



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Health

Sydney Children's Hospitals Network



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RESPONSE RATE

21%

1,241 OF 5,850 RESPONDENTS

RESPONSE RATE 2018: 38%

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2018 -2 (71%)

DIFFERENCE FROM CLUSTER +4 (65%)

DIFFERENCE FROM PUBLIC SECTOR +3 (66%)

ENGAGEMENT WITH WORK

76% -

DIFFERENCE FROM 2018 0 (76%)

DIFFERENCE FROM CLUSTER +4 (73%)

DIFFERENCE FROM PUBLIC SECTOR +4 (73%)

SENIOR MANAGERS

42%

DIFFERENCE FROM 2018 -4 (46%)

DIFFERENCE FROM CLUSTER -4 (46%)

DIFFERENCE FROM PUBLIC SECTOR -8 (50%)

COMMUNICATION

61% -

DIFFERENCE FROM 2018 0 (61%)

DIFFERENCE FROM CLUSTER +1 (60%)

DIFFERENCE FROM PUBLIC SECTOR -2 (62%)

HIGH PERFORMANCE

64%

DIFFERENCE FROM 2018 -3 (67%)

DIFFERENCE FROM CLUSTER 0 (64%)

DIFFERENCE FROM PUBLIC SECTOR -1 (65%)

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM 2018 -3 (62%)

DIFFERENCE FROM CLUSTER 0 (60%)

DIFFERENCE FROM PUBLIC SECTOR -3 (62%)

DIVERSITY & INCLUSION

67%

DIFFERENCE FROM 2018 -2 (69%)

DIFFERENCE FROM CLUSTER 0 (67%)

DIFFERENCE FROM PUBLIC SECTOR -2 (69%)

FLEXIBLE WORKING SATISFACTION

55%

DIFFERENCE FROM 2018 -2 (58%)

DIFFERENCE FROM CLUSTER -2 (58%)

DIFFERENCE FROM PUBLIC SECTOR -4 (59%)

ACTION ON RESULTS

31%

DIFFERENCE FROM 2018 -3 (34%)

DIFFERENCE FROM CLUSTER -8 (40%)

DIFFERENCE FROM PUBLIC SECTOR -8 (39%)



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1a. I understand what is expected of me to do well in my role	93%	93%
2a. My workgroup strives to achieve customer/client satisfaction	89%	90%
1h. I am comfortable notifying my manager if I become aware of any risks at work	88%	-
1g. I know how to address a health and safety issue I have identified	88%	87%
2b. My workgroup works collaboratively to achieve its objectives	83%	82%
1c. My job gives me a feeling of personal accomplishment	82%	81%
2c. I receive help and support from other members of my workgroup	81%	82%
7j. I am proud to tell others I work for my organisation	78%	83%
1d. I feel motivated to contribute more than what is normally required at work	77%	77%
5b. My manager listens to what I have to say	77%	76%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
10a. I believe action will be taken on the results from this survey by my organisation	31%	34%
11a. I have confidence in the ways my organisation resolves grievances	33%	42%
7c. I feel that change is managed well in my organisation	35%	40%
6h. I feel that senior managers listen to employees	35%	38%
6b. I feel that senior managers effectively lead and manage change	38%	42%
7g. I have confidence in the way recruitment decisions are made	40%	44%
6a. I believe senior managers provide clear direction for the future of the organisation	41%	45%
6g. I feel that senior managers keep employees informed about what's going on	44%	43%
6d. Senior managers encourage innovation by employees	44%	47%
6c. I feel that senior managers model the values of my organisation	44%	46%



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
5e. My manager involves my workgroup in decisions about our work	69%	66%
5a. My manager encourages people in my workgroup to keep improving the work they do	75%	73%
1b. I am provided with the support I need to do my best at work	66%	65%
5f. I have confidence in the decisions my manager makes	70%	68%
5c. My manager communicates effectively with me	73%	73%
1c. My job gives me a feeling of personal accomplishment	82%	81%
2b. My workgroup works collaboratively to achieve its objectives	83%	82%
1d. I feel motivated to contribute more than what is normally required at work	77%	77%
5d. My manager encourages and values employee input	74%	74%
5b. My manager listens to what I have to say	77%	76%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
11a. I have confidence in the ways my organisation resolves grievances	33%	42%
7e. People in my organisation take responsibility for their own actions	49%	57%
7b. My organisation is making the necessary improvements to meet our future challenges	51%	57%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	45%	52%
7a. My organisation focuses on improving the work we do	68%	74%
7h. My organisation generally selects capable people to do the job	58%	64%
3g. I am satisfied with the opportunities available for career development in my organisation	48%	53%
7j. I am proud to tell others I work for my organisation	78%	83%
7c. I feel that change is managed well in my organisation	35%	40%
7d. There is good co-operation between teams across our organisation	45%	50%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



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



Q6d. Senior managers encourage innovation by employees



Q5h. My manager deals appropriately with employees who perform poorly



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



Q6d. Senior managers encourage innovation by employees



Q5h. My manager deals appropriately with employees who perform poorly



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



Q6d. Senior managers encourage innovation by employees



Q5h. My manager deals appropriately with employees who perform poorly



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: 1241

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	16	Senior Executive (ongoing/permanent or term)	1	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	57
Female	83	Ongoing/Permanent (other than senior executive)	74	Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	6
Other	1	Temporary (including temporary teachers and graduates)	7	Administrative support (e.g. executive/personal assistant, receptionist)	15
		Casual	3	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6
		Contract – Non Executive	12	Policy	0
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	0	Research	3
		Other	1	Program and project management support	3
		Don't know	1	Legal (including developing and/or reviewing legislation)	0
				Other	9
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	29	Yes	7	Less than 1 year	12
35 - 54 years	51	No	93	1 - 2 years	12
55+ years	20			2 - 5 years	17
		Supervisors	Survey %	5 - 10 years	17
		Yes	38	10 - 20 years	25
		No	62	More than 20 years	17
		Working arrangement	Survey %		
		Full-time	69	Salary	Survey %
		Part-time	31	\$83,402 and below	42
				\$83,403 - \$108,043	27
				\$108,044 - \$144,520	14
				\$144,521 and above	7
				Prefer not to say	11
LOTE spoken at home	Survey %				
Yes	24				
No	73				
Prefer not to say	3				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	1				
No	97				
Prefer not to say	2				
Disability	Survey %				
Yes	3				
No	96				
Prefer not to say	2				
LGBTI	Survey %				
Yes	4				
No	93				
Prefer not to say	2				

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.

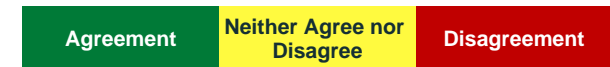
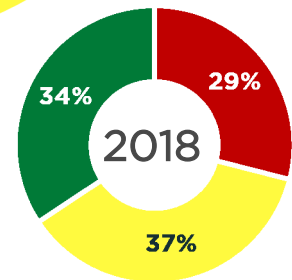
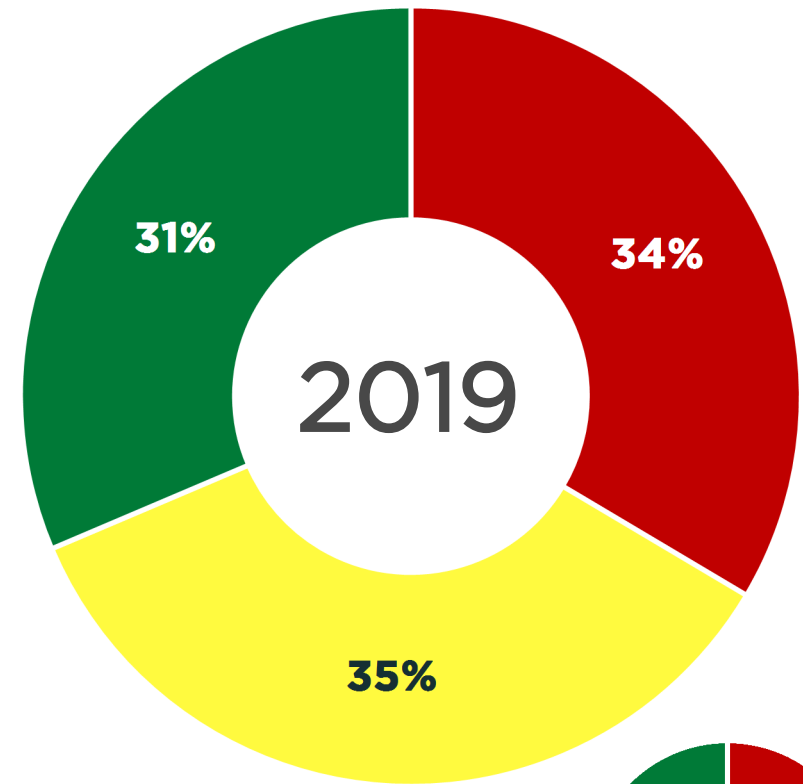
Results are rounded and may not add up to 100%

31%

of employees replied favourably to:

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

39%	40%	34%
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	49%	53%	51%	53%
2	Q7a. My organisation focuses on improving the work we do	68%	74%	67%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	51%	57%	54%	57%
4	Q6c. I feel that senior managers model the values of my organisation	44%	46%	48%	52%
5	Q6b. I feel that senior managers effectively lead and manage change	38%	42%	44%	47%
6	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	75%	79%	75%	77%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Children's Hospitals Network

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.

	Sydney Children's Hospitals Network	Network Directorates	Newborn and paediatric Emergency Transport Service	Research Directorate	SCHN Services Located at Other Sites (eg Bear Cottage, CCC, PSN, MH-CYP, CHNs)	Sydney Children's Hospital Randwick (SCH)	The Children's Hospital at Westmead (CHW)
NUMBER OF RESPONDENTS	1241	65	22	14	22	397	705
EMPLOYEE ENGAGEMENT	69%	73%	62%	66%	45%	69%	69%
ENGAGEMENT WITH WORK	76%	77%	70%	69%	70%	78%	76%
SENIOR MANAGERS	42%	51%	24%	56%	25%	35%	46%
COMMUNICATION	61%	68%	27%	67%	44%	61%	61%
HIGH PERFORMANCE	64%	67%	43%	70%	53%	62%	65%
PUBLIC SECTOR VALUES	59%	63%	38%	66%	46%	57%	61%
DIVERSITY & INCLUSION	67%	72%	37%	65%	54%	67%	67%

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

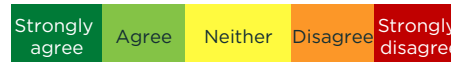
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	69% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	20	46	21	8	66%	70%	61%	62%
Q7j. I am proud to tell others I work for my organisation	34	44	15		78%	83%	69%	70%
Q7k. I feel a strong personal attachment to my organisation	31	42	18		73%	75%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	19	40	26	9	59%	62%	54%	56%
Q7m. My organisation inspires me to do the best in my job	21	40	24	9	61%	65%	55%	56%

KEY





EXPLORE THE FULL RESULTS

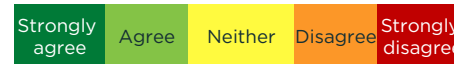
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	76% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	33	49	10		82%	81%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	32	45	12	7	77%	77%	72%	72%
Q1e. I am satisfied with my job	22	47	18	9	70%	71%	70%	69%

KEY





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SENIOR MANAGERS	42% 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	9	32	30	17	13	41%	45%	47%	51%
Q6b. I feel that senior managers effectively lead and manage change	8	29	30	17	15	38%	42%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	10	34	30	13	12	44%	46%	48%	52%
Q6d. Senior managers encourage innovation by employees	10	34	32	14	10	44%	47%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	34	30	14	11	45%	52%	48%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	40	29	9	9	52%	57%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	9	35	26	16	14	44%	43%	44%	48%
Q6h. I feel that senior managers listen to employees	8	27	31	18	16	35%	38%	40%	44%
Q7c. I feel that change is managed well in my organisation	7	28	31	20	14	35%	40%	43%	42%

KEY





EXPLORE THE FULL RESULTS

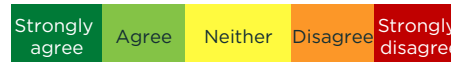
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COMMUNICATION	61% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	30	44	14	8	73%	73%	70%	72%	
Q5d. My manager encourages and values employee input	32	43	14	7	74%	74%	70%	73%	
Q5e. My manager involves my workgroup in decisions about our work	28	41	17	9	69%	66%	66%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	35	26	16	14	44%	43%	44%	48%
Q6h. I feel that senior managers listen to employees	8	27	31	18	16	35%	38%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	48	17	9	69%	70%	68%	69%	

KEY





EXPLORE THE FULL RESULTS

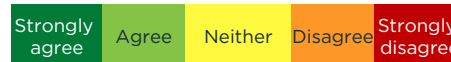
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	HIGH PERFORMANCE		64% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1a. I understand what is expected of me to do well in my role	46	47		93%	93%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	36	47	8	83%	82%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	20	49	18	10	68%	72%	70%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	48	14	7	75%	74%	72%	75%	
Q5f. I have confidence in the decisions my manager makes	28	42	17	9	70%	68%	66%	69%	
Q6d. Senior managers encourage innovation by employees	10	34	32	14	10	44%	47%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	34	30	14	11	45%	52%	48%	53%
Q7a. My organisation focuses on improving the work we do	16	52	19	8	68%	74%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	38	27	14	9	51%	57%	54%	57%

KEY



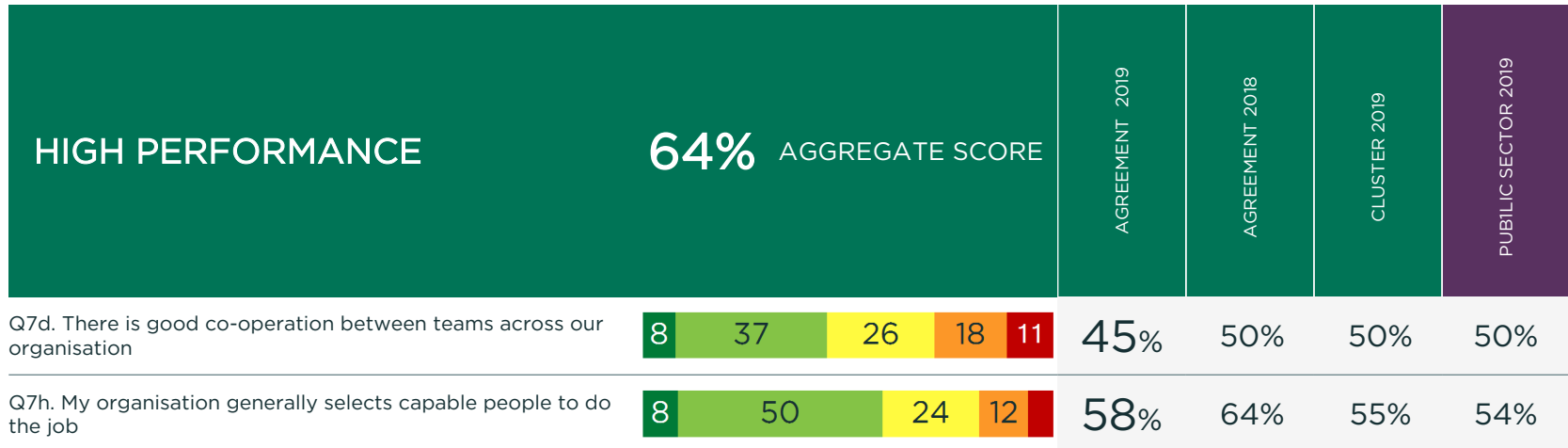


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Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	59% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	44	45	89%	90%	87%	86%		
Q2e. People in my workgroup treat each other with respect	32	44	14	75%	77%	72%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	48	14	75%	74%	72%	75%		
Q5b. My manager listens to what I have to say	33	44	13	77%	76%	74%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	32	30	17	13	41%	45%	47%	51%
Q6c. I feel that senior managers model the values of my organisation	10	34	30	13	12	44%	46%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	40	29	9	9	52%	57%	56%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	9	35	26	16	14	44%	43%	44%	48%
Q6h. I feel that senior managers listen to employees	8	27	31	18	16	35%	38%	40%	44%

KEY



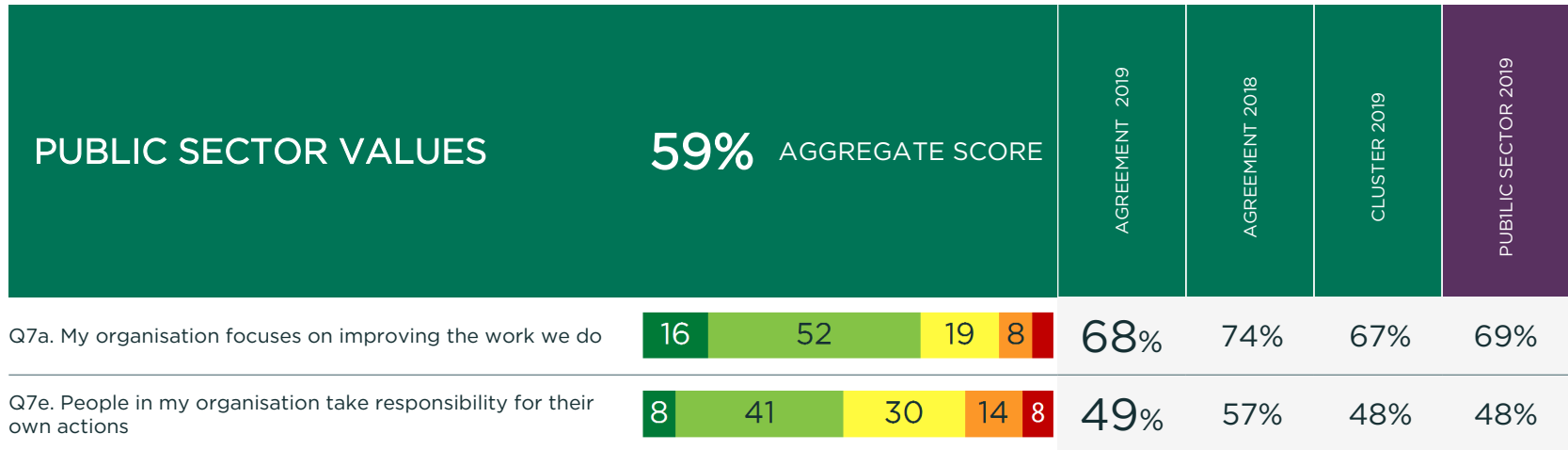


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KEY





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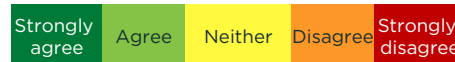
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DIVERSITY & INCLUSION	67% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q1b. I am provided with the support I need to do my best at work	21	45	15	14	66%	65%	66%	67%	
Q5b. My manager listens to what I have to say	33	44	13		77%	76%	74%	76%	
Q5d. My manager encourages and values employee input	32	43	14	7	74%	74%	70%	73%	
Q6i. Senior managers in my organisation support the career advancement of women	16	35	36	7	50%	55%	54%	61%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	51	17		75%	79%	75%	77%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	27	49	16		76%	79%	75%	76%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	48	17	9	69%	70%	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>	18	37	25	12	8	55%	58%	58%	59%
Q8e. My manager supports flexible working in my team	23	37	23	10	8	60%	63%	61%	63%

KEY



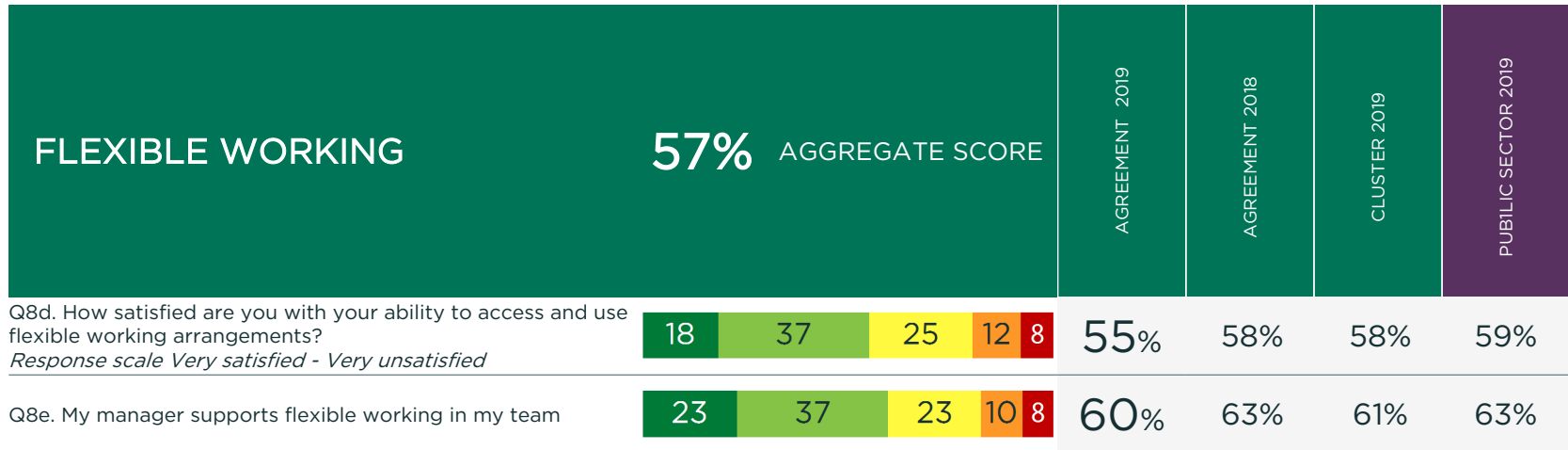


EXPLORE THE FULL RESULTS

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KEY



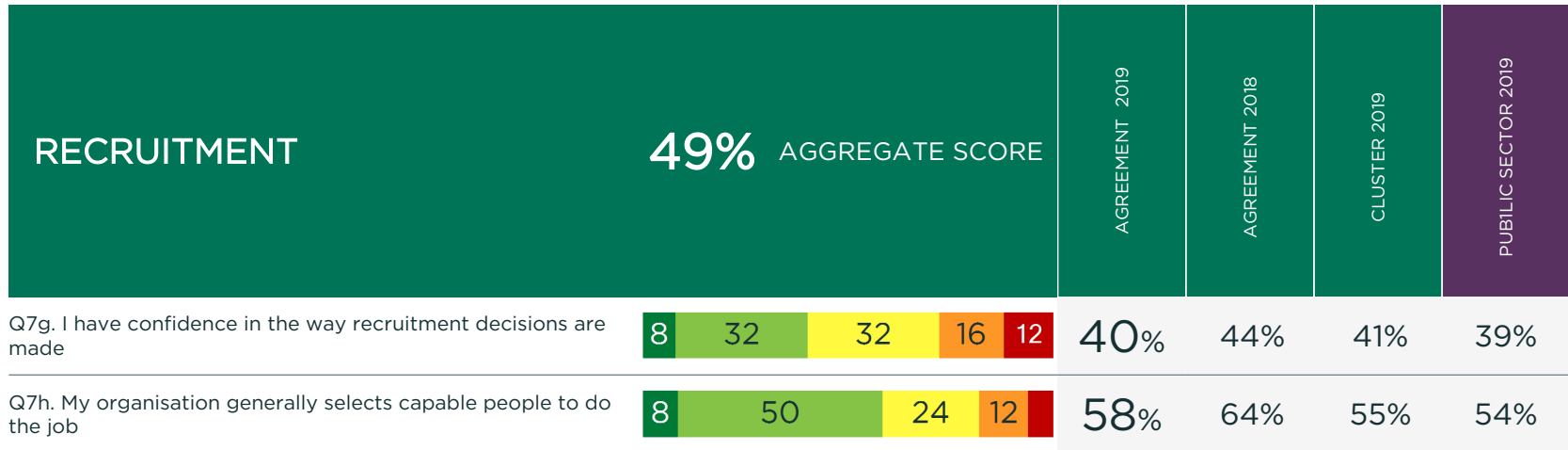


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KEY





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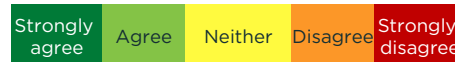
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		67%	67%	65%	66%
Q3e. My performance is assessed against clear criteria		59%	60%	60%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		48%	53%	53%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		70%	69%	66%	69%
Q5h. My manager deals appropriately with employees who perform poorly		45%	46%	47%	48%
Q7f. My organisation is committed to developing its employees		49%	53%	51%	53%

KEY





EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT	69% 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	21	45	15	14	66%	65%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	14	45	19	16	60%	62%	62%	61%
Q2c. I receive help and support from other members of my workgroup	34	47	11		81%	82%	80%	81%
Q2d. There is good team spirit in my workgroup	29	40	14	10	69%	71%	68%	70%

KEY



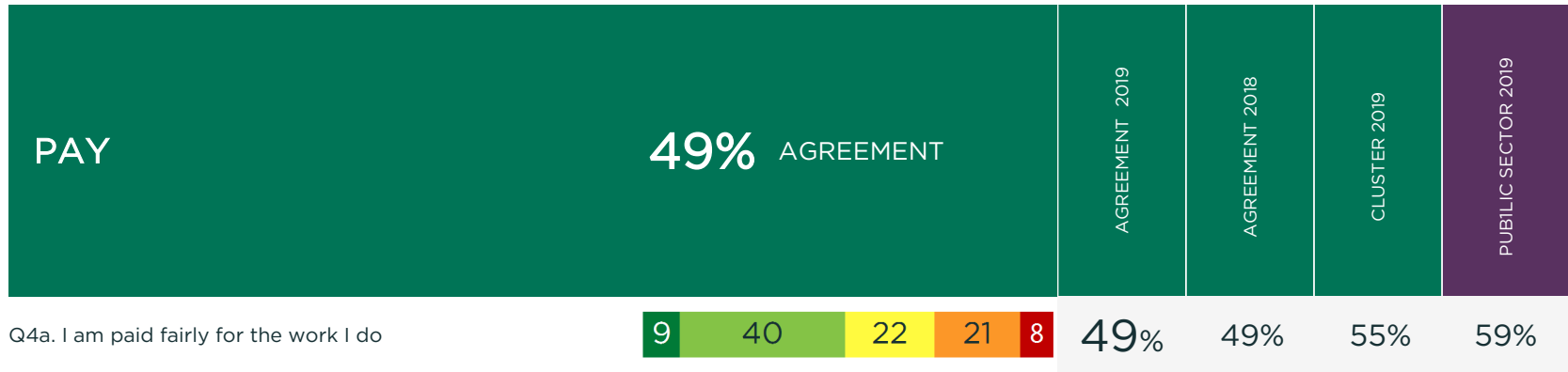


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KEY



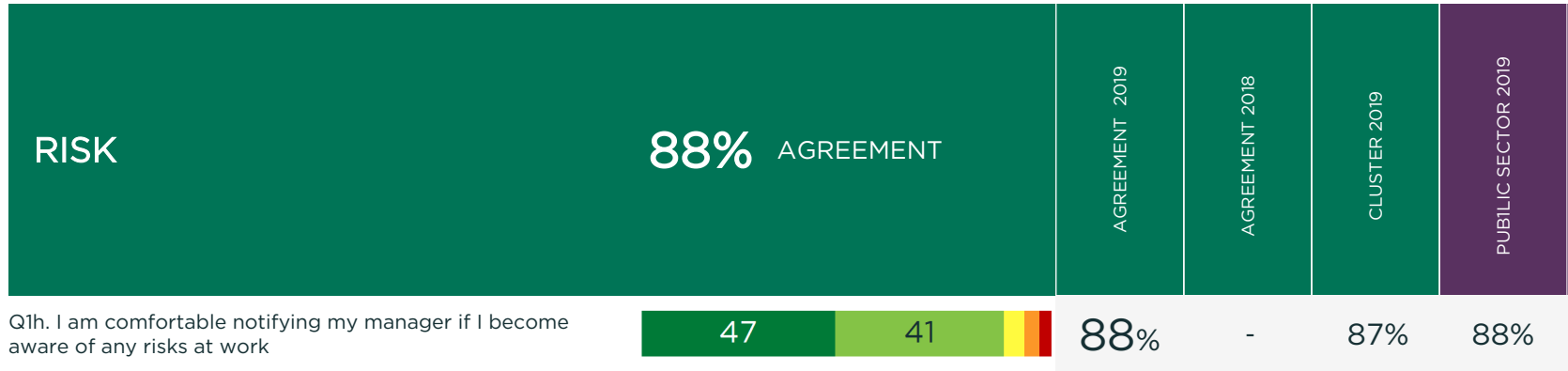


EXPLORE THE FULL RESULTS

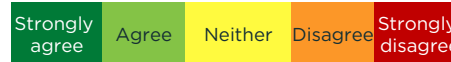
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KEY



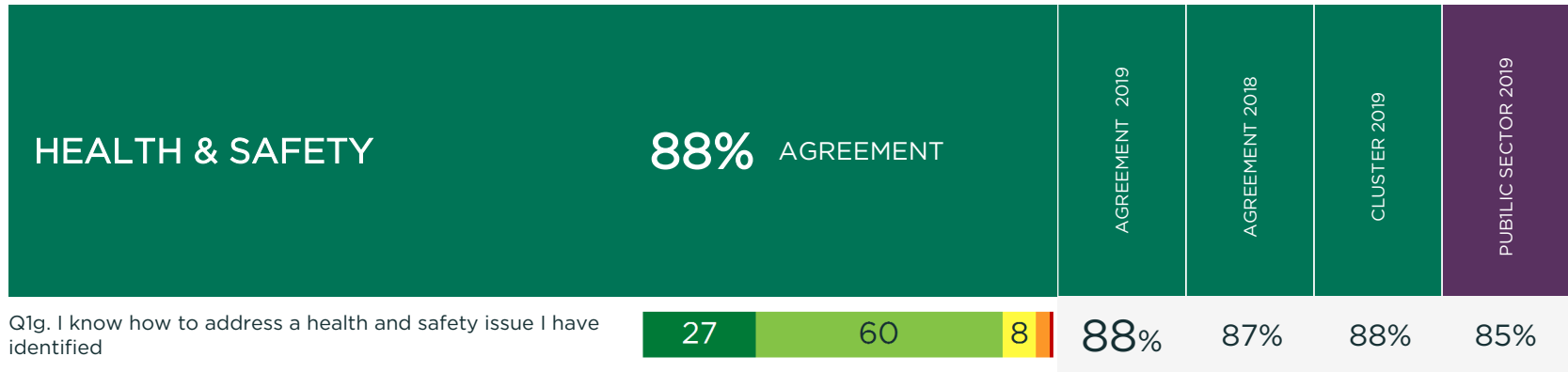


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Results are rounded and may not add up to 100%



KEY





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ACTION ON RESULTS

31% AGREEMENT

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



31%

34%

40%

39%

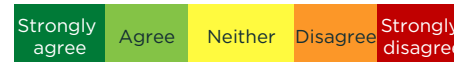
AGREEMENT 2019

AGREEMENT 2018

CLUSTER 2019

PUBLIC SECTOR 2019

KEY





EXPLORE THE FULL RESULTS

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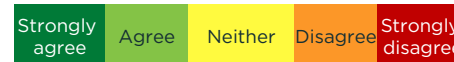
WORKPLACE CONDUCT

33% AGREEMENT

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



KEY



WELLBEING AND ENGAGEMENT



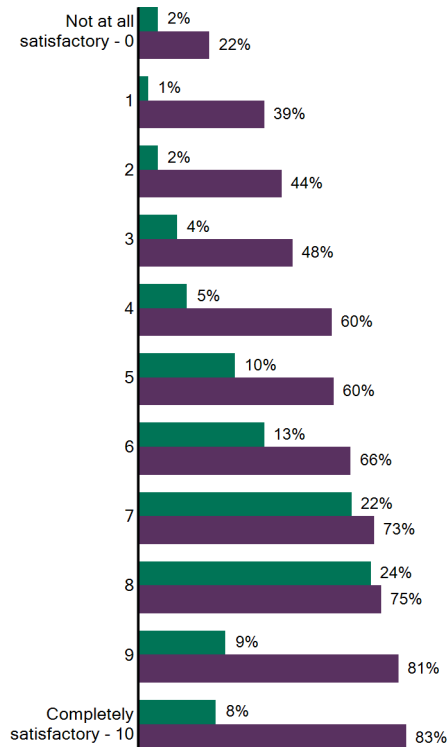
EXPLORE THE FULL RESULTS

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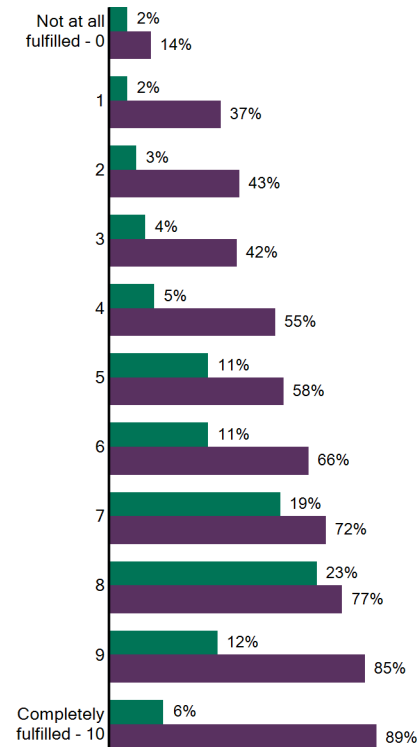
This compares Wellbeing to Engagement.

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

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Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		70%	71%	71%	71%
No		30%	29%	29%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		76%	76%	74%	76%
No		24%	24%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		61%	60%	58%	60%
No		39%	40%	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		42%	39%	40%	41%
No		58%	61%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of visible opportunities		32%	31%	29%	29%
Lack of promotion opportunities		32%	29%	26%	28%
Personal/family considerations		29%	29%	28%	29%
There are no major barriers to my career progression		28%	33%	31%	29%
Geographic location considerations		22%	21%	22%	25%
The application/recruitment process is too cumbersome or time consuming		17%	15%	17%	22%
Lack of support for temporary assignments/secondments		15%	13%	14%	15%
Lack of support from my manager/supervisor		14%	13%	14%	13%
Insufficient training and development		12%	13%	15%	15%
Other		10%	9%	8%	9%
Lack of required capabilities or experience		9%	9%	10%	11%

% are calculated with the number of unique respondents (N = 1,201 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		29%	21%	32%	27%
No		52%	59%	51%	56%
Don't know		19%	19%	17%	17%

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

Yes		65%	71%	67%	65%
No		31%	27%	30%	32%
Don't know		4%	2%	4%	4%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		38%	35%	39%	33%
No		51%	56%	52%	57%
Don't know		10%	9%	10%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		21%	16%	21%	18%
No		72%	77%	72%	75%
Don't know		7%	7%	7%	7%



EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A fellow worker at your level		28%	33%	31%	27%
Your immediate manager/supervisor		22%	22%	23%	23%
A senior manager		19%	18%	18%	21%
Prefer not to say		11%	14%	12%	13%
A subordinate		10%	5%	6%	7%
Other		6%	6%	6%	5%
A client or customer		4%	2%	2%	3%
A member of the public other than a client or customer		0%	0%	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

Response	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	2%	2%	6%	4%
No	96%	97%	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

Role	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A person at work	50%	56%	29%	38%
A member of the public	25%	16%	51%	36%
Other	18%	22%	15%	19%
Prefer not to say	7%	6%	6%	7%



EXPLORE THE FULL RESULTS

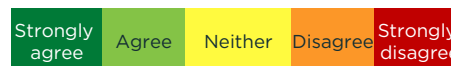
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HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I believe I am valued for what I can offer at my workplace	18	56	14	8	6	74%	74%	71%
Q2. In my workplace, we recognise our successes and innovations	16	53	19	8	6	69%	72%	66%
Q3. Overall, I have confidence in the decisions made by my senior managers	13	39	26	12	10	52%	54%	54%
Q4. I have a say in decisions which affect my work	11	44	23	15	8	54%	57%	53%
Q5. Where I work, we share the lessons learnt when mistakes are made	15	52	20	8	5	67%	72%	67%
Q6. My team's objectives/work plans are clearly outlined	15	49	23	9	6	64%	67%	66%
Q7. Our objectives/work plans help us to deliver a quality service	16	50	24	8	2	66%	69%	67%
Q8. Overall, I believe the culture at my workplace has improved in the last 12 months	10	26	34	16	15	35%	35%	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		63%	63%
Often		26%	25%
About half the time		8%	7%
Seldom		2%	3%
Never		1%	2%
Q10. In the past 12 months have you experienced racism in the workplace?			
Yes		8%	11%
No		92%	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		6%	8%
Your immediate manager / supervisor		9%	10%
A fellow worker at your level		20%	25%
A subordinate / worker below your level		13%	6%
A client or patient		18%	25%
A member of the public other than a client or patient		4%	4%
Other		3%	5%
Prefer not to say		26%	16%



EXPLORE THE FULL SURVEY RESULTS

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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b1. Verbal abuse or harassment

Frequency	2019	CLUSTER 2019
Never	49%	36%
Once	14%	15%
Twice	8%	13%
3-5 times	18%	16%
More than 5 times	11%	20%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b2. Other abuse or harassment

		2019	CLUSTER 2019
Never		47%	50%
Once		19%	13%
Twice		7%	10%
3-5 times		17%	12%
More than 5 times		10%	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	19%	19%
More than 5 times	14%	21%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b4. Exclusion or avoidance in the workplace

Response	2019	CLUSTER 2019
Never	58%	50%
Once	9%	11%
Twice	5%	10%
3-5 times	15%	13%
More than 5 times	14%	16%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b5. Exclusion from employment opportunities

		2019	CLUSTER 2019
Never		65%	65%
Once		14%	10%
Twice		5%	8%
3-5 times		14%	8%
More than 5 times		3%	10%



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HEALTH CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10b6. Racist material displayed in the workplace

Frequency	2019	CLUSTER 2019
Never	97%	86%
Once	0%	5%
Twice	2%	3%
3-5 times	1%	2%
More than 5 times	0%	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.

Role	2019	CLUSTER 2019
Junior Medical Officer	4%	2%
Career Medical Officer, Hospitalist	0%	0%
Staff Specialist	6%	2%
Visiting Medical Officer	0%	0%
Clinical Academic	1%	0%
Assistant in Nursing	1%	1%
Enrolled Nurse	1%	3%
Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner	18%	23%
Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	3%	2%
Nurse/Midwifery Manager	3%	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.			
Support Officers		2%	2%
Information Management (eg. Librarian, Medical Records and Data Manager)		4%	1%
Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)		1%	0%
Administrative and Executive Assistant		14%	9%
Corporate Services		2%	3%
Senior Manager/Executive		1%	2%
Allied Health Professional		15%	11%
Allied Health Assistant		1%	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	1%	1%
Hospital Scientist/Biomedical Engineers	5%	1%
Researchers	1%	0%
Data Analyst	1%	1%
Technical Officers/Technical Assistant	1%	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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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	0%	1%
Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	0%	1%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

HEALTH

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

	2019	CLUSTER 2019
Warehouse staff	0%	0%
Tradesperson	0%	1%
Apprentice Trade Worker and Trade Assistant	0%	0%
Trainee	0%	0%
Volunteer	0%	0%
Other job role 	5%	5%
Prefer not to say 	6%	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		16%
Female		83%
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		13%
35-39		13%
40-44		11%
45-49		13%
50-54		13%
55-59		11%
60-64		7%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

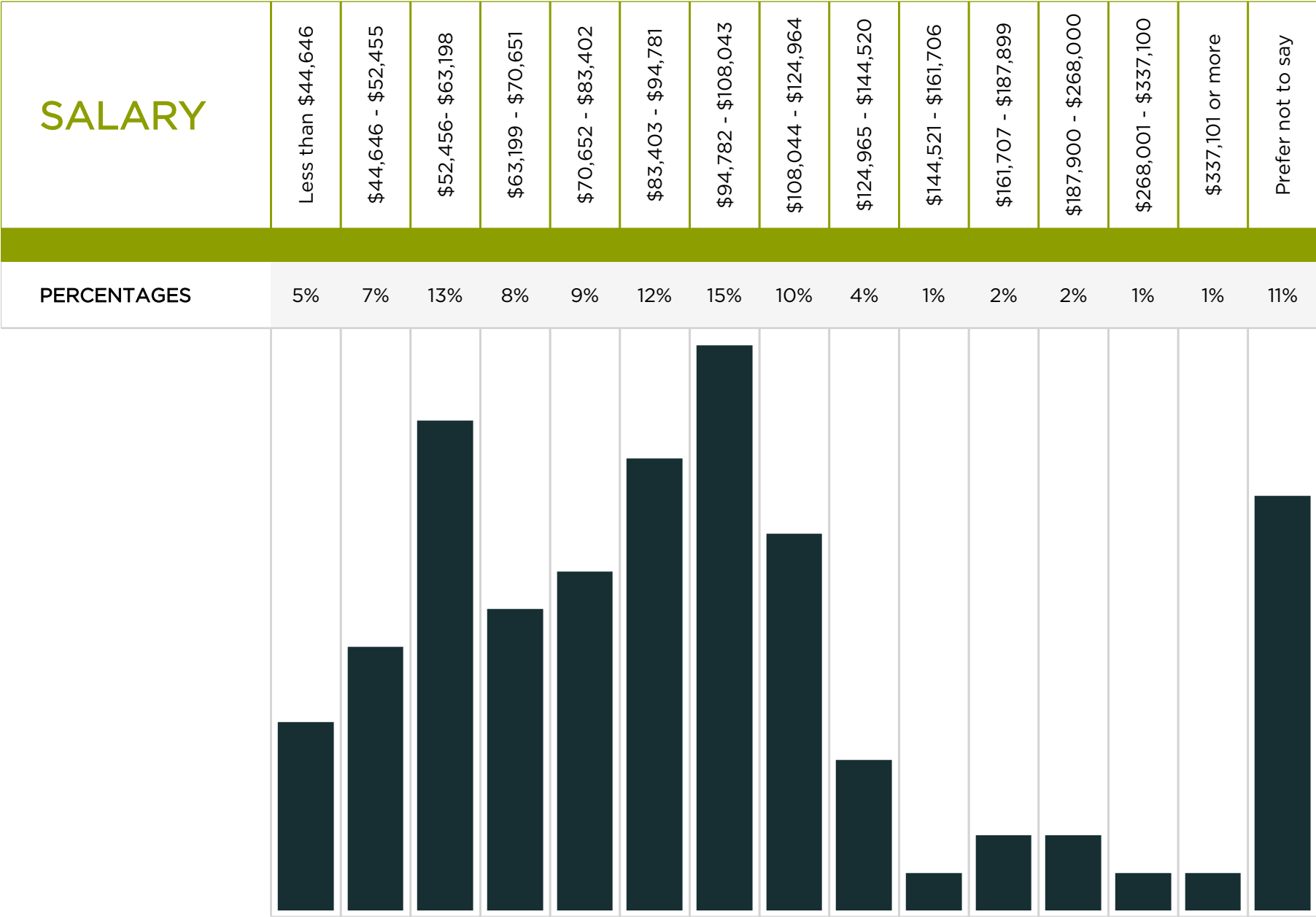
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	57%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	6%
Administrative support (e.g. executive/personal assistant, receptionist)	15%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	3%
Program and project management support	3%
Legal (including developing and/or reviewing legislation)	0%
Other	9%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%





PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		12%
1 - 2 years		12%
2 - 5 years		17%
5 - 10 years		17%
10 - 20 years		25%
More than 20 years		17%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		36%
Flexible start and finish times		33%
Part-time work		20%
Working additional hours to make up for time off		15%
Study leave		11%
Working more hours over fewer days		11%
Working from home		9%

% are calculated with the number of unique respondents (N = 1,139 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Working from different locations		8%
Leave without pay		7%
Flexible scheduling for rostered workers		6%
Job sharing		5%
Other		2%
Purchasing annual leave		1%

% are calculated with the number of unique respondents (N = 1,139 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%

	Sydney Children's Hospitals Network	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	1241	654	73	178	70	2	30	33	2	108
EMPLOYEE ENGAGEMENT	69%	69%	67%	73%	73%	(r)	69%	65%	(r)	64%
ENGAGEMENT WITH WORK	76%	78%	75%	75%	76%	(r)	86%	82%	(r)	69%
SENIOR MANAGERS	42%	36%	48%	54%	53%	(r)	55%	44%	(r)	43%
COMMUNICATION	61%	58%	63%	69%	71%	(r)	72%	54%	(r)	55%
HIGH PERFORMANCE	64%	62%	67%	69%	66%	(r)	70%	61%	(r)	60%
PUBLIC SECTOR VALUES	59%	57%	61%	65%	66%	(r)	68%	58%	(r)	56%
DIVERSITY & INCLUSION	67%	64%	72%	75%	76%	(r)	71%	68%	(r)	61%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	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	1241	58	77	148	94	102	135	178	115	42	13	18	21	13
EMPLOYEE ENGAGEMENT	69%	79%	71%	71%	74%	70%	70%	68%	69%	75%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	84%	78%	75%	81%	75%	77%	75%	79%	86%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	56%	53%	52%	45%	38%	42%	36%	42%	52%	(r)	(r)	(r)	(r)
COMMUNICATION	61%	68%	65%	69%	66%	58%	61%	58%	60%	70%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	75%	68%	69%	67%	62%	64%	63%	60%	71%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	70%	64%	65%	62%	57%	60%	57%	58%	67%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	79%	71%	72%	74%	68%	68%	63%	65%	72%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	1241	13	122
EMPLOYEE ENGAGEMENT	69%	(r)	57%
ENGAGEMENT WITH WORK	76%	(r)	64%
SENIOR MANAGERS	42%	(r)	27%
COMMUNICATION	61%	(r)	48%
HIGH PERFORMANCE	64%	(r)	52%
PUBLIC SECTOR VALUES	59%	(r)	47%
DIVERSITY & INCLUSION	67%	(r)	54%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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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%

	Sydney Children's Hospitals Network	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1241	133	134	196	198	281	198
EMPLOYEE ENGAGEMENT	69%	78%	72%	71%	68%	64%	67%
ENGAGEMENT WITH WORK	76%	82%	78%	75%	78%	71%	79%
SENIOR MANAGERS	42%	61%	51%	43%	39%	32%	38%
COMMUNICATION	61%	77%	69%	60%	58%	54%	56%
HIGH PERFORMANCE	64%	76%	71%	64%	62%	57%	60%
PUBLIC SECTOR VALUES	59%	74%	67%	59%	56%	52%	56%
DIVERSITY & INCLUSION	67%	81%	75%	68%	65%	60%	64%

KEY

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GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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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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	Sydney Children's Hospitals Network	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	1241	376	124	173	65	225	55	86	108	7	78	128	28	406
EMPLOYEE ENGAGEMENT	69%	73%	76%	72%	76%	70%	73%	72%	74%	(r)	71%	70%	(r)	66%
ENGAGEMENT WITH WORK	76%	79%	82%	76%	83%	79%	81%	85%	87%	(r)	75%	82%	(r)	74%
SENIOR MANAGERS	42%	49%	44%	51%	46%	37%	37%	52%	54%	(r)	47%	36%	(r)	39%
COMMUNICATION	61%	67%	64%	67%	69%	61%	66%	69%	72%	(r)	62%	56%	(r)	56%
HIGH PERFORMANCE	64%	69%	67%	69%	68%	65%	66%	67%	71%	(r)	65%	63%	(r)	60%
PUBLIC SECTOR VALUES	59%	65%	61%	65%	61%	58%	62%	65%	67%	(r)	62%	58%	(r)	56%
DIVERSITY & INCLUSION	67%	76%	74%	74%	76%	69%	71%	77%	79%	(r)	69%	61%	(r)	60%

*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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Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	Sydney East	Sydney West	Sydney - Parramatta	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Ryde	Sydney - Inner West	Sydney - City and Inner South	Central West	New England and North West	Newcastle and Lake Macquarie	Sydney - Baukham Hills and Hawkesbury	Sydney - Blacktown
NUMBER OF RESPONDENTS	1241	383	649	646	349	19	5	4	3	2	1	1	1	1
EMPLOYEE ENGAGEMENT	69%	69%	70%	70%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	77%	77%	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	33%	47%	47%	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	59%	62%	62%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	60%	66%	66%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	55%	61%	61%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	66%	68%	68%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Sutherland	Capital Region	Central Coast	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	Outside NSW
NUMBER OF RESPONDENTS	1241	1	1	1	1	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER 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%

	Sydney Children's Hospitals Network	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Outer West and Blue Mountains	Sydney - South West
NUMBER OF RESPONDENTS	1241	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
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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%

	Sydney Children's Hospitals Network	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	1241	1	45	137	152	152	127	154	144	121	79	29
EMPLOYEE ENGAGEMENT	69%	(r)	81%	74%	72%	70%	70%	66%	63%	68%	64%	(r)
ENGAGEMENT WITH WORK	76%	(r)	74%	78%	76%	75%	77%	73%	76%	79%	85%	(r)
SENIOR MANAGERS	42%	(r)	62%	50%	41%	46%	43%	36%	34%	44%	36%	(r)
COMMUNICATION	61%	(r)	79%	66%	64%	62%	65%	56%	53%	60%	57%	(r)
HIGH PERFORMANCE	64%	(r)	78%	70%	66%	65%	66%	61%	56%	64%	58%	(r)
PUBLIC SECTOR VALUES	59%	(r)	75%	66%	60%	60%	61%	56%	53%	59%	54%	(r)
DIVERSITY & INCLUSION	67%	(r)	82%	73%	71%	67%	68%	63%	57%	67%	69%	(r)

KEY

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	Male	Female	Other
NUMBER OF RESPONDENTS	1241	182	956	12
EMPLOYEE ENGAGEMENT	69%	65%	70%	(r)
ENGAGEMENT WITH WORK	76%	73%	78%	(r)
SENIOR MANAGERS	42%	43%	42%	(r)
COMMUNICATION	61%	59%	62%	(r)
HIGH PERFORMANCE	64%	60%	65%	(r)
PUBLIC SECTOR VALUES	59%	59%	60%	(r)
DIVERSITY & INCLUSION	67%	66%	68%	(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%

	Sydney Children's Hospitals Network	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	1241	47	1	67	5	7	12	14	206	30	37	24	42	8
EMPLOYEE ENGAGEMENT	69%	67%	(r)	58%	(r)	(r)	(r)	(r)	67%	72%	68%	(r)	76%	(r)
ENGAGEMENT WITH WORK	76%	77%	(r)	75%	(r)	(r)	(r)	(r)	76%	69%	78%	(r)	79%	(r)
SENIOR MANAGERS	42%	32%	(r)	25%	(r)	(r)	(r)	(r)	34%	32%	32%	(r)	67%	(r)
COMMUNICATION	61%	52%	(r)	47%	(r)	(r)	(r)	(r)	54%	60%	59%	(r)	74%	(r)
HIGH PERFORMANCE	64%	62%	(r)	53%	(r)	(r)	(r)	(r)	60%	64%	58%	(r)	75%	(r)
PUBLIC SECTOR VALUES	59%	55%	(r)	47%	(r)	(r)	(r)	(r)	54%	57%	54%	(r)	73%	(r)
DIVERSITY & INCLUSION	67%	59%	(r)	56%	(r)	(r)	(r)	(r)	62%	69%	67%	(r)	80%	(r)

KEY

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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%

	Sydney Children's Hospitals Network	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	1241	158	20	16	171	17	4	1	0	2	11	56	12	8
EMPLOYEE ENGAGEMENT	69%	71%	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
ENGAGEMENT WITH WORK	76%	73%	(r)	(r)	85%	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	(r)
SENIOR MANAGERS	42%	49%	(r)	(r)	39%	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)
COMMUNICATION	61%	65%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
HIGH PERFORMANCE	64%	65%	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
PUBLIC SECTOR VALUES	59%	61%	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
DIVERSITY & INCLUSION	67%	72%	(r)	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)	73%	(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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Results are rounded and may not add up to 100%

	Sydney Children's Hospitals Network	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	1241	13	0	0	1	0	1	1	2	9	11	12	3	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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%

	Sydney Children's Hospitals Network	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	1241	0	0	1	0	5	0	58	65
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	72%	58%
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	75%	65%
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)	(r)	52%	30%
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	66%	47%
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	69%	52%
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	65%	48%
DIVERSITY & INCLUSION	67%	(r)	(r)	(r)	(r)	(r)	(r)	71%	53%

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

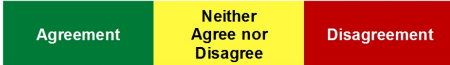
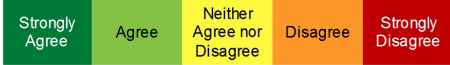
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.