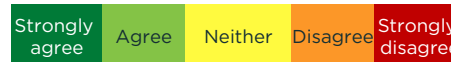
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SENIOR MANAGERS	58% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	33	21	25	8	13	54%	23%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	29	29	21	13	8	58%	19%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	29	29	21	8	13	58%	19%	48%	52%
Q6d. Senior managers encourage innovation by employees	21	29	21	25		50%	31%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	38	29	29			67%	58%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	33	29	29			63%	47%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	25	33	17	17	8	58%	34%	44%	48%
Q6h. I feel that senior managers listen to employees	21	38	17	21		58%	34%	40%	44%
Q7c. I feel that change is managed well in my organisation	13	42	8	25	13	54%	22%	43%	42%

KEY





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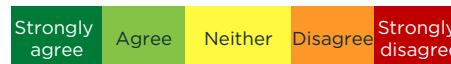
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COMMUNICATION	66% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	21	42	33		63%	64%	70%	72%	
Q5d. My manager encourages and values employee input	38	38	13	13	75%	64%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	29	42	17	13	71%	56%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	25	33	17	17	8	58%	34%	44%	48%
Q6h. I feel that senior managers listen to employees	21	38	17	21		58%	34%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	48	17			74%	63%	68%	69%

KEY





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

Results are rounded and may not add up to 100%

HIGH PERFORMANCE	66% 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	33	54	8		88%	76%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	48	35	9	9	83%	73%	79%	79%
Q3f. I have received appropriate training and development to do my job well	33	25	25	13	38%	51%	70%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	50	17	8	75%	58%	72%	75%
Q5f. I have confidence in the decisions my manager makes	30	39	13	13	70%	64%	66%	69%
Q6d. Senior managers encourage innovation by employees	21	29	21	25	50%	31%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	38	29	29		67%	58%	48%	53%
Q7a. My organisation focuses on improving the work we do	42	33	17	8	75%	50%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	33	29	33		63%	53%	54%	57%

KEY



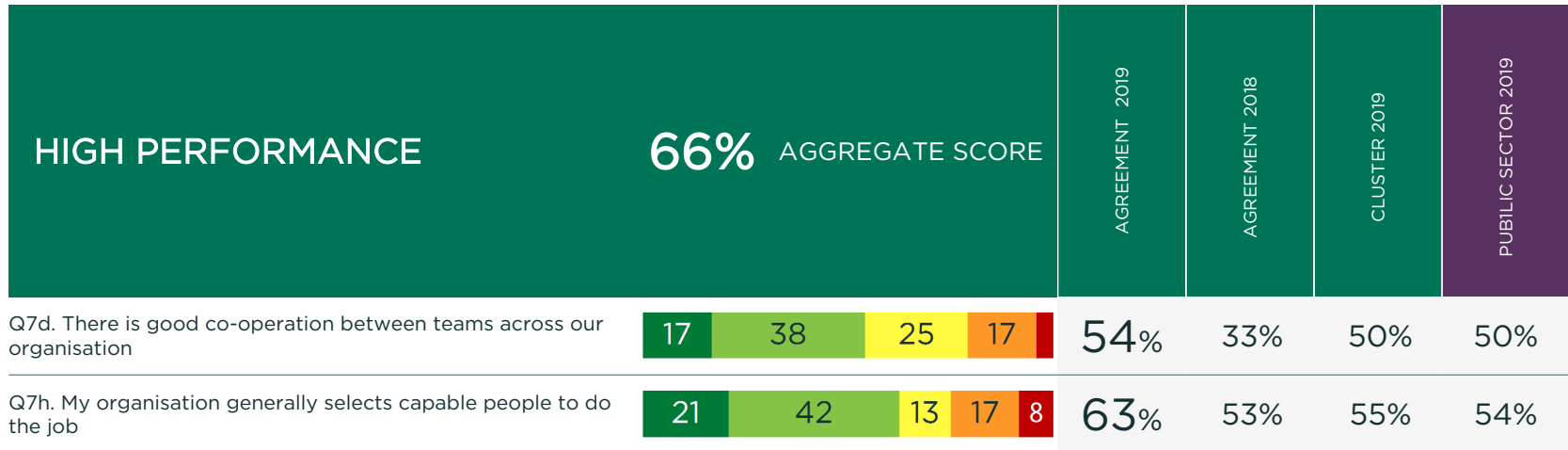


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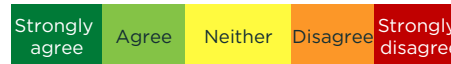
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KEY





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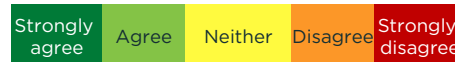
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PUBLIC SECTOR VALUES	66% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	50	29	21	79%	84%	87%	86%	
Q2e. People in my workgroup treat each other with respect	33	46	13	8	79%	70%	72%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	50	17	8	75%	58%	72%	75%	
Q5b. My manager listens to what I have to say	29	50	8	13	79%	67%	74%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	33	21	25	8	13	54%	23%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	29	29	21	8	13	58%	19%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	33	29	29			63%	47%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	25	33	17	17	8	58%	34%	44%	48%
Q6h. I feel that senior managers listen to employees	21	38	17	21		58%	34%	40%	44%

KEY



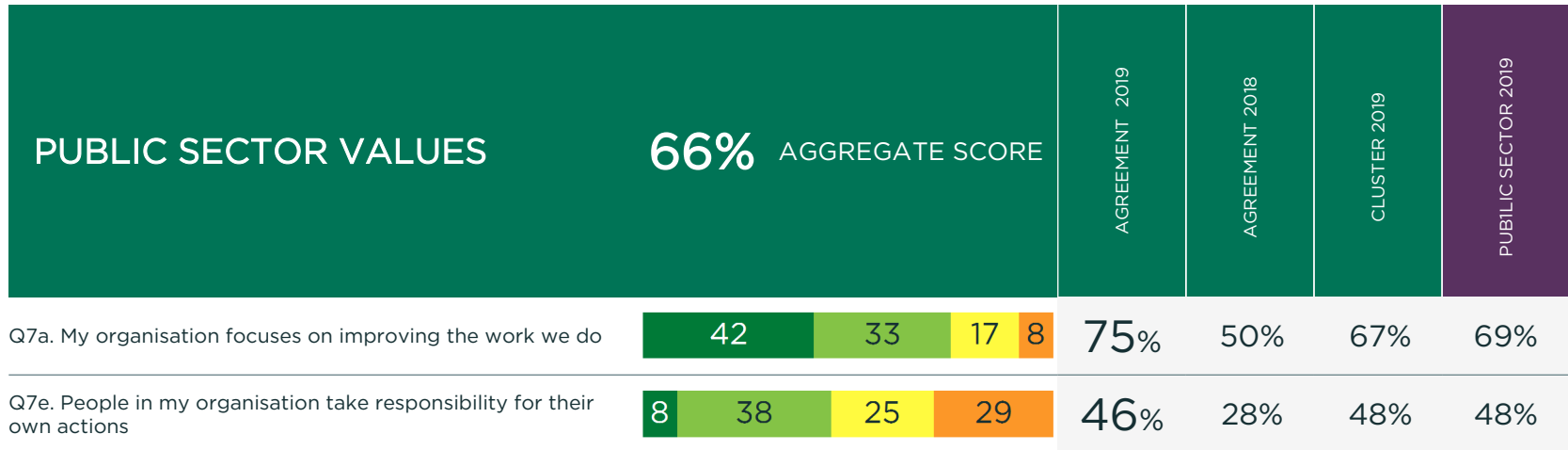


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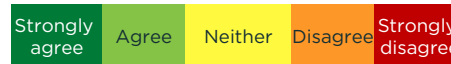
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DIVERSITY & INCLUSION	74% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1b. I am provided with the support I need to do my best at work	25	38	17	17	63%	54%	66%	67%
Q5b. My manager listens to what I have to say	29	50	8	13	79%	67%	74%	76%
Q5d. My manager encourages and values employee input	38	38	13	13	75%	64%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	42	38	17		79%	56%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	46	38	13		83%	67%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	54	25	13		79%	78%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	48	17		74%	63%	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>	21	46	17	13	67%	39%	58%	59%
Q8e. My manager supports flexible working in my team	25	42	25		67%	46%	61%	63%

KEY



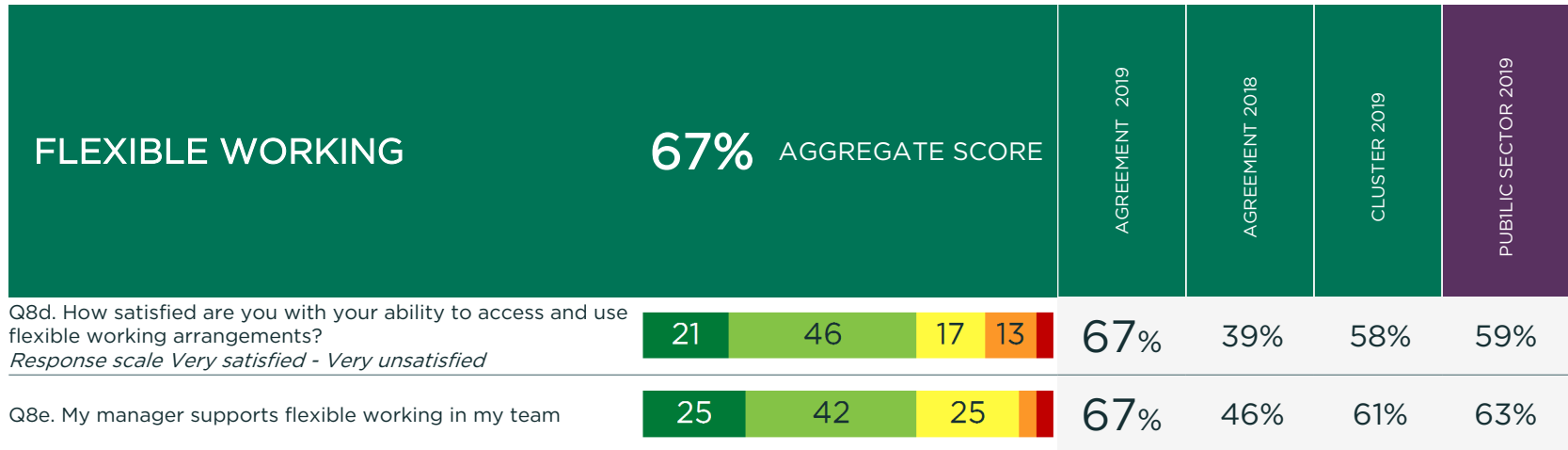


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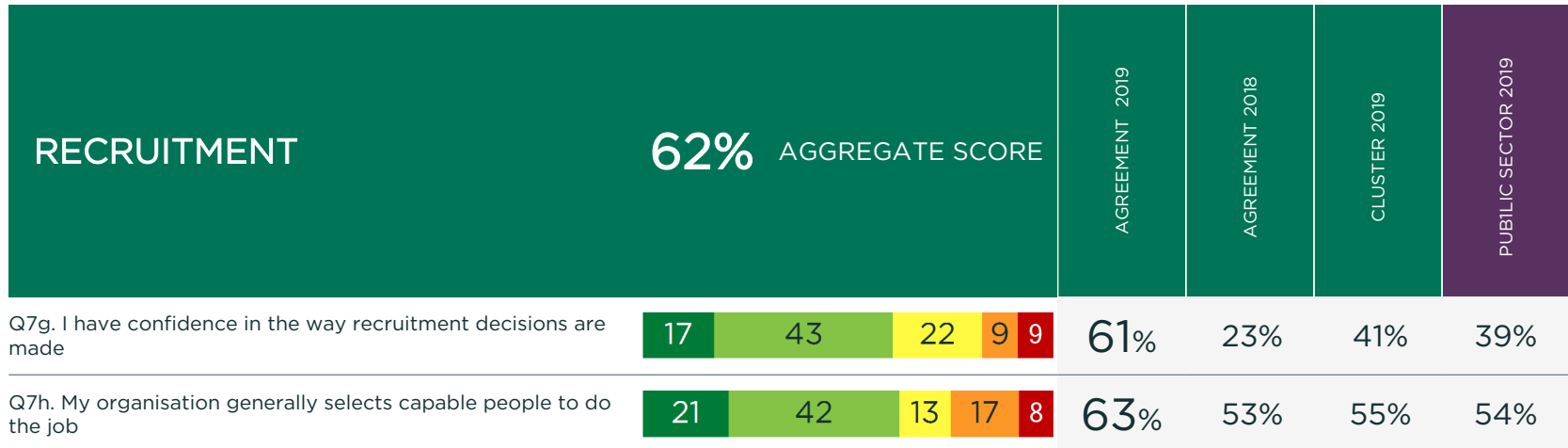


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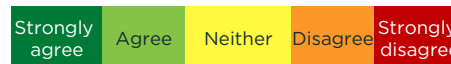
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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**47%** 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		54%	54%	65%	66%
Q3e. My performance is assessed against clear criteria		33%	32%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		33%	43%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		83%	64%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		29%	42%	47%	48%
Q7f. My organisation is committed to developing its employees		46%	31%	51%	53%

KEY





## EXPLORE THE FULL RESULTS

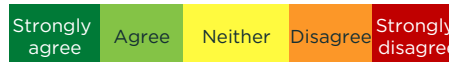
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WORKPLACE SUPPORT	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q1b. I am provided with the support I need to do my best at work	25	38	17	17	63%	54%	66%	67%	
Q1f. I am able to keep my work stress at an acceptable level	13	54	17	8	8	67%	54%	62%	61%
Q2c. I receive help and support from other members of my workgroup	46	38	8	8	83%	76%	80%	81%	
Q2d. There is good team spirit in my workgroup	39	35	17		74%	68%	68%	70%	

KEY



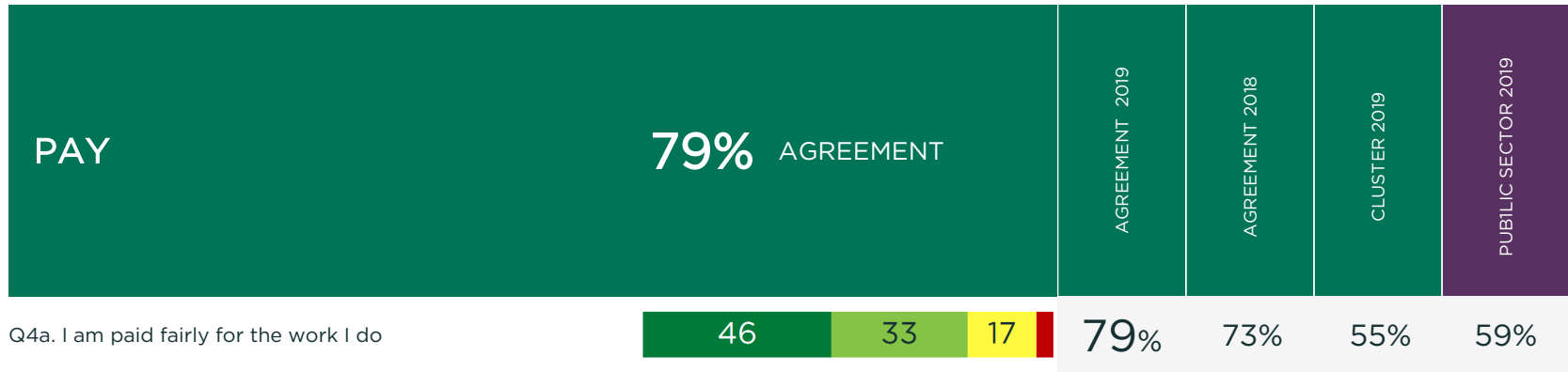


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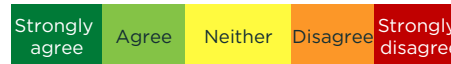
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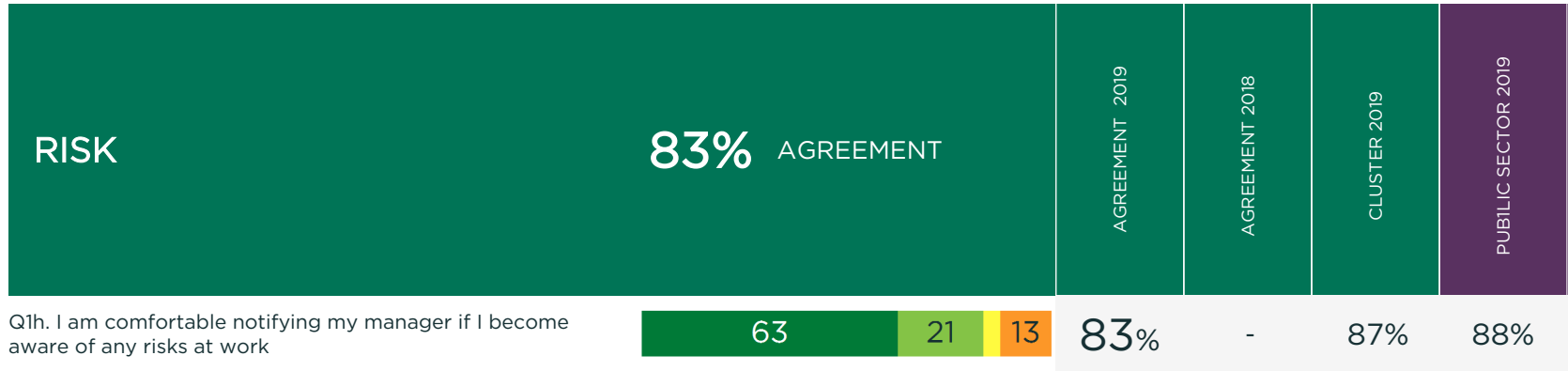


## EXPLORE THE FULL RESULTS

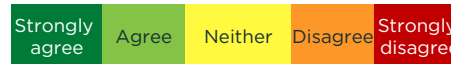
Questions are grouped by topics in this report.

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



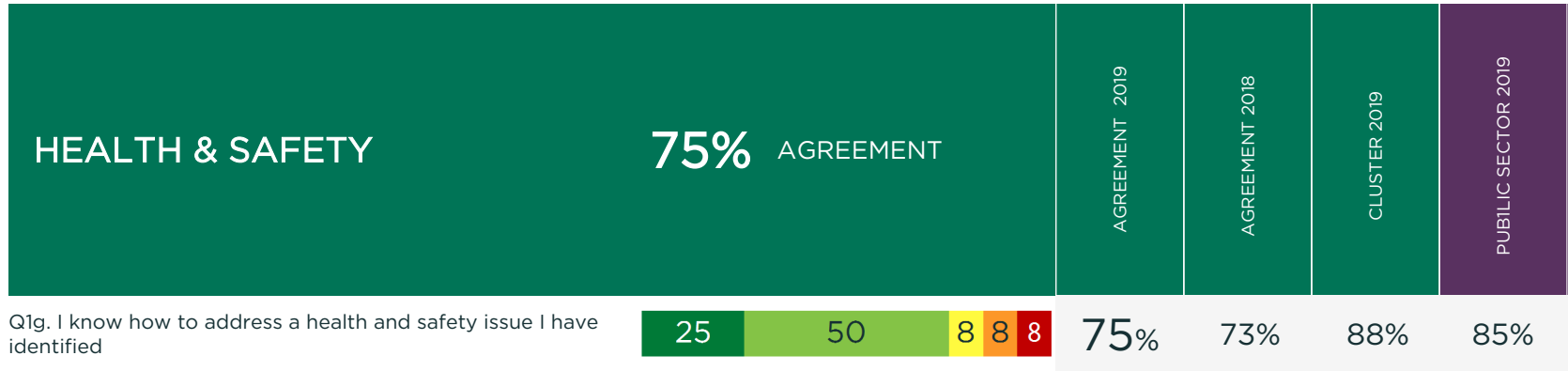


## EXPLORE THE FULL RESULTS

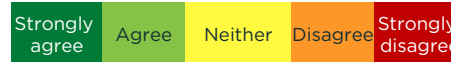
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KEY







## EXPLORE THE FULL RESULTS

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## ACTION ON RESULTS

**52%** AGREEMENT

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



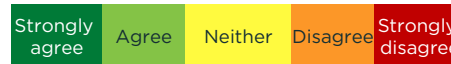
AGREEMENT 2019

AGREEMENT 2018

CLUSTER 2019

PUBLIC SECTOR 2019

KEY



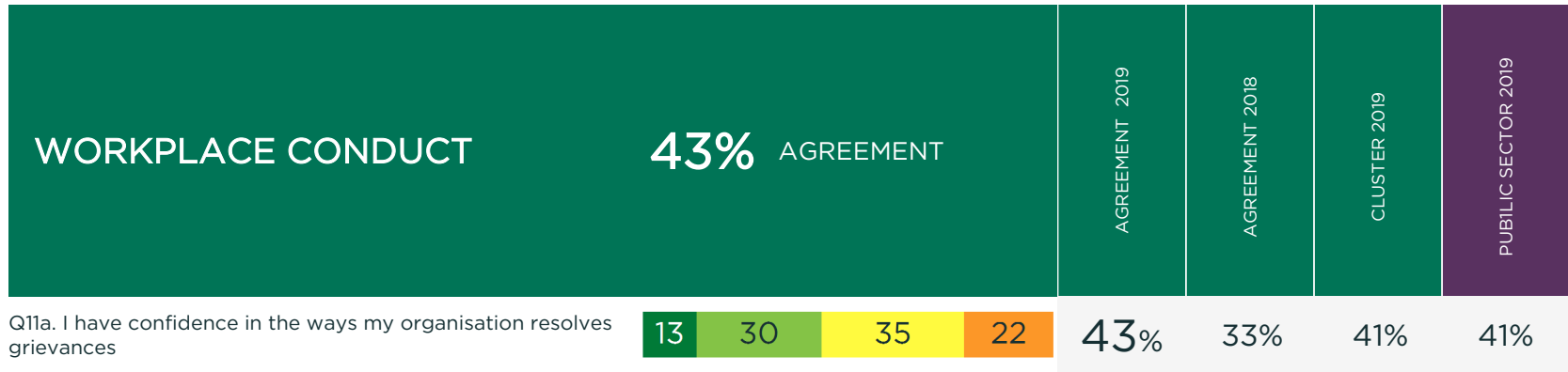


## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY





## WELLBEING AND ENGAGEMENT

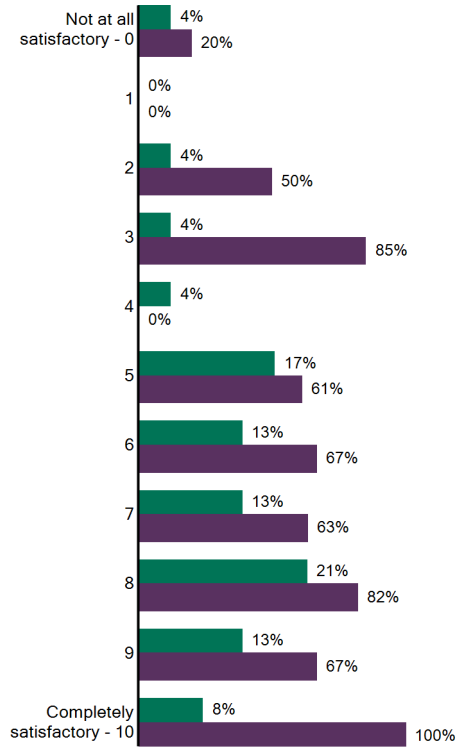
### EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

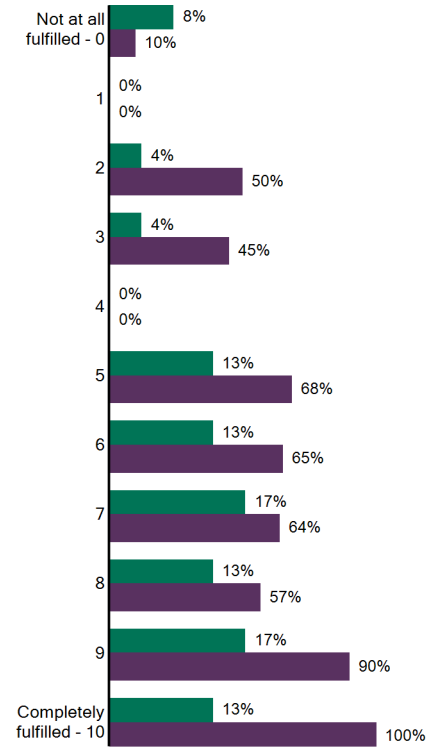
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

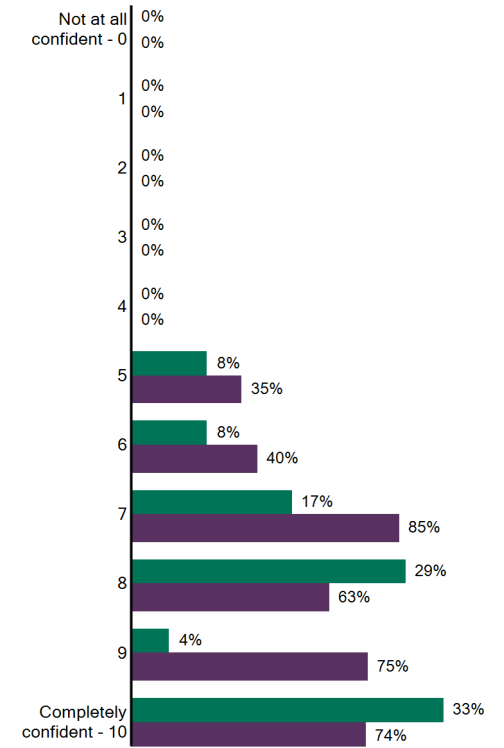
**Q1i.** In general, my sense of wellbeing is.....



**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%

## 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		21%	49%	71%	71%
No		79%	51%	29%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		79%	62%	74%	76%
No		21%	38%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		63%	49%	58%	60%
No		38%	51%	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		46%	44%	40%	41%
No		54%	56%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## MOBILITY

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
There are no major barriers to my career progression		35%	35%	31%	29%
Lack of visible opportunities		30%	30%	29%	29%
Insufficient training and development		22%	11%	15%	15%
Geographic location considerations		17%	14%	22%	25%
The application/recruitment process is too cumbersome or time consuming		17%	19%	17%	22%
Other		17%	14%	8%	9%
Lack of promotion opportunities		13%	30%	26%	28%
Lack of support for temporary assignments/secondments		13%	8%	14%	15%
Personal/family considerations		9%	16%	28%	29%
Lack of required capabilities or experience		9%	3%	10%	11%
Lack of support from my manager/supervisor		4%	19%	14%	13%

% are calculated with the number of unique respondents (N = 23 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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		26%	44%	32%	27%
No		57%	31%	51%	56%
Don't know		17%	25%	17%	17%

**Q12b.** If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes	(r)
No	(r)
Don't know	(r)



## 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		4%	58%	39%	33%
No		74%	28%	52%	57%
Don't know		22%	14%	10%	10%
<b>Q13b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		0%	22%	21%	18%
No		96%	75%	72%	75%
Don't know		4%	3%	7%	7%





## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

## UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

**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

A senior manager (r)

Your immediate manager/supervisor (r)

A fellow worker at your level (r)

A subordinate (r)

A client or customer (r)

A member of the public other than a client or customer (r)

Other (r)

Prefer not to say (r)



## 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%	8%	6%	4%
No	91%	89%	92%	94%
Don't know	9%	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

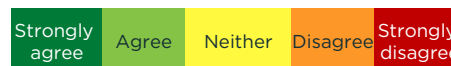
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Results are rounded and may not add up to 100%

HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	39	35	13	13	74%	57%	71%
Q2. In my workplace, we recognise our successes and innovations	35	57			91%	65%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	30	35	9	22	65%	47%	54%
Q4. I have a say in decisions which affect my work	30	35	22	9	65%	46%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	17	48	9	26	65%	57%	67%
Q6. My team's objectives/work plans are clearly outlined	26	35	13	22	61%	54%	66%
Q7. Our objectives/work plans help us to deliver a quality service	22	35	26	17	57%	46%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	26	22	35	13	48%	26%	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		70%	63%
Often		13%	25%
About half the time		4%	7%
Seldom		9%	3%
Never		4%	2%
<b>Q10.</b> In the past 12 months have you experienced racism in the workplace?			
Yes		9%	11%
No		91%	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 CUSTOMISED QUESTIONS	2019	CLUSTER 2019
--------------------------------	------	--------------

**Q10b1. Verbal abuse or harassment**

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



## EXPLORE THE FULL SURVEY RESULTS

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

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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

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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

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

**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

### CUSTOMISED QUESTIONS

2019

CLUSTER 2019

#### Q10b6. Racist material displayed in the workplace

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



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## HEALTH

### CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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




	2019	CLUSTER 2019
Junior Medical Officer	0%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	4%	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	0%	3%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH CUSTOMISED QUESTIONS	2019	CLUSTER 2019
<b>Q11.</b> Which of the following best describes your current role? Please select the most appropriate response from the list below.		
Support Officers	0%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)	0%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)	0%	0%
Administrative and Executive Assistant 	4%	9%
Corporate Services 	4%	3%
Senior Manager/Executive 	9%	2%
Allied Health Professional	0%	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	0%	1%
Hospital Scientist/Biomedical Engineers	0%	1%
Researchers	0%	0%
Data Analyst	4%	1%
Technical Officers/Technical Assistant	0%	2%
Dental Officer, Therapists and Hygienist	0%	0%
Dental Specialist	0%	0%
Dental Assistant	0%	1%



## EXPLORE THE FULL SURVEY RESULTS

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	13%	1%
Project Officer	17%	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	4%	5%
Prefer not to say	39%	7%



# GUIDE TO THIS REPORT

## SURVEY TIME FRAME

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

## PRIVACY

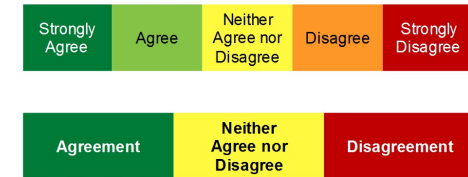
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

## 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.



## 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%.

## MORE DETAILS ABOUT METHODOLOGY

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