



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

NSW Ambulance



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RESPONSE RATE

52%

2,937 OF 5,648 RESPONDENTS

RESPONSE RATE 2018: 46%

EMPLOYEE ENGAGEMENT

61%

DIFFERENCE FROM 2018 -1 (61%)
 DIFFERENCE FROM CLUSTER -4 (65%)
 DIFFERENCE FROM PUBLIC SECTOR -5 (66%)

ENGAGEMENT WITH WORK

68%

DIFFERENCE FROM 2018 -1 (69%)
 DIFFERENCE FROM CLUSTER -4 (73%)
 DIFFERENCE FROM PUBLIC SECTOR -4 (73%)

SENIOR MANAGERS

29%

DIFFERENCE FROM 2018 -2 (31%)
 DIFFERENCE FROM CLUSTER -18 (46%)
 DIFFERENCE FROM PUBLIC SECTOR -21 (50%)

COMMUNICATION

47%

DIFFERENCE FROM 2018 -2 (49%)
 DIFFERENCE FROM CLUSTER -13 (60%)
 DIFFERENCE FROM PUBLIC SECTOR -16 (62%)

HIGH PERFORMANCE

49%

DIFFERENCE FROM 2018 -2 (51%)
 DIFFERENCE FROM CLUSTER -14 (64%)
 DIFFERENCE FROM PUBLIC SECTOR -15 (65%)

PUBLIC SECTOR VALUES

47%

DIFFERENCE FROM 2018 -2 (49%)
 DIFFERENCE FROM CLUSTER -13 (60%)
 DIFFERENCE FROM PUBLIC SECTOR -16 (62%)

DIVERSITY & INCLUSION

56%

DIFFERENCE FROM 2018 -1 (57%)
 DIFFERENCE FROM CLUSTER -10 (67%)
 DIFFERENCE FROM PUBLIC SECTOR -13 (69%)

FLEXIBLE WORKING SATISFACTION

39%

DIFFERENCE FROM 2018 -2 (42%)
 DIFFERENCE FROM CLUSTER -18 (58%)
 DIFFERENCE FROM PUBLIC SECTOR -20 (59%)

ACTION ON RESULTS

25%

DIFFERENCE FROM 2018 +1 (24%)
 DIFFERENCE FROM CLUSTER -15 (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
1a. I understand what is expected of me to do well in my role	91%	92%
1g. I know how to address a health and safety issue I have identified	83%	85%
1h. I am comfortable notifying my manager if I become aware of any risks at work	81%	-
2a. My workgroup strives to achieve customer/client satisfaction	80%	82%
1c. My job gives me a feeling of personal accomplishment	79%	78%
2c. I receive help and support from other members of my workgroup	76%	79%
7j. I am proud to tell others I work for my organisation	74%	76%
2b. My workgroup works collaboratively to achieve its objectives	71%	74%
2e. People in my workgroup treat each other with respect	71%	72%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	69%	67%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	20%	22%
7g. I have confidence in the way recruitment decisions are made	21%	21%
6h. I feel that senior managers listen to employees	24%	26%
6d. Senior managers encourage innovation by employees	25%	24%
10a. I believe action will be taken on the results from this survey by my organisation	25%	24%
6g. I feel that senior managers keep employees informed about what's going on	27%	32%
6b. I feel that senior managers effectively lead and manage change	27%	29%
11a. I have confidence in the ways my organisation resolves grievances	27%	27%
7f. My organisation is committed to developing its employees	29%	30%
6a. I believe senior managers provide clear direction for the future of the organisation	30%	32%



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

8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	69%	67%
6i.	Senior managers in my organisation support the career advancement of women	50%	48%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	67%	66%
1c.	My job gives me a feeling of personal accomplishment	79%	78%
10a.	I believe action will be taken on the results from this survey by my organisation	25%	24%
7g.	I have confidence in the way recruitment decisions are made	21%	21%
6d.	Senior managers encourage innovation by employees	25%	24%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

4a.	I am paid fairly for the work I do	36%	43%
6g.	I feel that senior managers keep employees informed about what's going on	27%	32%
7a.	My organisation focuses on improving the work we do	51%	56%
7b.	My organisation is making the necessary improvements to meet our future challenges	32%	37%
3f.	I have received appropriate training and development to do my job well	55%	58%
2b.	My workgroup works collaboratively to achieve its objectives	71%	74%
1b.	I am provided with the support I need to do my best at work	49%	52%
1f.	I am able to keep my work stress at an acceptable level	58%	60%
2c.	I receive help and support from other members of my workgroup	76%	79%
7c.	I feel that change is managed well in my organisation	20%	22%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



Q7i. My organisation motivates me to help it achieve its objectives



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



Q7i. My organisation motivates me to help it achieve its objectives



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



Q7i. My organisation motivates me to help it achieve its objectives



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



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: 2937

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	59	Senior Executive (ongoing/permanent or term)	1	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	81
Female	40	Ongoing/Permanent (other than senior executive)	94	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)	3
Other	1	Temporary (including temporary teachers and graduates)	1	Administrative support (e.g. executive/personal assistant, receptionist)	2
Age	Survey %	Casual	1	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5
15 - 34 years	30	Contract – Non Executive	1	Policy	0
35 - 54 years	57	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	0	Research	0
55+ years	13	Other	1	Program and project management support	1
LOTE spoken at home	Survey %	Don't know	1	Legal (including developing and/or reviewing legislation)	0
Yes	7	Manager of managers	Survey %	Other	7
No	90	Yes	10	Organisation Tenure	Survey %
Prefer not to say	3	No	90	Less than 1 year	6
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	7
Yes	3	Yes	40	2 - 5 years	15
No	93	No	60	5 - 10 years	19
Prefer not to say	4	Working arrangement	Survey %	10 - 20 years	31
Disability	Survey %	Full-time	93	More than 20 years	23
Yes	2	Part-time	7	Salary	Survey %
No	95	LGBTI	Survey %	\$83,402 and below	27
Prefer not to say	3	Yes	7	\$83,403 - \$108,043	34
LGBTI	Survey %	No	89	\$108,044 - \$144,520	25
Yes	7	Prefer not to say	4	\$144,521 and above	7
No	89			Prefer not to say	7
Prefer not to say	4				

Results are rounded and may not add up to 100%



WHAT'S NEXT?

Sector employees have given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

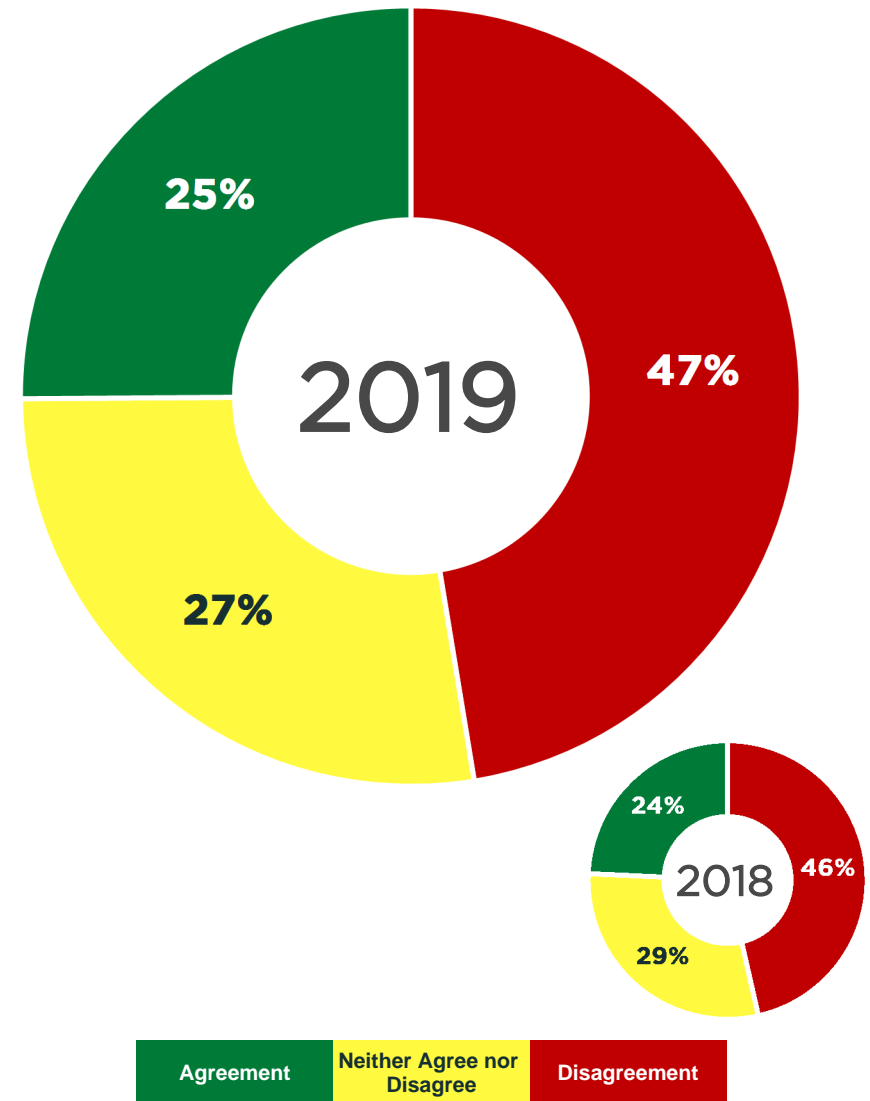
Results are rounded and may not add up to 100%

25%

of employees replied favourably to:

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

39%	40%	24%
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	29%	30%	51%	53%
2	Q6b. I feel that senior managers effectively lead and manage change	27%	29%	44%	47%
3	Q7a. My organisation focuses on improving the work we do	51%	56%	67%	69%
4	Q6c. I feel that senior managers model the values of my organisation	33%	34%	48%	52%
5	Q6a. I believe senior managers provide clear direction for the future of the organisation	30%	32%	47%	51%
6	Q6h. I feel that senior managers listen to employees	24%	26%	40%	44%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Ambulance

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

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

	NSW Ambulance	Aeromedical Operations	Central Coast Zone	Central West Zone 1	Central West Zone 2	Clinical Operations Management	Control Division	Counter Terrorism & Emergency Management	Hunter Zone 1	Hunter Zone 2	Illawarra Zone	Mid North Coast Zone	Murrumbidgee Zone	Nepean/ Blue Mountain Zone
NUMBER OF RESPONDENTS	2937	137	107	106	114	27	210	19	119	76	133	118	114	74
EMPLOYEE ENGAGEMENT	61%	73%	59%	49%	72%	74%	61%	57%	51%	48%	58%	60%	55%	56%
ENGAGEMENT WITH WORK	68%	82%	68%	60%	82%	78%	65%	63%	58%	56%	68%	64%	66%	67%
SENIOR MANAGERS	29%	57%	23%	18%	48%	55%	30%	27%	18%	14%	21%	23%	29%	20%
COMMUNICATION	47%	67%	39%	37%	62%	62%	46%	36%	36%	36%	40%	47%	44%	42%
HIGH PERFORMANCE	49%	72%	43%	41%	63%	61%	50%	43%	41%	34%	45%	48%	48%	42%
PUBLIC SECTOR VALUES	47%	67%	40%	35%	61%	67%	46%	40%	38%	35%	41%	44%	44%	39%
DIVERSITY & INCLUSION	56%	68%	50%	48%	71%	72%	57%	56%	46%	41%	51%	57%	51%	52%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Ambulance

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

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

	NSW Ambulance	New England Zone	Northern NSW Zone	Northern Sydney Zone	South Eastern Sydney Zone	South Western Sydney Zone 1	South Western Sydney Zone 2	Southern NSW Zone	State Headquarter and Other Ambulance	Sydney Zone	Western Sydney Zone
NUMBER OF RESPONDENTS	2937	123	147	137	183	118	120	161	303	122	153
EMPLOYEE ENGAGEMENT	61%	60%	53%	59%	65%	60%	63%	56%	65%	60%	69%
ENGAGEMENT WITH WORK	68%	72%	56%	68%	79%	69%	72%	64%	64%	70%	82%
SENIOR MANAGERS	29%	27%	17%	26%	27%	24%	31%	22%	36%	30%	36%
COMMUNICATION	47%	48%	31%	43%	49%	43%	49%	40%	54%	45%	65%
HIGH PERFORMANCE	49%	53%	36%	47%	51%	47%	51%	45%	53%	51%	61%
PUBLIC SECTOR VALUES	47%	48%	36%	46%	49%	43%	49%	41%	52%	49%	61%
DIVERSITY & INCLUSION	56%	53%	44%	51%	61%	53%	53%	50%	65%	57%	72%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	61% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	12	42	26	13	8	53%	54%	61%	62%
Q7j. I am proud to tell others I work for my organisation	29	45	17			74%	76%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	23	40	21	10		63%	63%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	10	29	30	20	11	40%	40%	54%	56%
Q7m. My organisation inspires me to do the best in my job	11	31	29	19	10	42%	43%	55%	56%

KEY



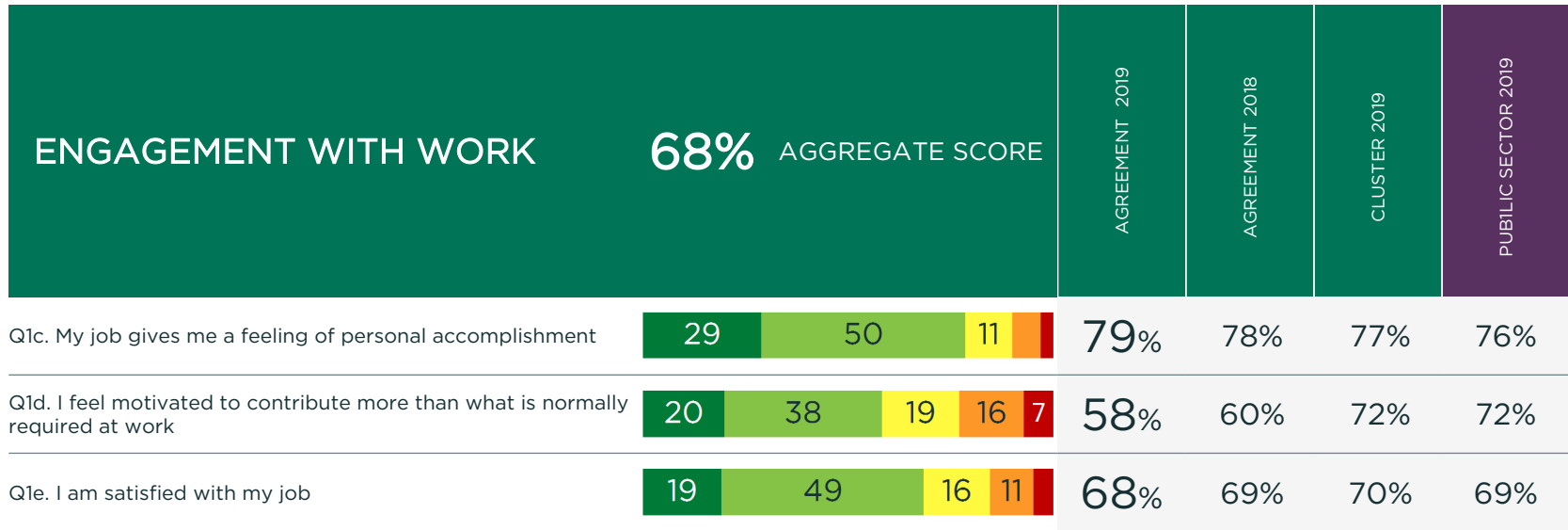


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KEY





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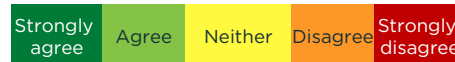
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SENIOR MANAGERS	29% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q6a. I believe senior managers provide clear direction for the future of the organisation	24	26	26	18	30%	32%	47%	51%	
Q6b. I feel that senior managers effectively lead and manage change	21	27	26	20	27%	29%	44%	47%	
Q6c. I feel that senior managers model the values of my organisation	8	26	26	20	20	33%	34%	48%	52%
Q6d. Senior managers encourage innovation by employees	20	30	26	20	25%	24%	47%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	27	34	19	15	33%	34%	48%	53%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	8	33	29	16	14	41%	43%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	22	23	26	24	27%	32%	44%	48%	
Q6h. I feel that senior managers listen to employees	19	24	24	27	24%	26%	40%	44%	
Q7c. I feel that change is managed well in my organisation	16	25	34	22	20%	22%	43%	42%	

KEY





EXPLORE THE FULL RESULTS

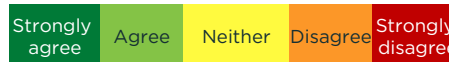
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Results are rounded and may not add up to 100%

COMMUNICATION	47% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	21	42	17	13	9	62%	64%	70%	72%
Q5d. My manager encourages and values employee input	21	39	19	13	8	60%	62%	70%	73%
Q5e. My manager involves my workgroup in decisions about our work	17	33	21	18	11	50%	53%	66%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	22	23	26	24		27%	32%	44%	48%
Q6h. I feel that senior managers listen to employees	19	24	24	27		24%	26%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	44	21	14	8	57%	57%	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				49% 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	37	54				91%	92%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	23	48	15	10		71%	74%	79%	79%
Q3f. I have received appropriate training and development to do my job well	10	44	20	17	9	55%	58%	70%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	18	41	21	14	7	59%	59%	72%	75%
Q5f. I have confidence in the decisions my manager makes	19	36	22	12	11	56%	57%	66%	69%
Q6d. Senior managers encourage innovation by employees	20	30	26	20		25%	24%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	27	34	19	15		33%	34%	48%	53%
Q7a. My organisation focuses on improving the work we do	9	42	24	17	8	51%	56%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	26	24	27	18		32%	37%	54%	57%

KEY



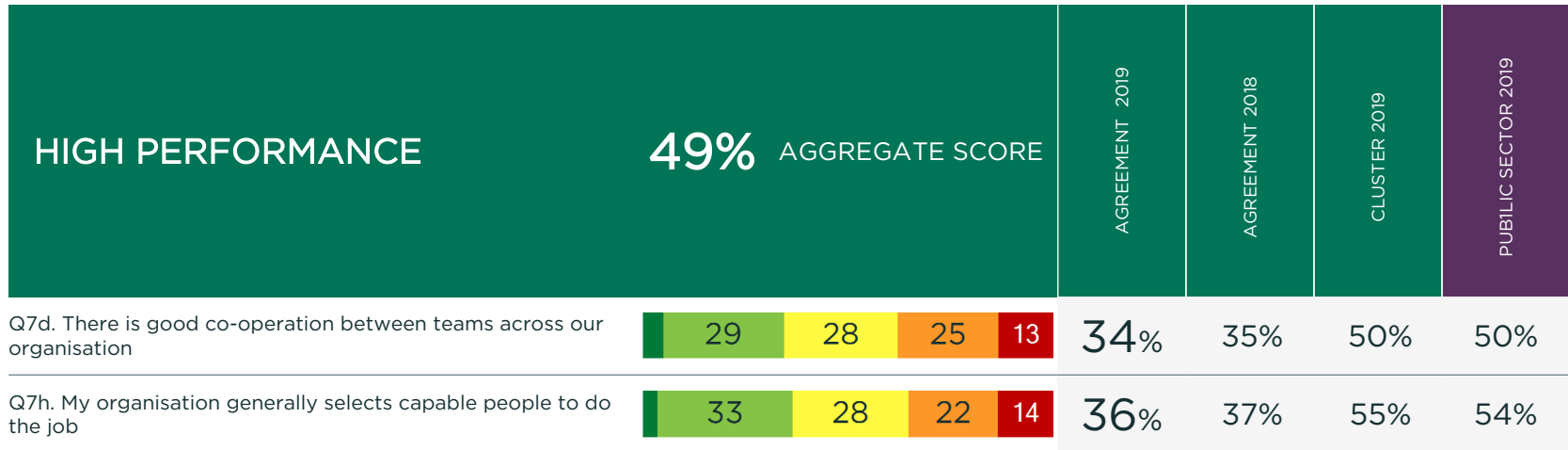


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KEY





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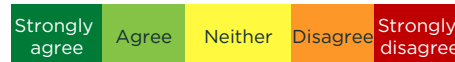
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	47% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q2a. My workgroup strives to achieve customer/client satisfaction	26	54	12		80%	82%	87%	86%
Q2e. People in my workgroup treat each other with respect	24	47	15	10	71%	72%	72%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	18	41	21	14	7	59%	59%	72%	75%
Q5b. My manager listens to what I have to say	23	45	15	11		67%	68%	74%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation		24	26	26	18	30%	32%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	8	26	26	20	20	33%	34%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	8	33	29	16	14	41%	43%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on		22	23	26	24	27%	32%	44%	48%
Q6h. I feel that senior managers listen to employees		19	24	24	27	24%	26%	40%	44%

KEY



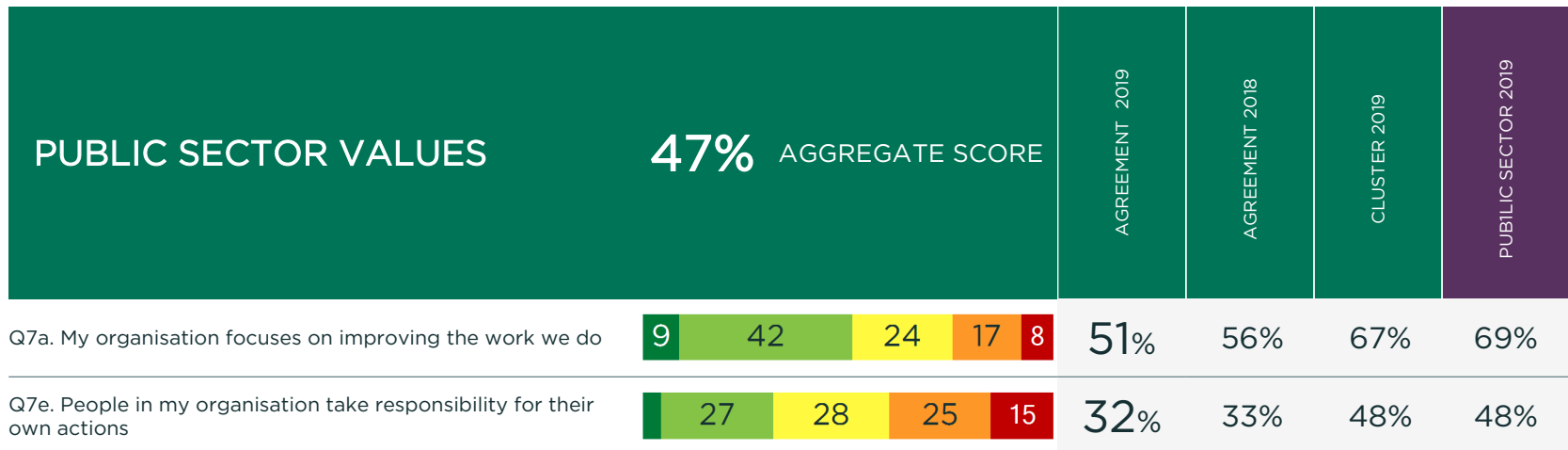


EXPLORE THE FULL RESULTS

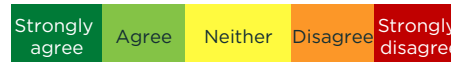
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Results are rounded and may not add up to 100%



KEY





EXPLORE THE FULL RESULTS

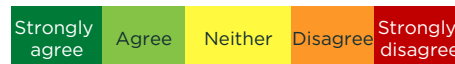
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	56% 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	11	38	20	21	9	49%	52%	66%	67%
Q5b. My manager listens to what I have to say	23	45	15	11		67%	68%	74%	76%
Q5d. My manager encourages and values employee input	21	39	19	13	8	60%	62%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	15	36	34		9	50%	48%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	16	50	21	7		67%	66%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	20	49	19	8		69%	67%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	44	21	14	8	57%	57%	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>	10	29	29	17	15	39%	42%	58%	59%
Q8e. My manager supports flexible working in my team	13	33	29	12	12	46%	49%	61%	63%

KEY



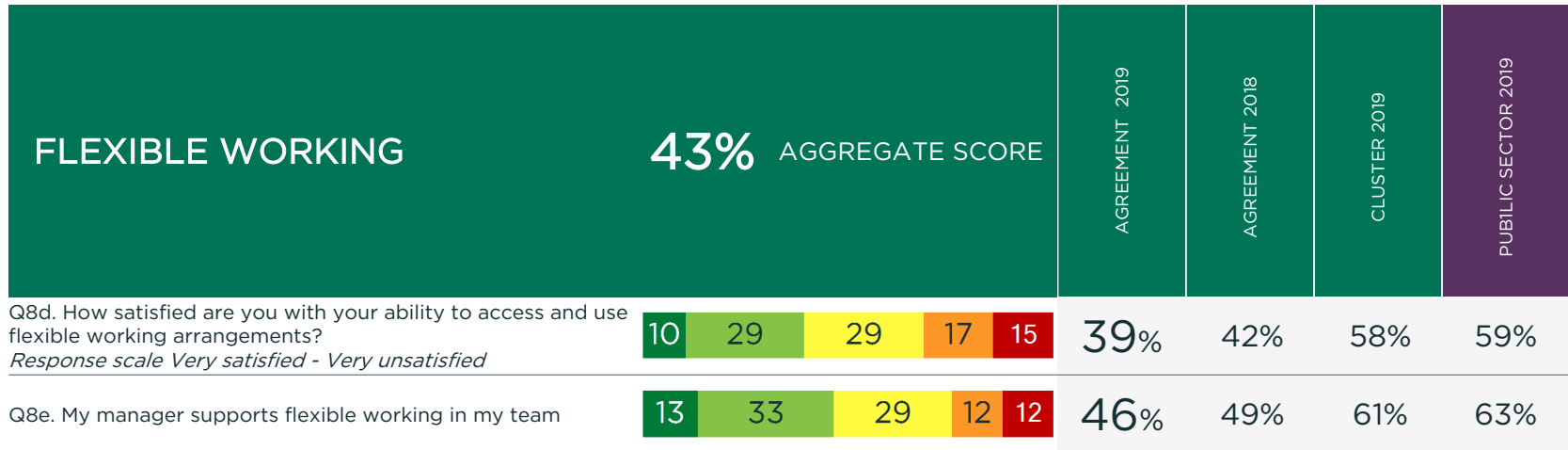


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



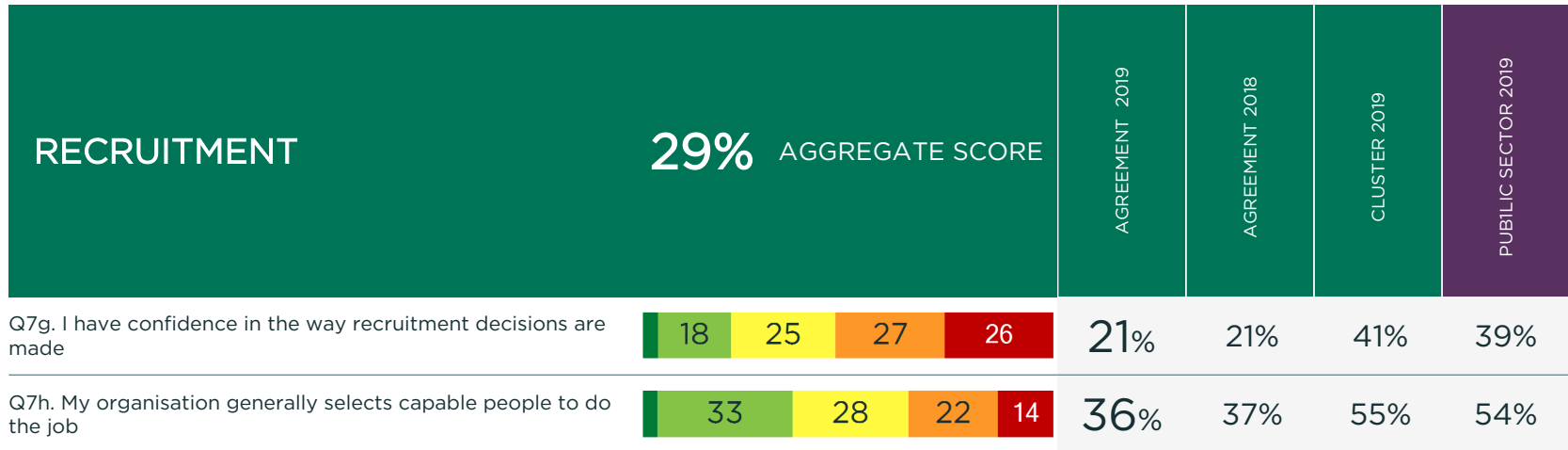


EXPLORE THE FULL RESULTS

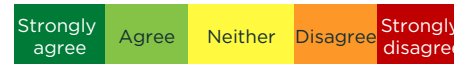
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KEY





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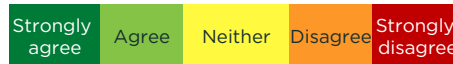
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

39% 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	13	34	19	22	12	47%	47%	65%	66%
Q3e. My performance is assessed against clear criteria	9	31	27	22	11	40%	41%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		25	21	23	24	32%	33%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	19	34	20	15	12	53%	54%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly	11	24	28	19	17	35%	35%	47%	48%
Q7f. My organisation is committed to developing its employees		24	27	25	19	29%	30%	51%	53%

KEY





EXPLORE THE FULL RESULTS

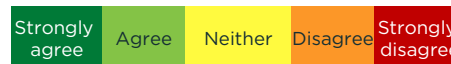
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WORKPLACE SUPPORT	62% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	11	38	20	21	9	49%	52%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	11	46	19	16	8	58%	60%	62%	61%
Q2c. I receive help and support from other members of my workgroup	26	50	13	8		76%	79%	80%	81%
Q2d. There is good team spirit in my workgroup	24	42	15	13		65%	66%	68%	70%

KEY



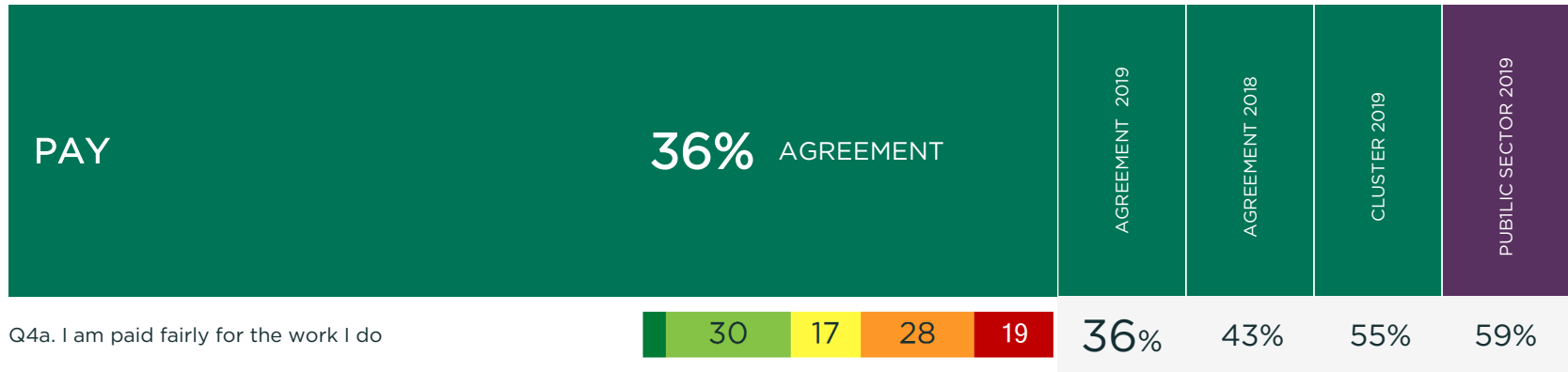


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KEY



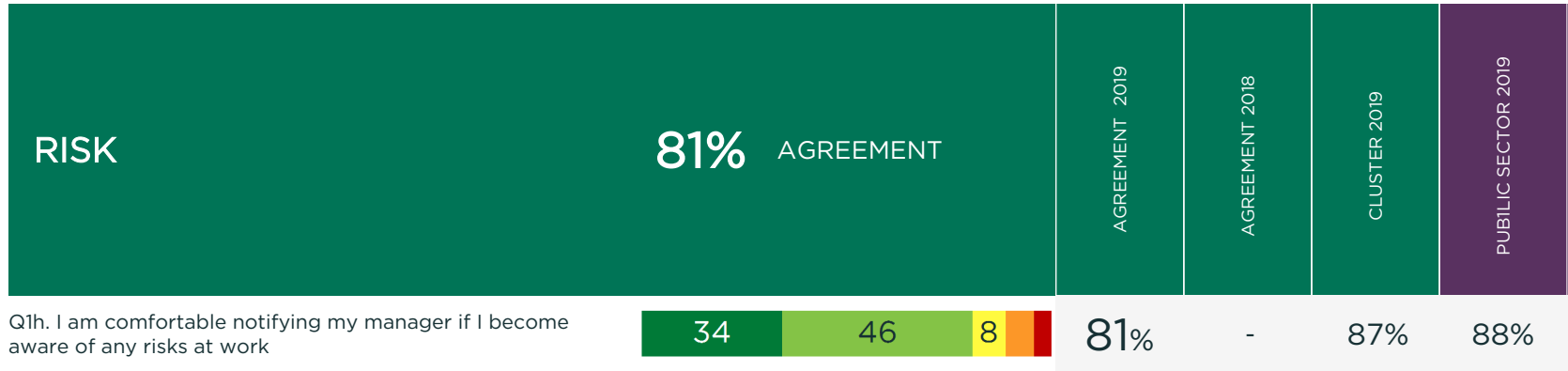


EXPLORE THE FULL RESULTS

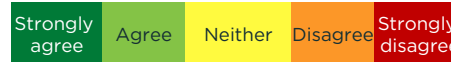
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KEY





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HEALTH & SAFETY

83% AGREEMENT

Q1g. I know how to address a health and safety issue I have identified



KEY





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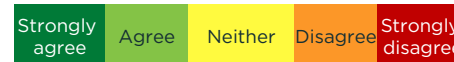
ACTION ON RESULTS

25% AGREEMENT

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



KEY



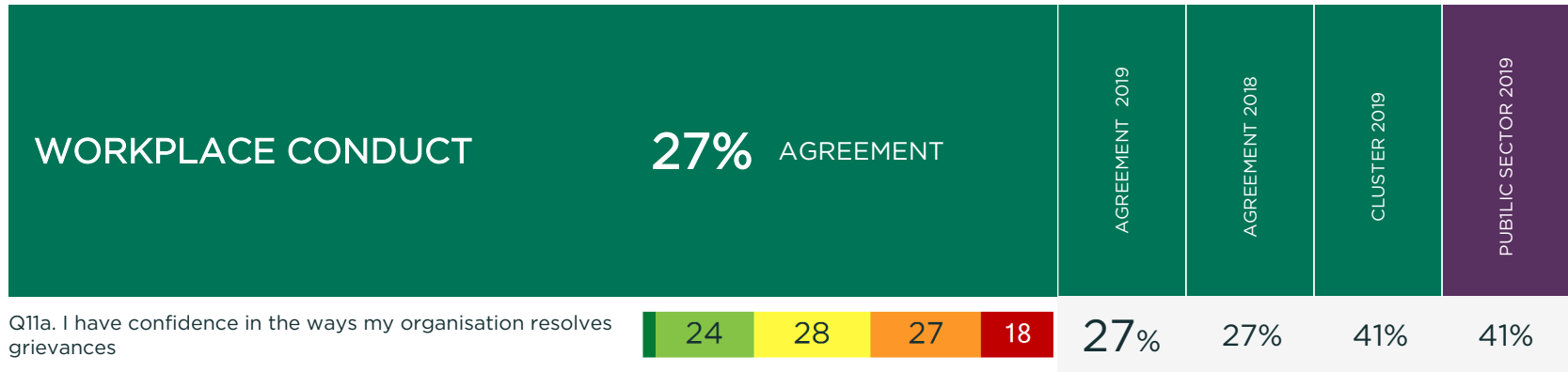


EXPLORE THE FULL RESULTS

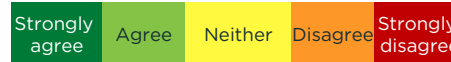
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Results are rounded and may not add up to 100%



KEY





WELLBEING AND ENGAGEMENT

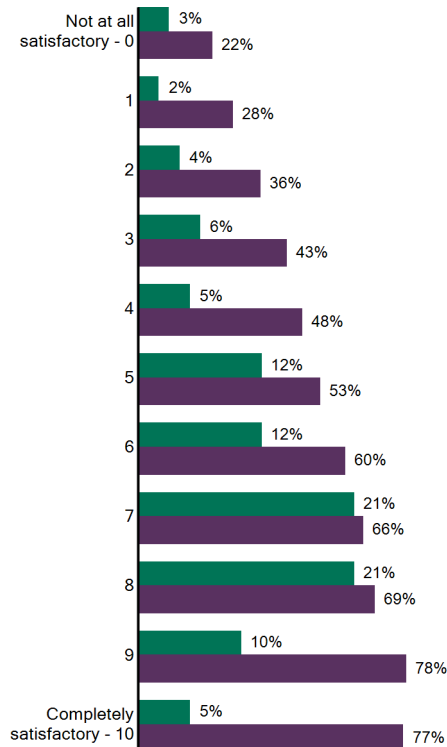
EXPLORE THE FULL RESULTS

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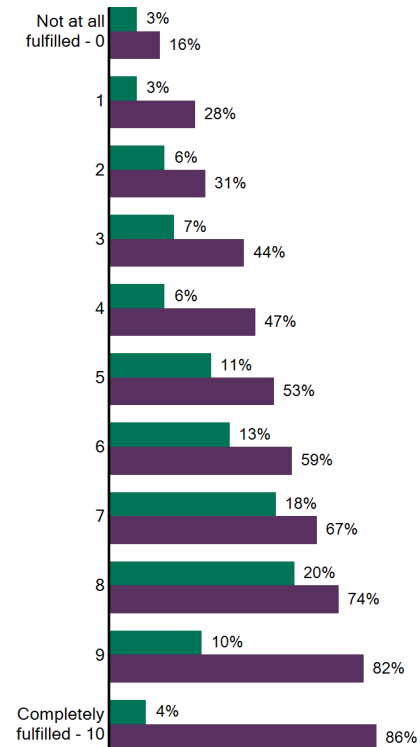
This compares Wellbeing to Engagement.

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



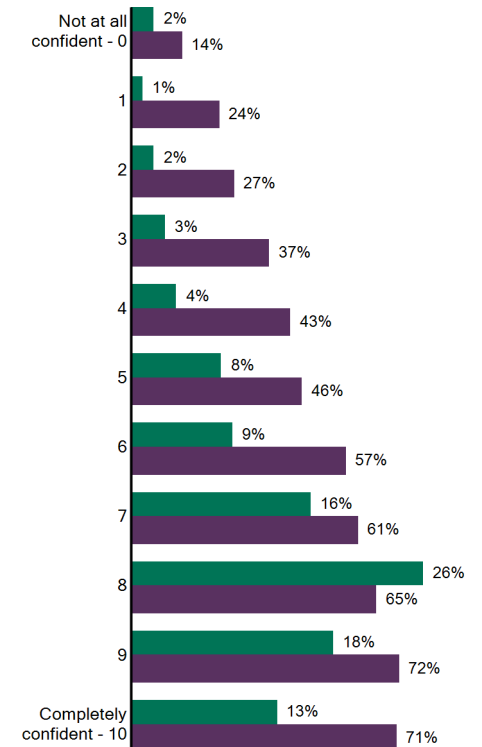
Proportion of respondents answering each response option

Q1j. I find my life at work fulfilling



Employee engagement score

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





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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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		74%	59%	71%	71%
No		26%	41%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		60%	61%	74%	76%
No		40%	39%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		37%	30%	58%	60%
No		63%	70%	42%	40%



EXPLORE THE FULL RESULTS

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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		32%	34%	40%	41%
No		68%	66%	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
Geographic location considerations		44%	43%	22%	25%
Personal/family considerations		40%	38%	28%	29%
Lack of promotion opportunities		35%	38%	26%	28%
Lack of visible opportunities		33%	35%	29%	29%
Insufficient training and development		30%	30%	15%	15%
The application/recruitment process is too cumbersome or time consuming		27%	31%	17%	22%
Lack of support for temporary assignments/secondments		25%	26%	14%	15%
Lack of support from my manager/supervisor		21%	21%	14%	13%
There are no major barriers to my career progression		16%	20%	31%	29%
Lack of required capabilities or experience		15%	14%	10%	11%
Other		8%	8%	8%	9%

% are calculated with the number of unique respondents (N = 2,873 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		41%	37%	32%	27%
No		45%	48%	51%	56%
Don't know		13%	15%	17%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		63%	67%	67%	65%
No		34%	32%	30%	32%
Don't know		3%	2%	4%	4%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		41%	42%	39%	33%
No		52%	52%	52%	57%
Don't know		7%	6%	10%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		25%	25%	21%	18%
No		70%	71%	72%	75%
Don't know		5%	4%	7%	7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A fellow worker at your level		27%	23%	31%	27%
A senior manager		26%	25%	18%	21%
Your immediate manager/supervisor		23%	26%	23%	23%
A subordinate		8%	8%	6%	7%
Prefer not to say		7%	10%	12%	13%
A client or customer		4%	2%	2%	3%
Other		3%	5%	6%	5%
A member of the public other than a client or customer		1%	2%	1%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	16%	15%	6%	4%
No	82%	83%	92%	94%
Don't know	2%	1%	2%	2%

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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A person at work	16%	14%	29%	38%
A member of the public	81%	81%	51%	36%
Other	2%	3%	15%	19%
Prefer not to say	1%	3%	6%	7%



EXPLORE THE FULL RESULTS

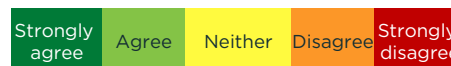
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HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace		53%	57%	71%
Q2. In my workplace, we recognise our successes and innovations		44%	49%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers		33%	37%	54%
Q4. I have a say in decisions which affect my work		28%	34%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made		57%	61%	67%
Q6. My team's objectives/work plans are clearly outlined		54%	55%	66%
Q7. Our objectives/work plans help us to deliver a quality service		53%	56%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months		39%	38%	45%

KEY





EXPLORE THE FULL SURVEY RESULTS

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HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q9. How often do you feel culturally safe in the workplace?			
Always		58%	63%
Often		28%	25%
About half the time		8%	7%
Seldom		4%	3%
Never		2%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		11%	11%
No		89%	89%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

		2019	CLUSTER 2019
A senior manager		8%	8%
Your immediate manager / supervisor		11%	10%
A fellow worker at your level		30%	25%
A subordinate / worker below your level		3%	6%
A client or patient		28%	25%
A member of the public other than a client or patient		7%	4%
Other		2%	5%
Prefer not to say		11%	16%



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HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q10b1. Verbal abuse or harassment			
Never		33%	36%
Once		12%	15%
Twice		12%	13%
3-5 times		19%	16%
More than 5 times		24%	20%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b2. Other abuse or harassment

		2019	CLUSTER 2019
Never		50%	50%
Once		13%	13%
Twice		10%	10%
3-5 times		10%	12%
More than 5 times		18%	15%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b3. Racial jokes or slurs, imitating accent

Never		20%	30%
Once		10%	15%
Twice		11%	15%
3-5 times		18%	19%
More than 5 times		42%	21%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b4. Exclusion or avoidance in the workplace

		2019	CLUSTER 2019
Never		63%	50%
Once		6%	11%
Twice		10%	10%
3-5 times		9%	13%
More than 5 times		13%	16%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b5. Exclusion from employment opportunities

		2019	CLUSTER 2019
Never		68%	65%
Once		7%	10%
Twice		10%	8%
3-5 times		5%	8%
More than 5 times		9%	10%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b6. Racist material displayed in the workplace

Frequency	2019	CLUSTER 2019
Never	88%	86%
Once	5%	5%
Twice	3%	3%
3-5 times	1%	2%
More than 5 times	3%	4%



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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

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



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

	2019	CLUSTER 2019
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	2%	9%
Corporate Services	2%	3%
Senior Manager/Executive	2%	2%
Allied Health Professional	3%	11%
Allied Health Assistant	0%	1%
Health Education, Health Promotion and Health Protection	0%	1%
Counsellor, Welfare Support	0%	0%



EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

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



EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

	2019	CLUSTER 2019
Trainee Dental Assistant	0%	0%
Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOO, OCO, SOCO, SO, PTO)	73%	3%
Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre Manager)	2%	0%
Project Director	0%	0%
Project Manager	0%	1%
Project Officer	0%	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%



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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

	2019	CLUSTER 2019
Warehouse staff	0%	0%
Tradesperson	0%	1%
Apprentice Trade Worker and Trade Assistant	0%	0%
Trainee	1%	0%
Volunteer	0%	0%
Other job role	5%	5%
Prefer not to say	4%	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		59%
Female		40%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		4%
25-29		12%
30-34		14%
35-39		13%
40-44		15%
45-49		16%
50-54		13%
55-59		9%
60-64		3%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

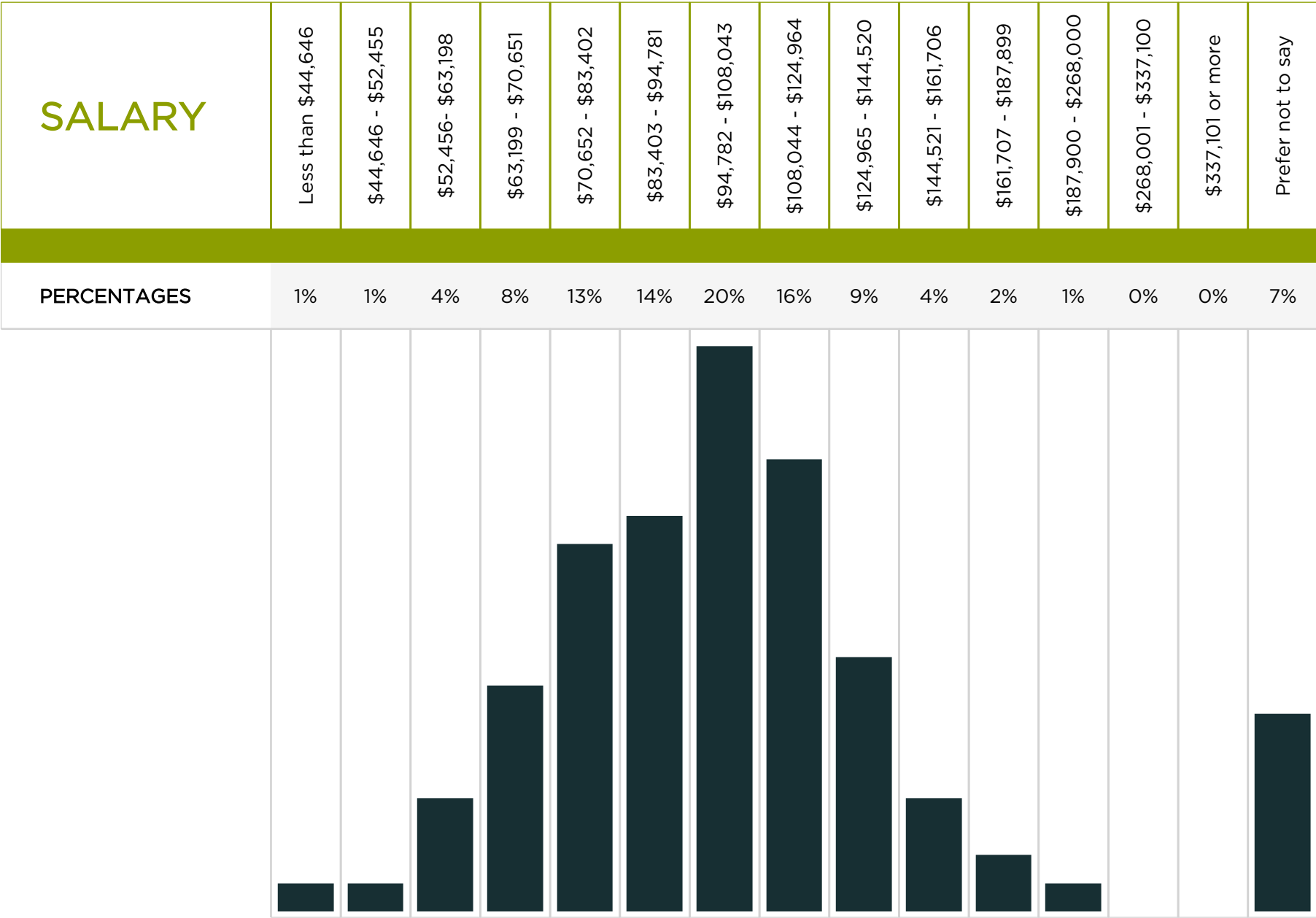
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	81%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	3%
Administrative support (e.g. executive/personal assistant, receptionist)	2%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	0%
Research	0%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

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		6%
1 - 2 years		7%
2 - 5 years		15%
5 - 10 years		19%
10 - 20 years		31%
More than 20 years		23%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		60%
Flexible start and finish times		17%
Working from different locations		12%
Flexible scheduling for rostered workers		11%
Working additional hours to make up for time off		11%
Working from home		7%
Part-time work		6%

% are calculated with the number of unique respondents (N = 2,699 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Leave without pay	3%
Other	3%
Study leave	2%
Job sharing	1%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 2,699 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%

	NSW Ambulance	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	2937	2219	90	42	134	9	5	35	2	194
EMPLOYEE ENGAGEMENT	61%	59%	65%	67%	67%	(r)	(r)	63%	(r)	62%
ENGAGEMENT WITH WORK	68%	69%	74%	67%	65%	(r)	(r)	51%	(r)	65%
SENIOR MANAGERS	29%	27%	32%	41%	42%	(r)	(r)	26%	(r)	34%
COMMUNICATION	47%	45%	46%	64%	58%	(r)	(r)	48%	(r)	52%
HIGH PERFORMANCE	49%	48%	53%	59%	57%	(r)	(r)	48%	(r)	50%
PUBLIC SECTOR VALUES	47%	46%	49%	57%	55%	(r)	(r)	46%	(r)	48%
DIVERSITY & INCLUSION	56%	54%	62%	73%	68%	(r)	(r)	55%	(r)	60%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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%

	NSW Ambulance	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	2937	23	19	113	221	350	388	550	427	255	103	47	21	3
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	64%	62%	59%	57%	58%	61%	64%	65%	73%	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	70%	72%	67%	65%	65%	68%	73%	77%	74%	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	40%	34%	23%	25%	25%	30%	34%	34%	58%	(r)	(r)
COMMUNICATION	47%	(r)	(r)	52%	49%	42%	41%	46%	48%	52%	51%	67%	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	57%	53%	46%	46%	47%	49%	53%	55%	65%	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	56%	50%	42%	43%	45%	46%	50%	51%	68%	(r)	(r)
DIVERSITY & INCLUSION	56%	(r)	(r)	60%	58%	51%	52%	56%	56%	61%	62%	72%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
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RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	2937	6	194
EMPLOYEE ENGAGEMENT	61%	(r)	59%
ENGAGEMENT WITH WORK	68%	(r)	66%
SENIOR MANAGERS	29%	(r)	21%
COMMUNICATION	47%	(r)	43%
HIGH PERFORMANCE	49%	(r)	44%
PUBLIC SECTOR VALUES	47%	(r)	41%
DIVERSITY & INCLUSION	56%	(r)	52%

KEY

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RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	2937	154	182	396	527	831	619
EMPLOYEE ENGAGEMENT	61%	76%	68%	64%	60%	56%	58%
ENGAGEMENT WITH WORK	68%	85%	78%	74%	69%	63%	64%
SENIOR MANAGERS	29%	56%	34%	31%	27%	25%	25%
COMMUNICATION	47%	69%	50%	52%	45%	43%	43%
HIGH PERFORMANCE	49%	72%	56%	55%	48%	45%	45%
PUBLIC SECTOR VALUES	47%	71%	52%	51%	45%	43%	43%
DIVERSITY & INCLUSION	56%	74%	61%	60%	54%	52%	54%

KEY

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RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	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	2937	446	161	284	293	164	34	321	182	8	75	65	71	1609
EMPLOYEE ENGAGEMENT	61%	69%	69%	68%	68%	61%	57%	67%	71%	(r)	68%	72%	64%	57%
ENGAGEMENT WITH WORK	68%	76%	79%	76%	76%	68%	54%	75%	74%	(r)	75%	78%	68%	65%
SENIOR MANAGERS	29%	42%	40%	39%	34%	26%	16%	38%	44%	(r)	36%	50%	31%	24%
COMMUNICATION	47%	61%	60%	58%	54%	45%	49%	56%	64%	(r)	56%	68%	49%	41%
HIGH PERFORMANCE	49%	60%	59%	58%	56%	49%	44%	57%	62%	(r)	58%	66%	52%	45%
PUBLIC SECTOR VALUES	47%	59%	58%	56%	54%	47%	40%	56%	61%	(r)	53%	64%	50%	42%
DIVERSITY & INCLUSION	56%	74%	73%	71%	68%	61%	57%	70%	77%	(r)	65%	73%	61%	49%

*multiple types may be chosen.

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	Sydney East	Sydney West	Sydney - Inner West	Sydney - City and Inner South	Sydney - Inner South West	Newcastle and Lake Macquarie	Far West and Orana	Illawarra	New England and North West	Central Coast	Capital Region	Central West	Richmond - Tweed
NUMBER OF RESPONDENTS	2937	811	294	300	191	158	153	128	99	97	87	86	80	74
EMPLOYEE ENGAGEMENT	61%	65%	63%	66%	63%	71%	56%	71%	60%	63%	60%	56%	50%	55%
ENGAGEMENT WITH WORK	68%	73%	72%	69%	74%	82%	62%	82%	68%	77%	70%	64%	58%	64%
SENIOR MANAGERS	29%	36%	29%	38%	33%	49%	20%	48%	30%	32%	23%	20%	19%	16%
COMMUNICATION	47%	53%	53%	54%	48%	63%	38%	62%	47%	51%	40%	39%	39%	35%
HIGH PERFORMANCE	49%	55%	52%	55%	53%	65%	42%	63%	52%	55%	43%	44%	41%	41%
PUBLIC SECTOR VALUES	47%	53%	50%	53%	49%	63%	38%	61%	48%	51%	41%	40%	37%	37%
DIVERSITY & INCLUSION	56%	62%	61%	65%	59%	66%	49%	72%	59%	54%	52%	51%	49%	43%

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

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	Sydney - North Sydney and Hornsby	Mid North Coast	Sydney - Parramatta	Riverina	Sydney - South West	Sydney - Outer West and Blue Mountains	Coffs Harbour - Grafton	Sydney - Blacktown	Hunter Valley exc Newcastle	Southern Highlands and Shoalhaven	Sydney - Outer South West	Murray	Sydney - Eastern Suburbs
NUMBER OF RESPONDENTS	2937	70	62	62	61	60	59	57	54	51	50	46	43	30
EMPLOYEE ENGAGEMENT	61%	58%	62%	68%	63%	61%	55%	58%	69%	51%	57%	57%	60%	68%
ENGAGEMENT WITH WORK	68%	69%	65%	82%	77%	69%	68%	62%	77%	56%	61%	57%	77%	78%
SENIOR MANAGERS	29%	29%	25%	40%	38%	26%	20%	26%	34%	13%	18%	26%	41%	31%
COMMUNICATION	47%	41%	48%	62%	51%	38%	44%	44%	66%	37%	40%	52%	56%	50%
HIGH PERFORMANCE	49%	48%	51%	59%	54%	47%	44%	43%	60%	37%	42%	49%	60%	51%
PUBLIC SECTOR VALUES	47%	46%	48%	61%	51%	41%	41%	41%	59%	36%	42%	46%	58%	53%
DIVERSITY & INCLUSION	56%	52%	59%	67%	59%	53%	56%	52%	73%	42%	52%	53%	67%	58%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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Results are rounded and may not add up to 100%

	NSW Ambulance	Sydney - Northern Beaches	Sydney - Ryde	Sydney - Sutherland	Sydney - Baulkham Hills and Hawkesbury	Outside NSW
NUMBER OF RESPONDENTS	2937	24	21	17	13	0
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	56%	(r)	(r)	(r)	(r)	(r)

KEY

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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	NSW Ambulance	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	2937	3	103	315	391	367	405	435	359	241	84	26
EMPLOYEE ENGAGEMENT	61%	(r)	75%	64%	61%	59%	59%	58%	59%	57%	63%	(r)
ENGAGEMENT WITH WORK	68%	(r)	85%	75%	70%	67%	65%	64%	66%	65%	67%	(r)
SENIOR MANAGERS	29%	(r)	45%	34%	26%	28%	27%	28%	28%	24%	30%	(r)
COMMUNICATION	47%	(r)	63%	51%	48%	46%	45%	44%	47%	41%	43%	(r)
HIGH PERFORMANCE	49%	(r)	68%	54%	50%	48%	48%	46%	48%	44%	51%	(r)
PUBLIC SECTOR VALUES	47%	(r)	64%	52%	46%	46%	46%	45%	45%	42%	46%	(r)
DIVERSITY & INCLUSION	56%	(r)	73%	59%	58%	56%	54%	53%	57%	51%	55%	(r)

KEY

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Results are rounded and may not add up to 100%

	NSW Ambulance	Male	Female	Other
NUMBER OF RESPONDENTS	2937	1610	1104	28
EMPLOYEE ENGAGEMENT	61%	59%	63%	(r)
ENGAGEMENT WITH WORK	68%	67%	71%	(r)
SENIOR MANAGERS	29%	26%	33%	(r)
COMMUNICATION	47%	45%	49%	(r)
HIGH PERFORMANCE	49%	47%	53%	(r)
PUBLIC SECTOR VALUES	47%	45%	50%	(r)
DIVERSITY & INCLUSION	56%	55%	58%	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Results are rounded and may not add up to 100%

	NSW Ambulance	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	2937	8	2	45	0	1	0	0	24	2	3	10	2	1
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	(r)	(r)	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	56%	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	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	2937	47	67	48	83	1	8	6	1	0	3	0	2	5
EMPLOYEE ENGAGEMENT	61%	65%	63%	78%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	63%	65%	78%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	40%	40%	62%	22%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	59%	55%	71%	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	55%	56%	69%	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	52%	56%	70%	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	56%	70%	66%	74%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Ambulance	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	2937	1	0	0	0	0	2017	62	4	12	7	0	3	0
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	59%	75%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	67%	82%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	(r)	25%	53%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	(r)	(r)	(r)	(r)	(r)	44%	65%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	47%	66%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	(r)	(r)	(r)	44%	66%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	56%	(r)	(r)	(r)	(r)	(r)	54%	76%	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Results are rounded and may not add up to 100%

	NSW Ambulance	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	2937	0	0	7	1	35	4	129	99
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	74%	(r)	61%	55%
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	82%	(r)	67%	59%
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	58%	(r)	36%	21%
COMMUNICATION	47%	(r)	(r)	(r)	(r)	64%	(r)	50%	39%
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	72%	(r)	55%	42%
PUBLIC SECTOR VALUES	47%	(r)	(r)	(r)	(r)	71%	(r)	51%	39%
DIVERSITY & INCLUSION	56%	(r)	(r)	(r)	(r)	70%	(r)	59%	50%

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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GUIDE TO THIS REPORT

i SURVEY TIME FRAME

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

i PRIVACY

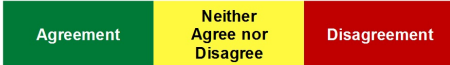
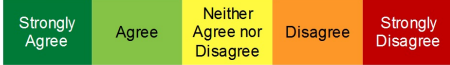
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT METHODOLOGY

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