



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

Southern NSW Local Health District



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RESPONSE RATE

63%

1,764 OF 2,817 RESPONDENTS

RESPONSE RATE 2018: 71%

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2018 -4 (68%)

DIFFERENCE FROM CLUSTER -1 (65%)

DIFFERENCE FROM PUBLIC SECTOR -2 (66%)

ENGAGEMENT WITH WORK

75%

DIFFERENCE FROM 2018 -3 (77%)

DIFFERENCE FROM CLUSTER +2 (73%)

DIFFERENCE FROM PUBLIC SECTOR +2 (73%)

SENIOR MANAGERS

39%

DIFFERENCE FROM 2018 -7 (46%)

DIFFERENCE FROM CLUSTER -7 (46%)

DIFFERENCE FROM PUBLIC SECTOR -11 (50%)

COMMUNICATION

59%

DIFFERENCE FROM 2018 -3 (62%)

DIFFERENCE FROM CLUSTER 0 (60%)

DIFFERENCE FROM PUBLIC SECTOR -3 (62%)

HIGH PERFORMANCE

62%

DIFFERENCE FROM 2018 -3 (65%)

DIFFERENCE FROM CLUSTER -2 (64%)

DIFFERENCE FROM PUBLIC SECTOR -3 (65%)

PUBLIC SECTOR VALUES

57%

DIFFERENCE FROM 2018 -4 (61%)

DIFFERENCE FROM CLUSTER -3 (60%)

DIFFERENCE FROM PUBLIC SECTOR -5 (62%)

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM 2018 -2 (70%)

DIFFERENCE FROM CLUSTER +1 (67%)

DIFFERENCE FROM PUBLIC SECTOR -1 (69%)

FLEXIBLE WORKING SATISFACTION

63%

DIFFERENCE FROM 2018 -4 (67%)

DIFFERENCE FROM CLUSTER +6 (58%)

DIFFERENCE FROM PUBLIC SECTOR +5 (59%)

ACTION ON RESULTS

35%

DIFFERENCE FROM 2018 -5 (40%)

DIFFERENCE FROM CLUSTER -5 (40%)

DIFFERENCE FROM PUBLIC SECTOR -4 (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%	93%
1g. I know how to address a health and safety issue I have identified	90%	92%
2a. My workgroup strives to achieve customer/client satisfaction	90%	90%
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
2c. I receive help and support from other members of my workgroup	83%	84%
2b. My workgroup works collaboratively to achieve its objectives	82%	83%
1c. My job gives me a feeling of personal accomplishment	78%	81%
5b. My manager listens to what I have to say	77%	78%
2e. People in my workgroup treat each other with respect	76%	75%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	74%	77%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
6h. I feel that senior managers listen to employees	35%	42%
10a. I believe action will be taken on the results from this survey by my organisation	35%	40%
7c. I feel that change is managed well in my organisation	35%	42%
6b. I feel that senior managers effectively lead and manage change	36%	44%
6g. I feel that senior managers keep employees informed about what's going on	37%	45%
7g. I have confidence in the way recruitment decisions are made	37%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	38%	45%
11a. I have confidence in the ways my organisation resolves grievances	38%	44%
6c. I feel that senior managers model the values of my organisation	40%	47%
6d. Senior managers encourage innovation by employees	41%	47%



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
2e. People in my workgroup treat each other with respect	76%	75%
5a. My manager encourages people in my workgroup to keep improving the work they do	74%	73%
5g. My manager provides acknowledgement or other recognition for the work I do	71%	71%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
6b. I feel that senior managers effectively lead and manage change	36%	44%
6g. I feel that senior managers keep employees informed about what's going on	37%	45%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	49%	57%
6h. I feel that senior managers listen to employees	35%	42%
7c. I feel that change is managed well in my organisation	35%	42%
6a. I believe senior managers provide clear direction for the future of the organisation	38%	45%
6c. I feel that senior managers model the values of my organisation	40%	47%
7e. People in my organisation take responsibility for their own actions	46%	53%
11a. I have confidence in the ways my organisation resolves grievances	38%	44%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	42%	48%



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



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



Q6d. Senior managers encourage innovation by employees



Q6c. I feel that senior managers model the values of my organisation



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



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



Q6d. Senior managers encourage innovation by employees



Q6c. I feel that senior managers model the values of my organisation



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



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



Q6d. Senior managers encourage innovation by employees



Q6c. I feel that senior managers model the values of my organisation



FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? **(STRENGTHS)**

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. **(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? **(AREAS OF CONCERN)**

RESPONDENT PROFILE

This data shows the proportion of people who completed the survey.

Survey responses: 1764

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	18	Senior Executive (ongoing/permanent or term)	1	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	68
Female	80	Ongoing/Permanent (other than senior executive)	80	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)	7
Other	2	Temporary (including temporary teachers and graduates)	4	Administrative support (e.g. executive/personal assistant, receptionist)	10
Age	Survey %	Casual	5	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5
15 - 34 years	19	Contract – Non Executive	7	Policy	0
35 - 54 years	50	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	0	Research	0
55+ years	31	Other	1	Program and project management support	2
LOTE spoken at home	Survey %	Don't know	2	Legal (including developing and/or reviewing legislation)	0
Yes	10	Manager of managers	Survey %	Other	7
No	88	Yes	5	Organisation Tenure	Survey %
Prefer not to say	2	No	95	Less than 1 year	11
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	10
Yes	2	Yes	34	2 - 5 years	24
No	95	No	66	5 - 10 years	21
Prefer not to say	4	Working arrangement	Survey %	10 - 20 years	21
Disability	Survey %	Full-time	57	More than 20 years	13
Yes	2	Part-time	43	Salary	Survey %
No	95			\$83,402 and below	55
Prefer not to say	3			\$83,403 - \$108,043	21
LGBTI	Survey %			\$108,044 - \$144,520	13
Yes	3			\$144,521 and above	2
No	92			Prefer not to say	9
Prefer not to say	5				

Results are rounded and may not add up to 100%



WHAT'S NEXT?

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

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

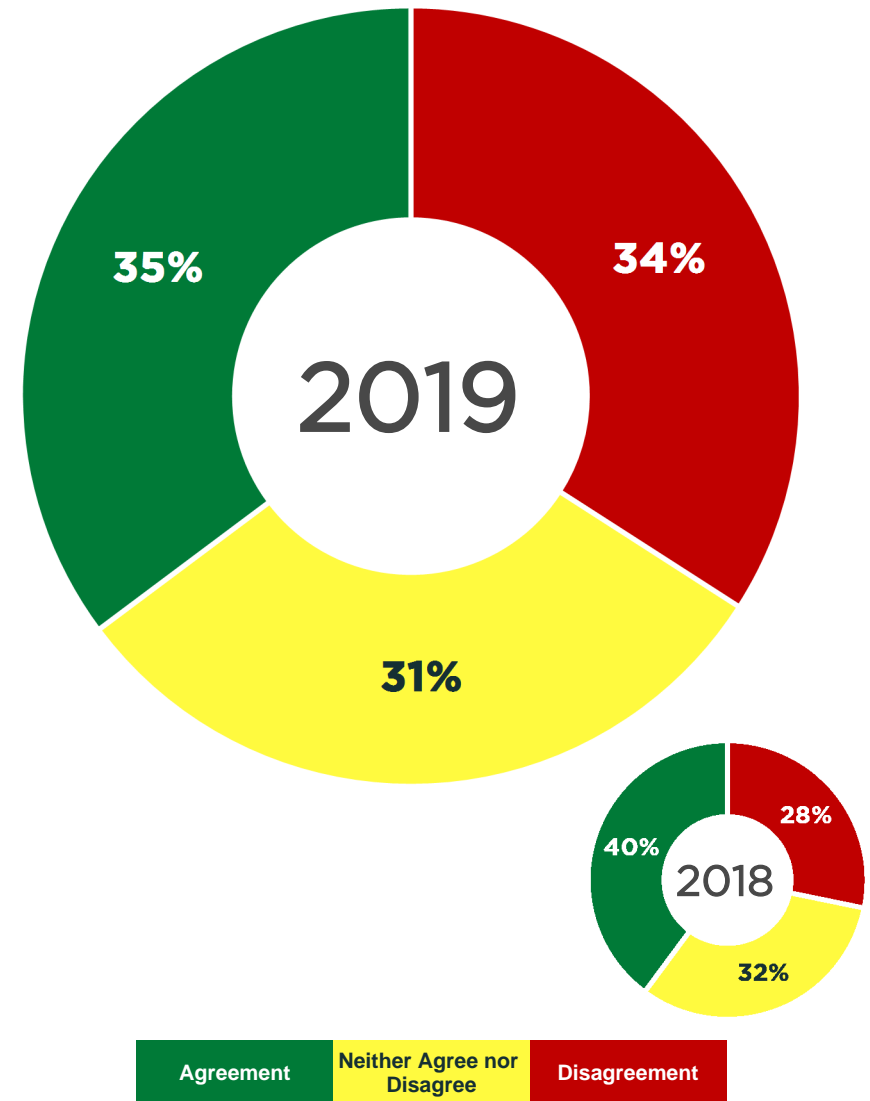
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35%

of employees replied favourably to:

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

39%	40%	40%
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	46%	51%	51%	53%
2	Q7a. My organisation focuses on improving the work we do	62%	66%	67%	69%
3	Q7c. I feel that change is managed well in my organisation	35%	42%	43%	42%
4	Q6c. I feel that senior managers model the values of my organisation	40%	47%	48%	52%
5	Q7b. My organisation is making the necessary improvements to meet our future challenges	48%	53%	54%	57%
6	Q6b. I feel that senior managers effectively lead and manage change	36%	44%	44%	47%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Southern NSW Local Health District

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

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

	Southern NSW Local Health District	Bateman's Bay District Hospital	Bega Valley Community Health	Bombala & Delegate Health Service	Bourke St Health Service	Braidwood Multi Purpose Service	Cooma Health Service	Crookwell Health Service	Eurobodalla Community Health Service	Goulburn Base Hospital	Goulburn Community Health	Local Health District Services	Moruya District Hospital	South East Regional Hospital
NUMBER OF RESPONDENTS	1764	84	51	39	51	42	98	26	66	160	70	131	151	210
EMPLOYEE ENGAGEMENT	64%	80%	58%	71%	69%	58%	52%	74%	62%	62%	69%	65%	73%	54%
ENGAGEMENT WITH WORK	75%	89%	76%	75%	77%	54%	63%	74%	80%	71%	82%	75%	82%	64%
SENIOR MANAGERS	39%	65%	26%	50%	43%	34%	20%	54%	34%	33%	47%	49%	55%	25%
COMMUNICATION	59%	75%	49%	63%	68%	40%	42%	65%	62%	54%	66%	64%	66%	47%
HIGH PERFORMANCE	62%	79%	51%	71%	65%	47%	48%	67%	62%	56%	70%	65%	71%	49%
PUBLIC SECTOR VALUES	57%	76%	48%	63%	61%	45%	41%	61%	57%	50%	66%	62%	67%	45%
DIVERSITY & INCLUSION	68%	82%	59%	73%	77%	49%	50%	74%	73%	63%	77%	71%	75%	55%

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 Southern NSW Local Health District

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

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

	Southern NSW Local Health District	Ambulatory & Integrated Care	Community Mental Health Drug & Alcohol	Information Services Unit	Inpatient Mental Health	Pambula District Hospital	Queanbeyan Health Service	Yass Health Service
NUMBER OF RESPONDENTS	1764	45	57	53	74	20	271	30
EMPLOYEE ENGAGEMENT	64%	57%	63%	74%	59%	62%	69%	61%
ENGAGEMENT WITH WORK	75%	75%	68%	86%	70%	73%	82%	74%
SENIOR MANAGERS	39%	27%	39%	70%	43%	28%	38%	26%
COMMUNICATION	59%	58%	66%	79%	57%	47%	65%	51%
HIGH PERFORMANCE	62%	59%	67%	79%	61%	54%	66%	53%
PUBLIC SECTOR VALUES	57%	52%	60%	81%	56%	47%	60%	46%
DIVERSITY & INCLUSION	68%	68%	72%	84%	62%	55%	73%	63%

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	64% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	19	38	27	10	57%	61%	61%	62%
Q7j. I am proud to tell others I work for my organisation	22	43	24		65%	68%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	23	37	26	9	60%	64%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	18	33	30	13	51%	55%	54%	56%
Q7m. My organisation inspires me to do the best in my job	20	34	29	12	54%	57%	55%	56%

KEY





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ENGAGEMENT WITH WORK		75% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q1c. My job gives me a feeling of personal accomplishment		34	44	12	8	4	78%	81%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work		34	39	15	8	4	73%	77%	72%	72%
Q1e. I am satisfied with my job		27	45	15	9	4	72%	74%	70%	69%

KEY





EXPLORE THE FULL RESULTS

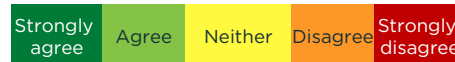
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SENIOR MANAGERS	39% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	25	29	22	11	38%	45%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	13	23	31	21	13	36%	44%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	14	26	31	16	12	40%	47%	48%	52%
Q6d. Senior managers encourage innovation by employees	14	28	33	16	10	41%	47%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	28	35	14	8	42%	48%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	34	30	12	9	49%	57%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	13	24	27	21	15	37%	45%	44%	48%
Q6h. I feel that senior managers listen to employees	13	22	30	18	16	35%	42%	40%	44%
Q7c. I feel that change is managed well in my organisation	13	23	29	25	11	35%	42%	43%	42%

KEY





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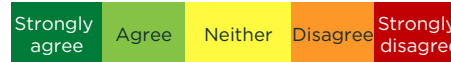
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Results are rounded and may not add up to 100%

COMMUNICATION	59% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	32	40	14	9	72%	73%	70%	72%	
Q5d. My manager encourages and values employee input	34	39	15	8	73%	74%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	30	38	17	10	68%	69%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	24	27	21	15	37%	45%	44%	48%
Q6h. I feel that senior managers listen to employees	13	22	30	18	16	35%	42%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	46	16	8	71%	72%	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		62% 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	44	47		91%	93%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	38	44	10	82%	83%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	24	44	17	11	68%	70%	70%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	44	15	7	74%	73%	72%	75%	
Q5f. I have confidence in the decisions my manager makes	31	36	18	10	67%	69%	66%	69%	
Q6d. Senior managers encourage innovation by employees	14	28	33	16	10	41%	47%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	28	35	14	8	42%	48%	48%	53%
Q7a. My organisation focuses on improving the work we do	18	44	24	10	62%	66%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	32	28	17	7	48%	53%	54%	57%

KEY



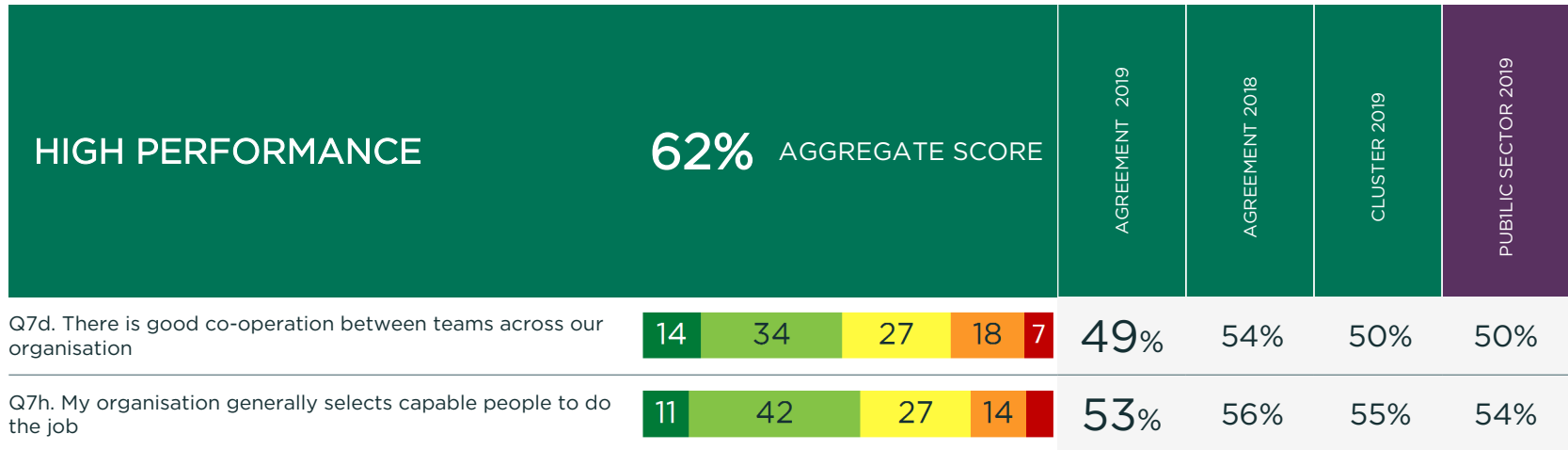


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Results are rounded and may not add up to 100%



KEY





EXPLORE THE FULL RESULTS

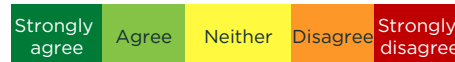
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PUBLIC SECTOR VALUES	57% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	46	44	90%	90%	87%	86%		
Q2e. People in my workgroup treat each other with respect	36	40	14	76%	75%	72%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	44	15	7	74%	73%	72%	75%	
Q5b. My manager listens to what I have to say	35	42	12	77%	78%	74%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	25	29	22	11	38%	45%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	14	26	31	16	12	40%	47%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	34	30	12	9	49%	57%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	13	24	27	21	15	37%	45%	44%	48%
Q6h. I feel that senior managers listen to employees	13	22	30	18	16	35%	42%	40%	44%

KEY



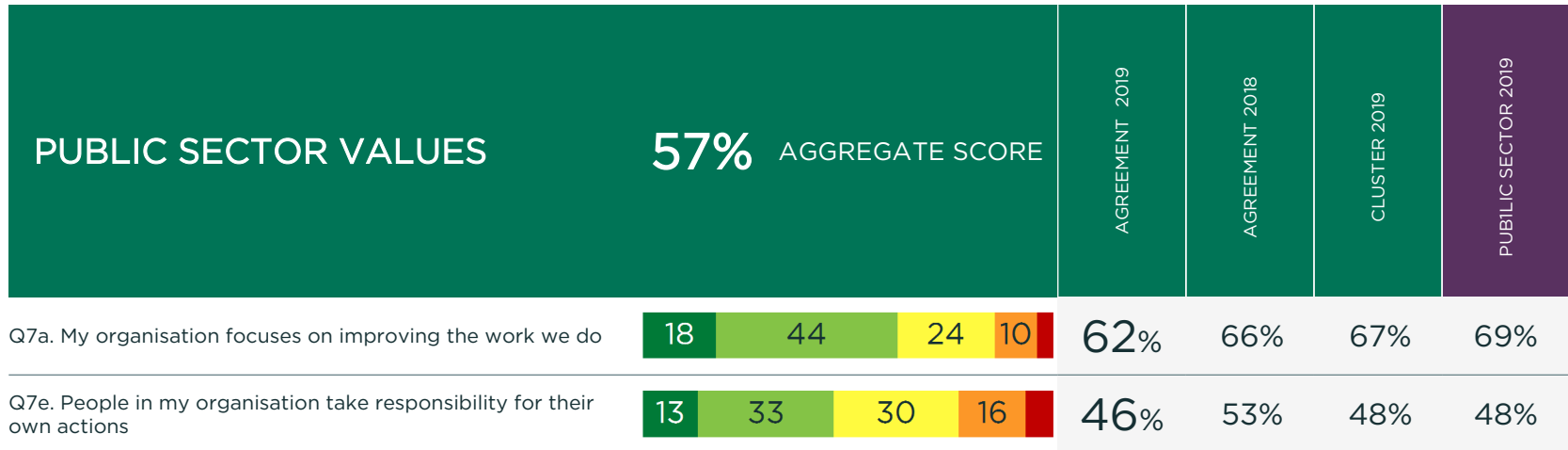


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KEY





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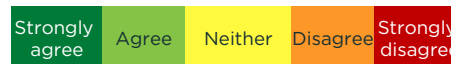
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Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	68% 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	24	40	16	15	64%	65%	66%	67%
Q5b. My manager listens to what I have to say	35	42	12		77%	78%	74%	76%
Q5d. My manager encourages and values employee input	34	39	15	8	73%	74%	70%	73%
Q6i. Senior managers in my organisation support the career advancement of women	18	32	39		50%	55%	54%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	48	21		71%	73%	75%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	26	48	20		74%	77%	75%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	46	16	8	71%	72%	68%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	26	37	22	9	63%	67%	58%	59%
Q8e. My manager supports flexible working in my team	31	35	19	10	66%	70%	61%	63%

KEY



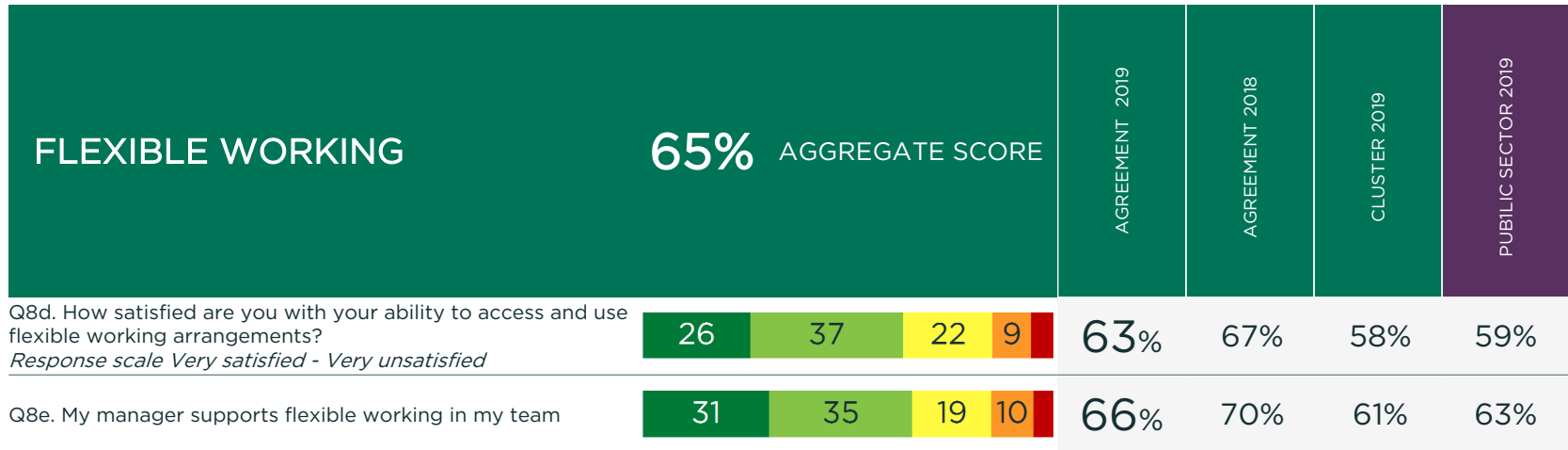


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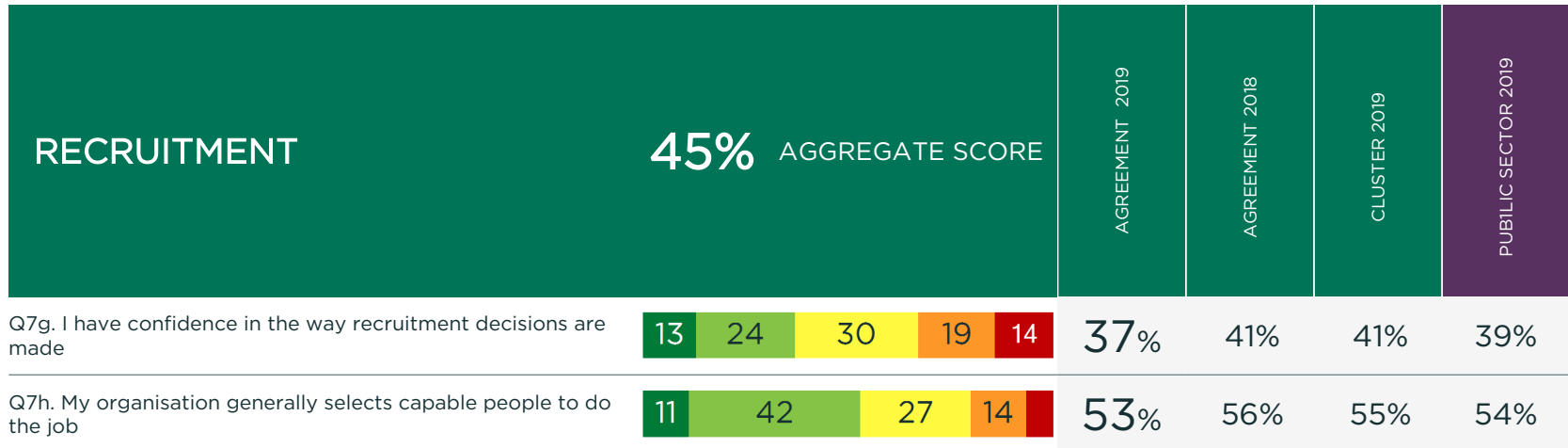


EXPLORE THE FULL RESULTS

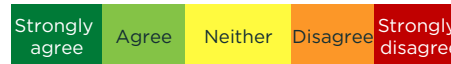
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Results are rounded and may not add up to 100%



KEY





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PERFORMANCE FRAMEWORK & DEVELOPMENT

57% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		66%	67%	65%	66%
Q3e. My performance is assessed against clear criteria		57%	60%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		50%	56%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		71%	71%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		49%	52%	47%	48%
Q7f. My organisation is committed to developing its employees		46%	51%	51%	53%

KEY





EXPLORE THE FULL RESULTS

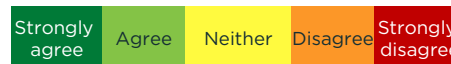
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WORKPLACE SUPPORT	70% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	24	40	16	15	64%	65%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	19	43	18	14	63%	66%	62%	61%
Q2c. I receive help and support from other members of my workgroup	39	44	11		83%	84%	80%	81%
Q2d. There is good team spirit in my workgroup	35	35	16	9	70%	72%	68%	70%

KEY



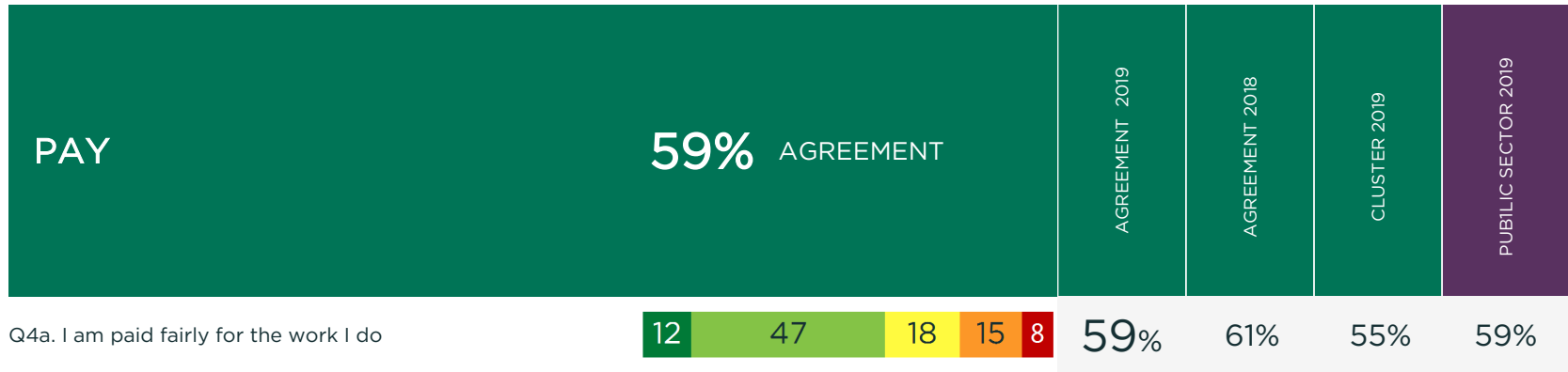


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KEY



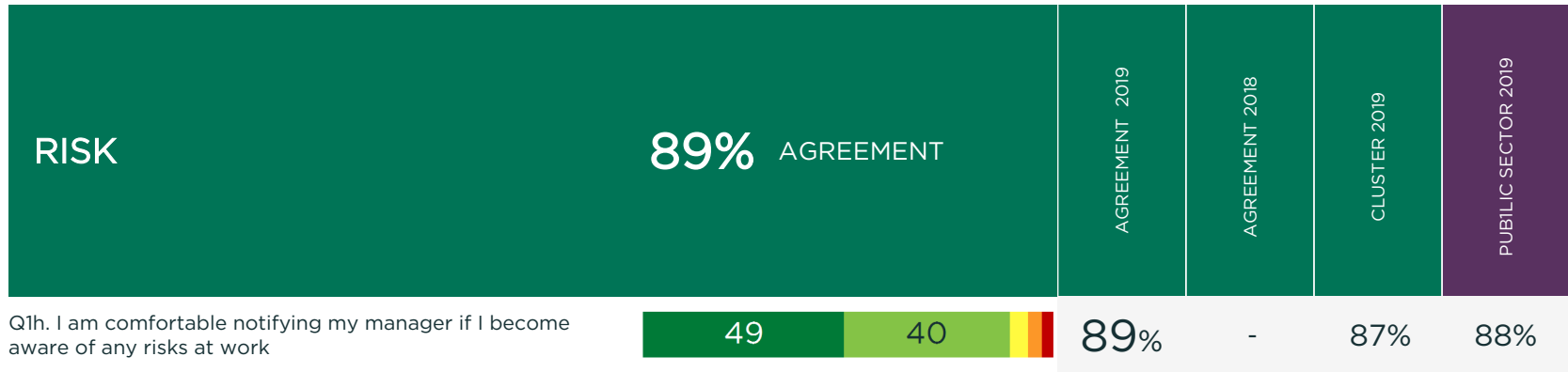


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KEY



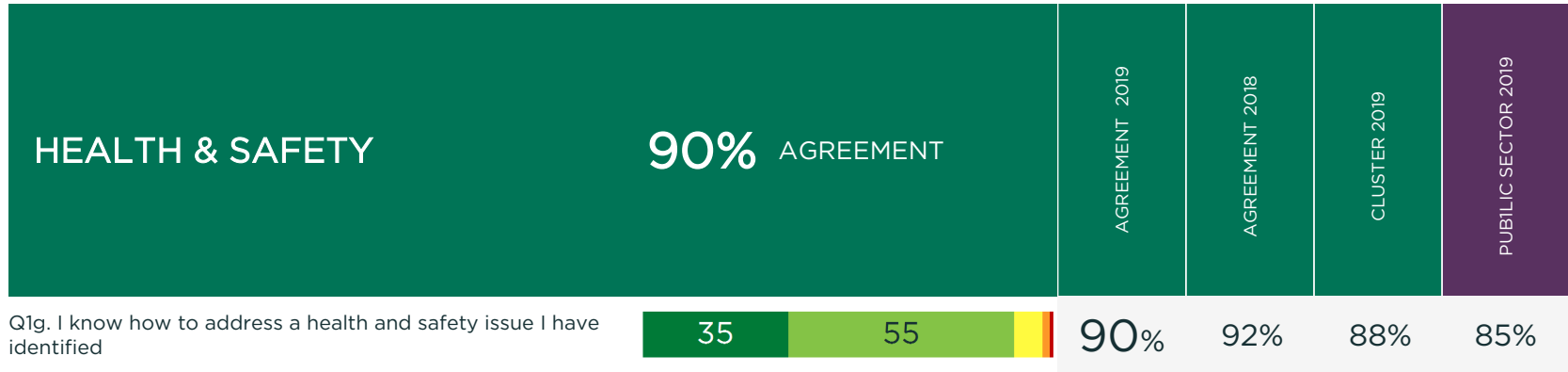


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KEY





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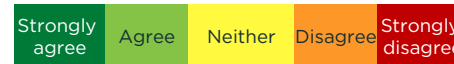
ACTION ON RESULTS

35% AGREEMENT

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



KEY



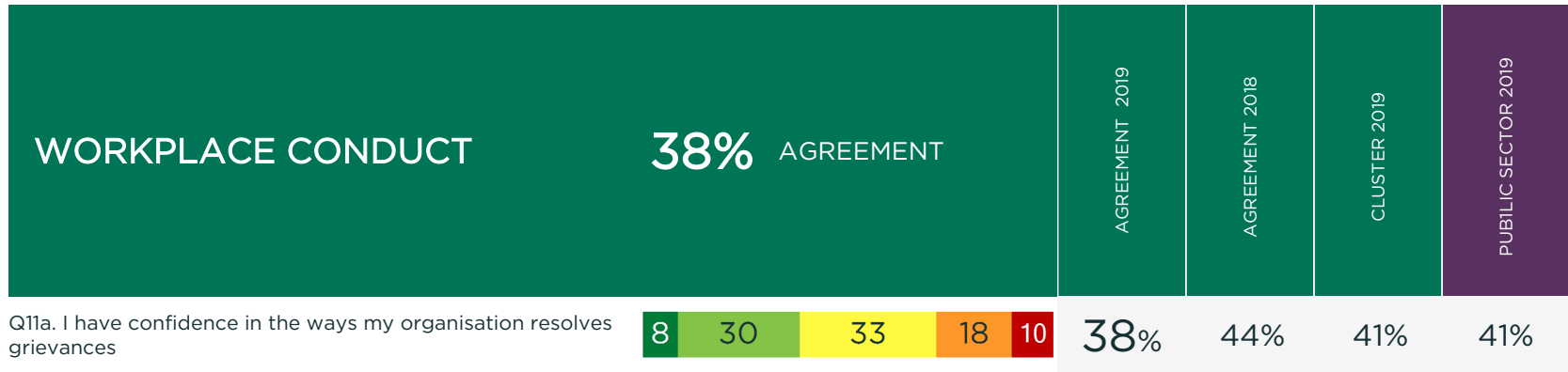


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KEY

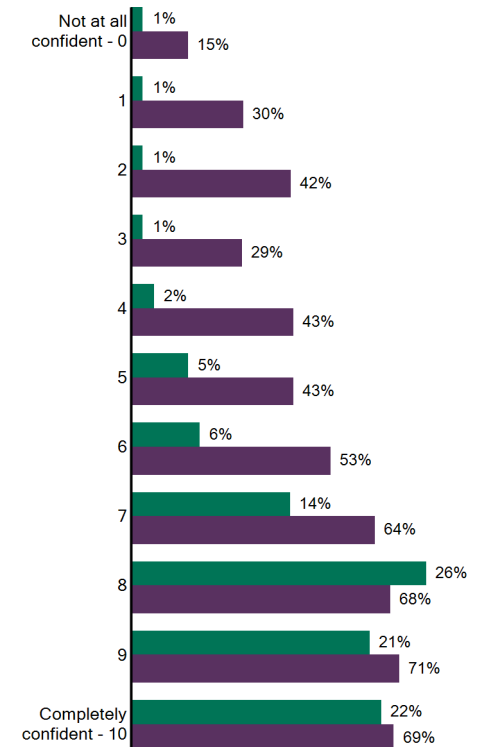
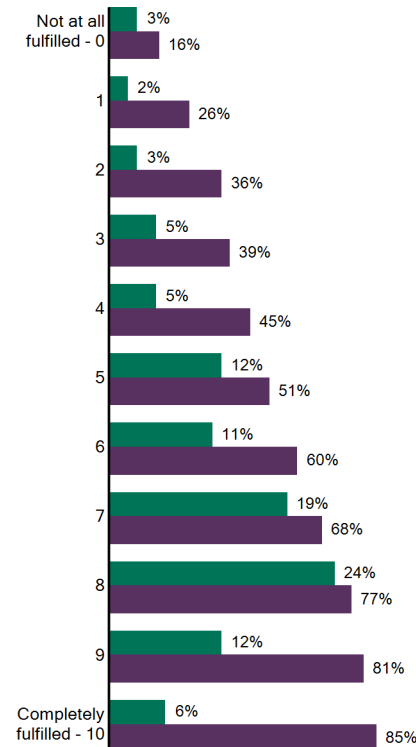
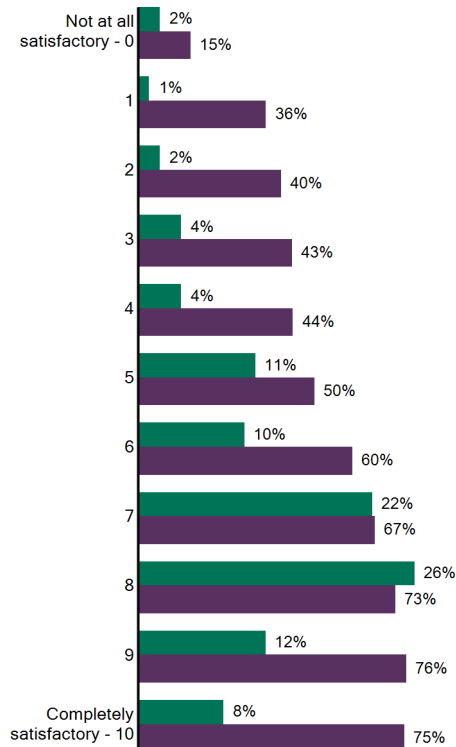


WELLBEING AND ENGAGEMENT

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

Q1j. I find my life at work fulfilling

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



Proportion of respondents answering each response option

Employee engagement score

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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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		73%	67%	71%	71%
No		27%	33%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		78%	76%	74%	76%
No		22%	24%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		53%	53%	58%	60%
No		47%	47%	42%	40%



EXPLORE THE FULL RESULTS

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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		36%	32%	40%	41%
No		64%	68%	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		33%	34%	22%	25%
There are no major barriers to my career progression		31%	41%	31%	29%
Lack of visible opportunities		31%	27%	29%	29%
Personal/family considerations		30%	32%	28%	29%
Lack of promotion opportunities		28%	24%	26%	28%
The application/recruitment process is too cumbersome or time consuming		20%	20%	17%	22%
Lack of support for temporary assignments/secondments		14%	13%	14%	15%
Insufficient training and development		14%	14%	15%	15%
Lack of support from my manager/supervisor		12%	12%	14%	13%
Lack of required capabilities or experience		8%	7%	10%	11%
Other		7%	7%	8%	9%

% are calculated with the number of unique respondents (N = 1,695 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		34%	28%	32%	27%
No		53%	60%	51%	56%
Don't know		13%	12%	17%	17%

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

Yes		72%	75%	67%	65%
No		25%	23%	30%	32%
Don't know		3%	1%	4%	4%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

Q13a. In the last 12 months I have witnessed bullying at work

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		43%	37%	39%	33%
No		50%	57%	52%	57%
Don't know		7%	6%	10%	10%

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

Yes		23%	19%	21%	18%
No		72%	77%	72%	75%
Don't know		5%	5%	7%	7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A fellow worker at your level		29%	33%	31%	27%
Your immediate manager/supervisor		23%	23%	23%	23%
A senior manager		15%	14%	18%	21%
Prefer not to say		13%	12%	12%	13%
Other		10%	7%	6%	5%
A subordinate		7%	9%	6%	7%
A client or customer		2%	2%	2%	3%
A member of the public other than a client or customer		1%	1%	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					
Yes		6%	3%	6%	4%
No		93%	96%	92%	94%
Don't know		1%	2%	2%	2%
Q14b. If yes to 14a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months					
A person at work		31%	26%	29%	38%
A member of the public		48%	66%	51%	36%
Other		16%	4%	15%	19%
Prefer not to say		4%	4%	6%	7%



EXPLORE THE FULL RESULTS

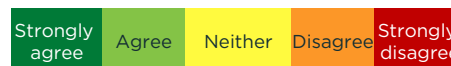
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HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	
Q1. I believe I am valued for what I can offer at my workplace	21	51	16	8	72%	75%	71%	
Q2. In my workplace, we recognise our successes and innovations	19	49	20	9	68%	69%	66%	
Q3. Overall, I have confidence in the decisions made by my senior managers	16	31	28	16	9	48%	53%	54%
Q4. I have a say in decisions which affect my work	16	37	25	16		53%	61%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	20	47	20	10		67%	71%	67%
Q6. My team's objectives/work plans are clearly outlined	19	46	21	10		65%	67%	66%
Q7. Our objectives/work plans help us to deliver a quality service	20	45	23	8		65%	69%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	17	27	30	15	12	44%	49%	45%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

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HEALTH		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q9. How often do you feel culturally safe in the workplace?			
Always		71%	63%
Often		21%	25%
About half the time		6%	7%
Seldom		2%	3%
Never		1%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		9%	11%
No		91%	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		9%	10%
A fellow worker at your level		20%	25%
A subordinate / worker below your level		4%	6%
A client or patient		37%	25%
A member of the public other than a client or patient		5%	4%
Other		7%	5%
Prefer not to say		11%	16%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b1. Verbal abuse or harassment

		2019	CLUSTER 2019
Never		37%	36%
Once		14%	15%
Twice		15%	13%
3-5 times		16%	16%
More than 5 times		17%	20%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b2. Other abuse or harassment

		2019	CLUSTER 2019
Never		53%	50%
Once		8%	13%
Twice		14%	10%
3-5 times		13%	12%
More than 5 times		11%	15%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b3. Racial jokes or slurs, imitating accent

Frequency	2019	CLUSTER 2019
Never	38%	30%
Once	10%	15%
Twice	19%	15%
3-5 times	15%	19%
More than 5 times	18%	21%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b4. Exclusion or avoidance in the workplace

		2019	CLUSTER 2019
Never		59%	50%
Once		11%	11%
Twice		11%	10%
3-5 times		11%	13%
More than 5 times		9%	16%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b5. Exclusion from employment opportunities

Response	2019	CLUSTER 2019
Never	77%	65%
Once	8%	10%
Twice	5%	8%
3-5 times	4%	8%
More than 5 times	5%	10%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b6. Racist material displayed in the workplace

Frequency	2019	CLUSTER 2019
Never	87%	86%
Once	4%	5%
Twice	3%	3%
3-5 times	2%	2%
More than 5 times	4%	4%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

	2019	CLUSTER 2019
Junior Medical Officer	0%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	0%	2%
Visiting Medical Officer	1%	0%
Clinical Academic	0%	0%
Assistant in Nursing	1%	1%
Enrolled Nurse	5%	3%
Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner	33%	23%
Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	2%	2%
Nurse/Midwifery Manager	5%	3%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

		2019	CLUSTER 2019
Support Officers		3%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)		1%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)		1%	0%
Administrative and Executive Assistant		10%	9%
Corporate Services		2%	3%
Senior Manager/Executive		2%	2%
Allied Health Professional		11%	11%
Allied Health Assistant		1%	1%
Health Education, Health Promotion and Health Protection		1%	1%
Counsellor, Welfare Support		0%	0%



EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

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



EXPLORE THE FULL SURVEY RESULTS

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HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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	1%	1%
Project Officer	1%	1%
Cleaning, Linen and Food	1%	5%
Motor Vehicle, Patient Transport	0%	0%
Security Services, Fire Safety	1%	1%
Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	1%	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
Warehouse staff	0%	0%
Tradesperson	1%	1%
Apprentice Trade Worker and Trade Assistant	0%	0%
Trainee	0%	0%
Volunteer	1%	0%
Other job role	4%	5%
Prefer not to say	8%	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		18%
Female		80%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		2%
25-29	■	8%
30-34	■	9%
35-39	■	10%
40-44	■	12%
45-49	■	14%
50-54	■	14%
55-59	■	17%
60-64	■	11%
65+		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

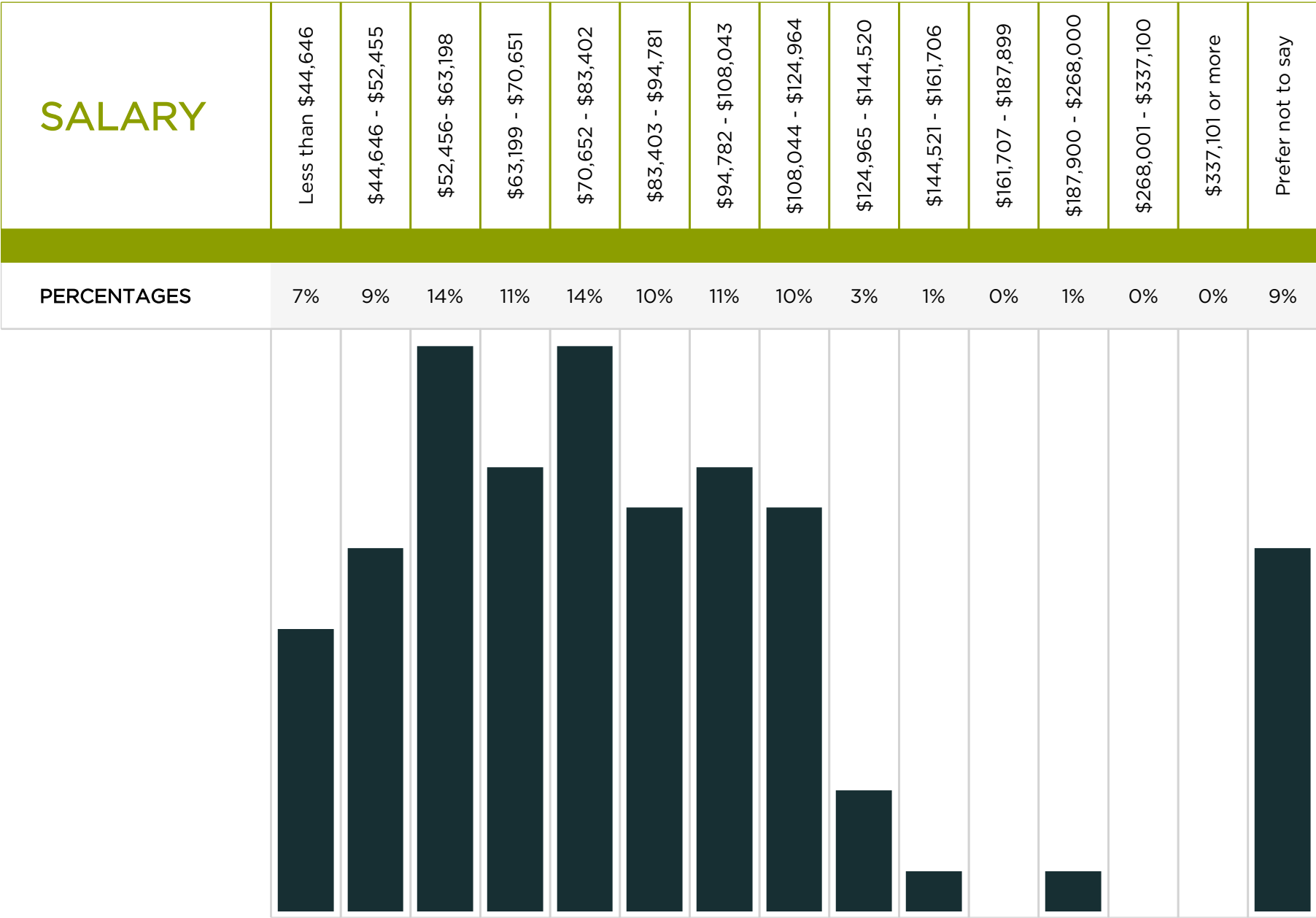
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	68%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	7%
Administrative support (e.g. executive/personal assistant, receptionist)	10%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	0%
Research	0%
Program and project management support	2%
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		11%
1 - 2 years		10%
2 - 5 years		24%
5 - 10 years		21%
10 - 20 years		21%
More than 20 years		13%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		34%
None of the above		33%
Part-time work		25%
Working additional hours to make up for time off		15%
Working more hours over fewer days		14%
Working from different locations		12%
Leave without pay		12%

% are calculated with the number of unique respondents (N = 1,625 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible scheduling for rostered workers		11%
Study leave		10%
Working from home		7%
Job sharing		5%
Other		2%
Purchasing annual leave		1%

% are calculated with the number of unique respondents (N = 1,625 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%

	Southern NSW Local Health District	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	1764	1125	115	168	78	3	1	38	1	117
EMPLOYEE ENGAGEMENT	64%	63%	71%	68%	63%	(r)	(r)	69%	(r)	61%
ENGAGEMENT WITH WORK	75%	74%	79%	78%	72%	(r)	(r)	83%	(r)	71%
SENIOR MANAGERS	39%	38%	50%	43%	48%	(r)	(r)	52%	(r)	38%
COMMUNICATION	59%	58%	66%	62%	63%	(r)	(r)	68%	(r)	58%
HIGH PERFORMANCE	62%	61%	67%	65%	66%	(r)	(r)	67%	(r)	58%
PUBLIC SECTOR VALUES	57%	56%	63%	60%	62%	(r)	(r)	67%	(r)	53%
DIVERSITY & INCLUSION	68%	66%	74%	74%	70%	(r)	(r)	82%	(r)	66%

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%

	Southern NSW Local Health District	Less than \$44,646	\$44,646 - \$52,455	\$52,456 - \$63,198	\$63,199 - \$70,651	\$70,652 - \$83,402	\$83,403 - \$94,781	\$94,782 - \$108,043	\$108,044 - \$124,964	\$124,965 - \$144,520	\$144,521 - \$161,706	\$161,707 - \$187,899	\$187,900 - \$268,000	\$268,001 - \$337,100
NUMBER OF RESPONDENTS	1764	107	142	232	176	234	164	176	156	54	11	4	13	6
EMPLOYEE ENGAGEMENT	64%	69%	66%	65%	68%	66%	62%	60%	62%	67%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	80%	74%	74%	78%	75%	76%	71%	74%	80%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	37%	42%	39%	46%	43%	36%	38%	44%	49%	(r)	(r)	(r)	(r)
COMMUNICATION	59%	59%	59%	60%	63%	63%	59%	56%	63%	63%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	62%	61%	61%	68%	63%	62%	58%	64%	65%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	57%	57%	57%	62%	59%	55%	54%	60%	63%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	71%	70%	69%	70%	71%	67%	64%	70%	70%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Southern NSW Local Health District	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	1764	6	153
EMPLOYEE ENGAGEMENT	64%	(r)	58%
ENGAGEMENT WITH WORK	75%	(r)	69%
SENIOR MANAGERS	39%	(r)	26%
COMMUNICATION	59%	(r)	49%
HIGH PERFORMANCE	62%	(r)	53%
PUBLIC SECTOR VALUES	57%	(r)	48%
DIVERSITY & INCLUSION	68%	(r)	58%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Southern NSW Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1764	173	169	388	339	340	212
EMPLOYEE ENGAGEMENT	64%	73%	69%	64%	61%	62%	62%
ENGAGEMENT WITH WORK	75%	84%	78%	75%	71%	73%	74%
SENIOR MANAGERS	39%	53%	48%	41%	35%	36%	36%
COMMUNICATION	59%	71%	68%	61%	55%	56%	54%
HIGH PERFORMANCE	62%	72%	67%	62%	58%	59%	59%
PUBLIC SECTOR VALUES	57%	68%	63%	58%	53%	54%	54%
DIVERSITY & INCLUSION	68%	78%	73%	69%	65%	65%	65%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Southern NSW Local Health District	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	1764	548	220	239	183	409	74	200	115	13	192	160	36	542
EMPLOYEE ENGAGEMENT	64%	70%	74%	72%	76%	68%	75%	69%	67%	(r)	71%	72%	61%	59%
ENGAGEMENT WITH WORK	75%	82%	83%	81%	84%	78%	86%	81%	80%	(r)	76%	85%	71%	69%
SENIOR MANAGERS	39%	52%	56%	51%	58%	46%	58%	50%	51%	(r)	51%	51%	20%	30%
COMMUNICATION	59%	71%	73%	71%	72%	64%	75%	68%	68%	(r)	69%	71%	46%	51%
HIGH PERFORMANCE	62%	70%	72%	70%	74%	66%	73%	69%	70%	(r)	69%	72%	52%	54%
PUBLIC SECTOR VALUES	57%	67%	70%	66%	71%	62%	71%	65%	66%	(r)	66%	67%	45%	49%
DIVERSITY & INCLUSION	68%	81%	80%	81%	80%	73%	83%	77%	79%	(r)	77%	81%	62%	57%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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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	Southern NSW Local Health District	Sydney East	Sydney West	Capital Region	Riverina	Murray	Sydney - City and Inner South	Sydney - South West	Southern Highlands and Shoalhaven	Sydney - Inner South West	Sydney - Inner West	Sydney - Sutherland	Central Coast	Central West
NUMBER OF RESPONDENTS	1764	6	2	1398	8	5	3	2	1	1	1	1	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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Results are rounded and may not add up to 100%

	Southern NSW Local Health District	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Sydney - Baukham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - North Sydney and Hornsby
NUMBER OF RESPONDENTS	1764	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Southern NSW Local Health District	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde
NUMBER OF RESPONDENTS	1764	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

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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%

	Southern NSW Local Health District	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	1764	1	32	126	150	162	189	231	227	270	174	63
EMPLOYEE ENGAGEMENT	64%	(r)	77%	70%	65%	62%	63%	67%	61%	64%	63%	68%
ENGAGEMENT WITH WORK	75%	(r)	93%	80%	72%	72%	74%	77%	67%	76%	78%	86%
SENIOR MANAGERS	39%	(r)	71%	46%	43%	46%	42%	43%	31%	37%	35%	39%
COMMUNICATION	59%	(r)	81%	65%	63%	62%	64%	60%	53%	57%	57%	59%
HIGH PERFORMANCE	62%	(r)	81%	68%	64%	63%	64%	63%	54%	61%	60%	63%
PUBLIC SECTOR VALUES	57%	(r)	81%	63%	60%	60%	59%	58%	50%	55%	55%	59%
DIVERSITY & INCLUSION	68%	(r)	84%	72%	73%	71%	73%	69%	60%	65%	66%	70%

KEY

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GREATER THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

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%

	Southern NSW Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	1764	297	1314	27
EMPLOYEE ENGAGEMENT	64%	62%	65%	(r)
ENGAGEMENT WITH WORK	75%	74%	75%	(r)
SENIOR MANAGERS	39%	40%	40%	(r)
COMMUNICATION	59%	61%	60%	(r)
HIGH PERFORMANCE	62%	60%	62%	(r)
PUBLIC SECTOR VALUES	57%	57%	57%	(r)
DIVERSITY & INCLUSION	68%	67%	69%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Southern NSW Local Health District	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	1764	6	3	7	22	1	10	78	547	31	82	50	21	12
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	72%	64%	73%	66%	71%	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	79%	73%	81%	75%	84%	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	49%	41%	60%	44%	55%	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	66%	59%	78%	60%	71%	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	70%	62%	76%	65%	73%	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	64%	57%	73%	59%	70%	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	74%	65%	79%	70%	80%	(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

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%

	Southern NSW Local Health District	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	1764	164	35	28	176	19	9	3	0	6	17	0	1	6
EMPLOYEE ENGAGEMENT	64%	67%	63%	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	78%	67%	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	41%	39%	(r)	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	61%	60%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	62%	59%	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	58%	55%	(r)	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	71%	70%	(r)	70%	(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

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%

	Southern NSW Local Health District	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	1764	12	5	0	10	0	1	0	0	12	10	17	5	14
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Southern NSW Local Health District	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	1764	13	0	9	0	2	9	64	138
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	64%	52%
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	77%	58%
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	38%	21%
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	40%
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	58%	47%
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	57%	40%
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	70%	53%

KEY

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GREATER THAN REPORT SCORE

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GUIDE TO THIS REPORT

i SURVEY TIME FRAME

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

i PRIVACY

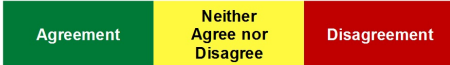
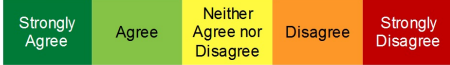
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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

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

i HOW TO READ THIS REPORT

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



i ROUNDING

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

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

i MORE DETAILS ABOUT METHODOLOGY

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