



2019 | NSW Public Sector  
Employee Survey

---

AGENCY REPORT

Legal Aid Commission of NSW



# Contents

<b>Headlines . . . . .</b>	<b>3</b>
<b>Highest and Lowest Questions . . . . .</b>	<b>4</b>
<b>Most and Least Improved Questions . . . . .</b>	<b>5</b>
<b>Highest Neutral Scoring Questions . . . . .</b>	<b>6</b>
<b>Respondent Profile . . . . .</b>	<b>7</b>
<b>Taking Action . . . . .</b>	<b>8</b>
<b>Key Drivers of Engagement . . . . .</b>	<b>9</b>
<b>Team Comparison . . . . .</b>	<b>10</b>
<b>All Questions by Topic . . . . .</b>	<b>11</b>
<b>Profile of Respondents . . . . .</b>	<b>39</b>
<b>Results by Select Demographics . . . . .</b>	<b>46</b>
<b>Report Guide . . . . .</b>	<b>56</b>

## RESPONSE RATE

# 85%

1,136 OF 1,336 RESPONDENTS

RESPONSE RATE 2018: 84%

## EMPLOYEE ENGAGEMENT

# 76%

DIFFERENCE FROM 2018 **+2**  
(75%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(66%)

## ENGAGEMENT WITH WORK

# 82%

DIFFERENCE FROM 2018 **+2**  
(80%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(73%)

## SENIOR MANAGERS

# 61%

DIFFERENCE FROM 2018 **+2**  
(59%)

DIFFERENCE FROM PUBLIC SECTOR **+11**  
(50%)

## COMMUNICATION

# 72%

DIFFERENCE FROM 2018 **+2**  
(70%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(62%)

## HIGH PERFORMANCE

# 72%

DIFFERENCE FROM 2018 **+2**  
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+8**  
(65%)

## PUBLIC SECTOR VALUES

# 73%

DIFFERENCE FROM 2018 **+2**  
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(62%)

## DIVERSITY & INCLUSION

# 79%

DIFFERENCE FROM 2018 **+2**  
(77%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(69%)

## FLEXIBLE WORKING SATISFACTION

# 69%

DIFFERENCE FROM 2018 **-3**  
(72%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(59%)

## ACTION ON RESULTS

# 56%

DIFFERENCE FROM 2018 **+3**  
(53%)

DIFFERENCE FROM PUBLIC SECTOR **+17**  
(39%)



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
2a. My workgroup strives to achieve customer/client satisfaction	92%	91%
1a. I understand what is expected of me to do well in my role	92%	91%
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	85%
2c. I receive help and support from other members of my workgroup	88%	87%
7j. I am proud to tell others I work for my organisation	87%	85%
2b. My workgroup works collaboratively to achieve its objectives	85%	83%
1c. My job gives me a feeling of personal accomplishment	85%	83%
2e. People in my workgroup treat each other with respect	84%	86%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	84%	81%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	41%	37%
7c. I feel that change is managed well in my organisation	47%	47%
11a. I have confidence in the ways my organisation resolves grievances	47%	38%
3g. I am satisfied with the opportunities available for career development in my organisation	49%	48%
5h. My manager deals appropriately with employees who perform poorly	53%	48%
7d. There is good co-operation between teams across our organisation	53%	52%
6h. I feel that senior managers listen to employees	54%	53%
6d. Senior managers encourage innovation by employees	56%	54%
10a. I believe action will be taken on the results from this survey by my organisation	56%	53%
7e. People in my organisation take responsibility for their own actions	57%	55%



### 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
11a. I have confidence in the ways my organisation resolves grievances	47%	38%
5h. My manager deals appropriately with employees who perform poorly	53%	48%
1b. I am provided with the support I need to do my best at work	75%	70%
1g. I know how to address a health and safety issue I have identified	83%	78%
7i. I would recommend my organisation as a great place to work	80%	76%
6g. I feel that senior managers keep employees informed about what's going on	64%	60%
7g. I have confidence in the way recruitment decisions are made	41%	37%
7m. My organisation inspires me to do the best in my job	71%	68%
3e. My performance is assessed against clear criteria	62%	59%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	85%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
8d. How satisfied are you with your ability to access and use flexible working arrangements?	69%	72%
2d. There is good team spirit in my workgroup	79%	81%
8e. My manager supports flexible working in my team	76%	78%
2e. People in my workgroup treat each other with respect	84%	86%
7b. My organisation is making the necessary improvements to meet our future challenges	70%	71%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



**Q7c.** I feel that change is managed well in my organisation



**Q6d.** Senior managers encourage innovation by employees



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



**Q7c.** I feel that change is managed well in my organisation



**Q6d.** Senior managers encourage innovation by employees



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



**Q7c.** I feel that change is managed well in my organisation



**Q6d.** Senior managers encourage innovation by employees



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



## 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: 1136

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	23	Senior Executive (ongoing/permanent or term)	1	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	20
Female	76	Ongoing/Permanent (other than senior executive)	72	Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2
Other	2	Temporary (including temporary teachers and graduates)	18	Administrative support (e.g. executive/personal assistant, receptionist)	20
		Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	8
		Contract – Non Executive	6	Policy	1
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	0	Research	0
		Other	0	Program and project management support	4
		Don't know	1	Legal (including developing and/or reviewing legislation)	38
				Other	7
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	36	Yes	9	Less than 1 year	15
35 - 54 years	47	No	91	1 - 2 years	13
55+ years	17			2 - 5 years	24
		Supervisors	Survey %	5 - 10 years	18
		Yes	31	10 - 20 years	21
		No	69	More than 20 years	9
		Working arrangement	Survey %		
		Full-time	81	Salary	Survey %
		Part-time	19	\$83,402 and below	36
				\$83,403 - \$108,043	26
				\$108,044 - \$144,520	31
				\$144,521 and above	2
				Prefer not to say	5
LOTE spoken at home	Survey %				
Yes	18				
No	77				
Prefer not to say	5				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	6				
No	91				
Prefer not to say	4				
Disability	Survey %				
Yes	7				
No	88				
Prefer not to say	5				
LGBTI	Survey %				
Yes	8				
No	87				
Prefer not to say	5				

Results are rounded and may not add up to 100%



## WHAT'S NEXT?

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

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

Results are rounded and may not add up to 100%

# 56%

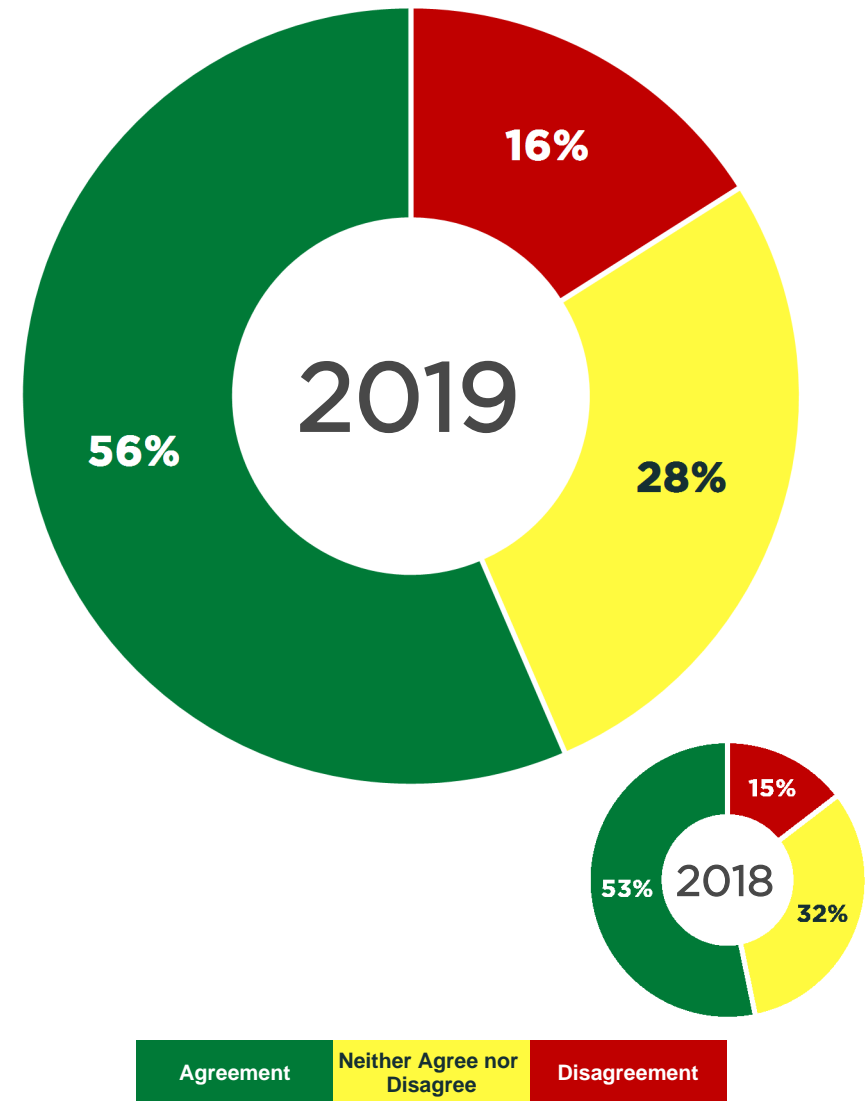
of employees replied favourably to:

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

**39%**  
SECTOR

**0%**  
CLUSTER

**53%**  
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 PUBLIC SECTOR
<b>1</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>82%</b>	82%	69%
<b>2</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>63%</b>	61%	53%
<b>3</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>65%</b>	62%	52%
<b>4</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>70%</b>	71%	57%
<b>5</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>75%</b>	73%	69%
<b>6</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>63%</b>	62%	51%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Legal Aid Commission of NSW

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.

	Legal Aid Commission of NSW	Civil Law Central Sydney	Client Services Unit	Corporate Services	Criminal Law Central Sydney	Executive Services (inc Exec Unit, CARs, ASB, CLE, Comms, Library and Facilities)	Family Law Central Sydney	Grants	Policy Planning and Programs	Regional Offices
NUMBER OF RESPONDENTS	1136	119	29	79	107	49	117	83	43	510
EMPLOYEE ENGAGEMENT	76%	80%	82%	66%	72%	78%	80%	67%	77%	78%
ENGAGEMENT WITH WORK	82%	85%	77%	75%	80%	85%	86%	62%	84%	86%
SENIOR MANAGERS	61%	71%	66%	48%	50%	60%	63%	48%	49%	65%
COMMUNICATION	72%	77%	81%	63%	63%	72%	76%	62%	70%	74%
HIGH PERFORMANCE	72%	77%	76%	62%	65%	72%	76%	64%	70%	75%
PUBLIC SECTOR VALUES	73%	81%	76%	65%	66%	72%	76%	61%	67%	75%
DIVERSITY & INCLUSION	79%	77%	84%	73%	73%	83%	83%	76%	82%	80%

### 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

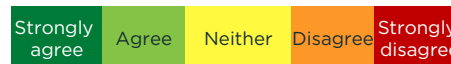
Questions are grouped by topics in this report.

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	76% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019	
Q7i. I would recommend my organisation as a great place to work	32	48	15	80%	76%	62%
Q7j. I am proud to tell others I work for my organisation	45	42	11	87%	85%	70%
Q7k. I feel a strong personal attachment to my organisation	37	40	18	77%	76%	64%
Q7l. My organisation motivates me to help it achieve its objectives	30	42	21	71%	68%	56%
Q7m. My organisation inspires me to do the best in my job	30	42	21	71%	68%	56%

### KEY



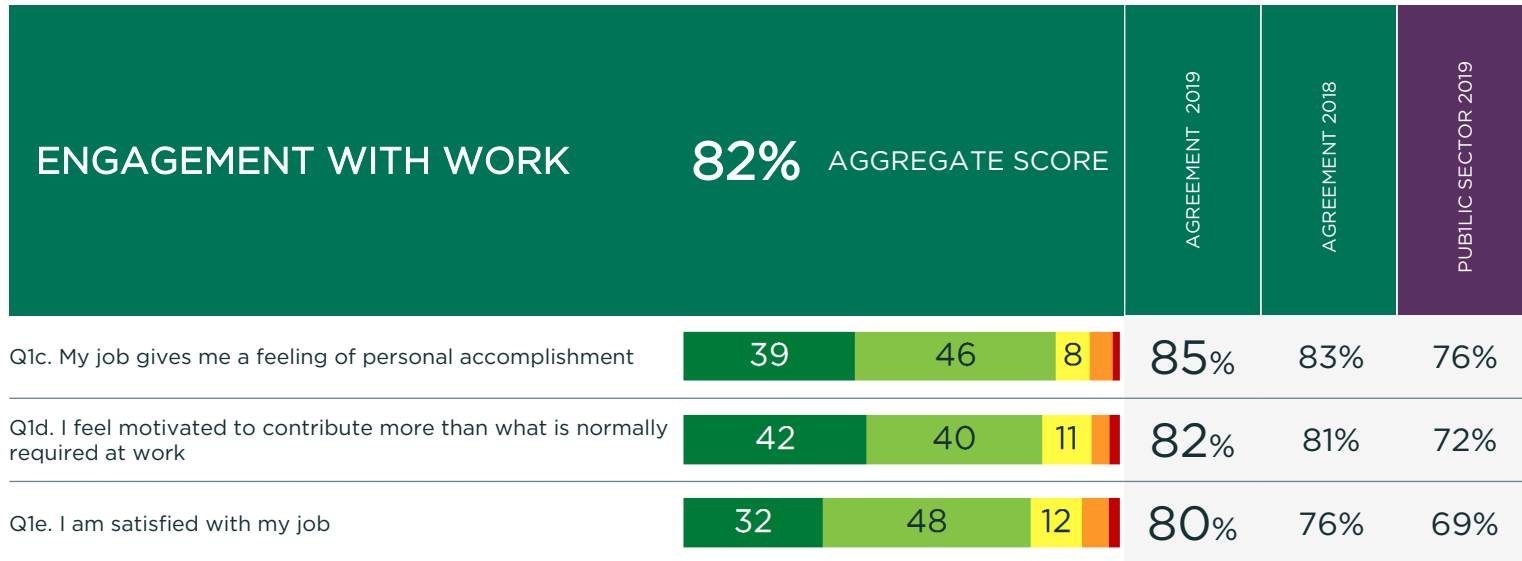


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

SENIOR MANAGERS	61% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	46	24	10	63%	62%	51%
Q6b. I feel that senior managers effectively lead and manage change	16	44	23	13	60%	57%	47%
Q6c. I feel that senior managers model the values of my organisation	21	44	25		65%	62%	52%
Q6d. Senior managers encourage innovation by employees	16	40	29	11	56%	54%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	45	29		63%	62%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	52	19		75%	72%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	19	45	19	12	64%	60%	48%
Q6h. I feel that senior managers listen to employees	15	38	28	13	54%	53%	44%
Q7c. I feel that change is managed well in my organisation	11	36	30	17	47%	47%	42%

KEY





## EXPLORE THE FULL RESULTS

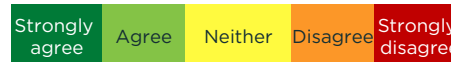
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

COMMUNICATION	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019		
Q5c. My manager communicates effectively with me	44	38	9	81%	79%	72%	
Q5d. My manager encourages and values employee input	45	37	10	82%	79%	73%	
Q5e. My manager involves my workgroup in decisions about our work	39	37	14	76%	73%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	19	45	19	12	64%	60%	48%
Q6h. I feel that senior managers listen to employees	15	38	28	13	54%	53%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	47	13	7	75%	73%	69%

KEY





## EXPLORE THE FULL RESULTS

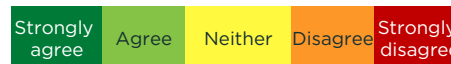
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

	HIGH PERFORMANCE				72% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	45	47			92%	91%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	46	40	8		85%	83%	79%	
Q3f. I have received appropriate training and development to do my job well	25	47	16	10	71%	70%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	37	42	13		79%	76%	75%	
Q5f. I have confidence in the decisions my manager makes	42	36	13		77%	75%	69%	
Q6d. Senior managers encourage innovation by employees	16	40	29	11	56%	54%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	45	29		63%	62%	53%	
Q7a. My organisation focuses on improving the work we do	28	54	13		82%	82%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	50	21		70%	71%	57%	

KEY



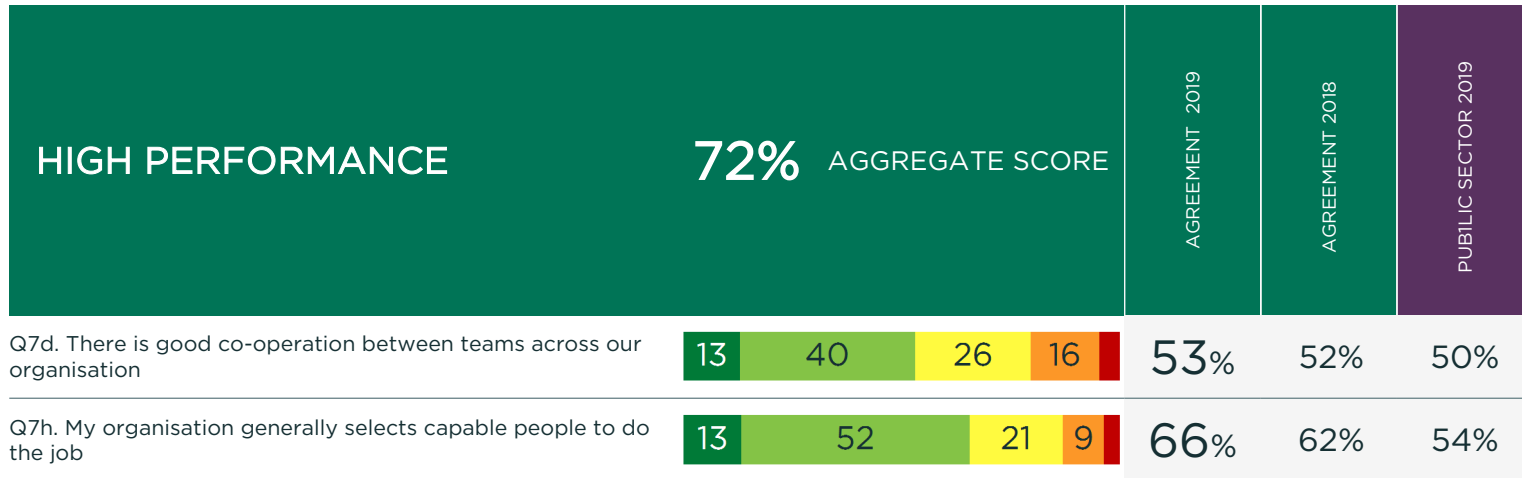


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



### KEY







## EXPLORE THE FULL RESULTS

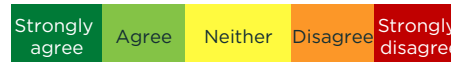
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	73% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019		
	Q2a. My workgroup strives to achieve customer/client satisfaction	51	41	92%	91%	86%	
Q2e. People in my workgroup treat each other with respect	49	36	9	84%	86%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	37	42	13	79%	76%	75%	
Q5b. My manager listens to what I have to say	46	38	9	84%	83%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	46	24	10	63%	62%	51%
Q6c. I feel that senior managers model the values of my organisation	21	44	25		65%	62%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	52	19		75%	72%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	19	45	19	12	64%	60%	48%
Q6h. I feel that senior managers listen to employees	15	38	28	13	54%	53%	44%

KEY



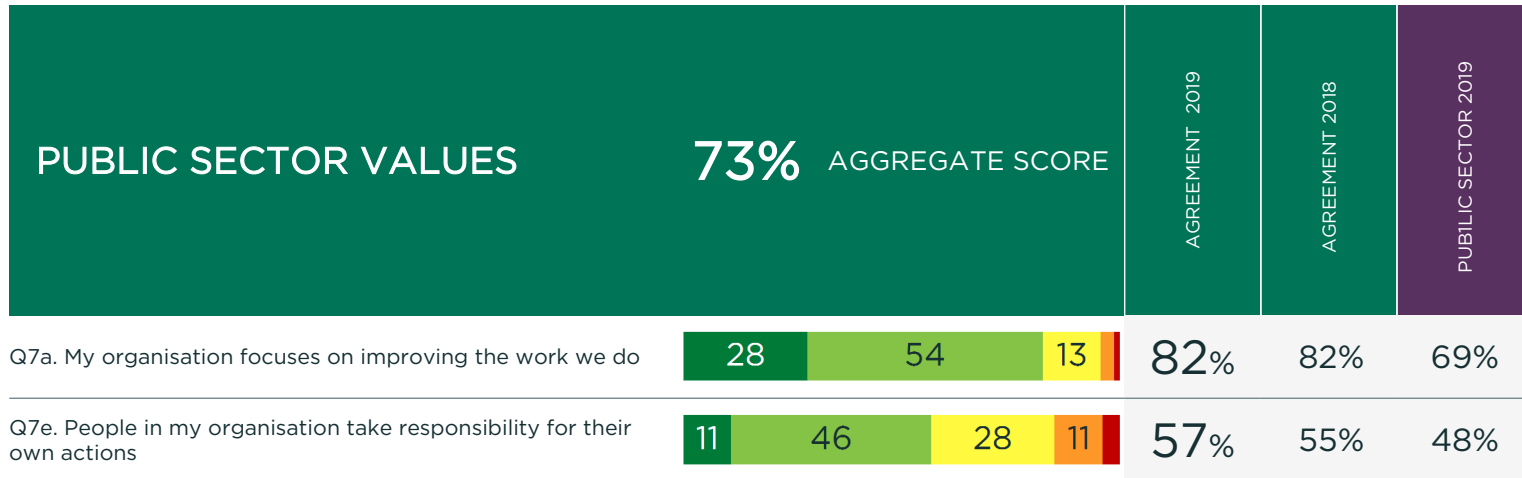


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	79% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	28	48	11	9	75%	70%	67%
Q5b. My manager listens to what I have to say	46	38	9		84%	83%	76%
Q5d. My manager encourages and values employee input	45	37	10		82%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	32	43	20		74%	73%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	39	49	7		88%	85%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	41	43	9		84%	81%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	47	13	7	75%	73%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	31	38	17	9	69%	72%	59%
Q8e. My manager supports flexible working in my team	39	37	15		76%	78%	63%

KEY



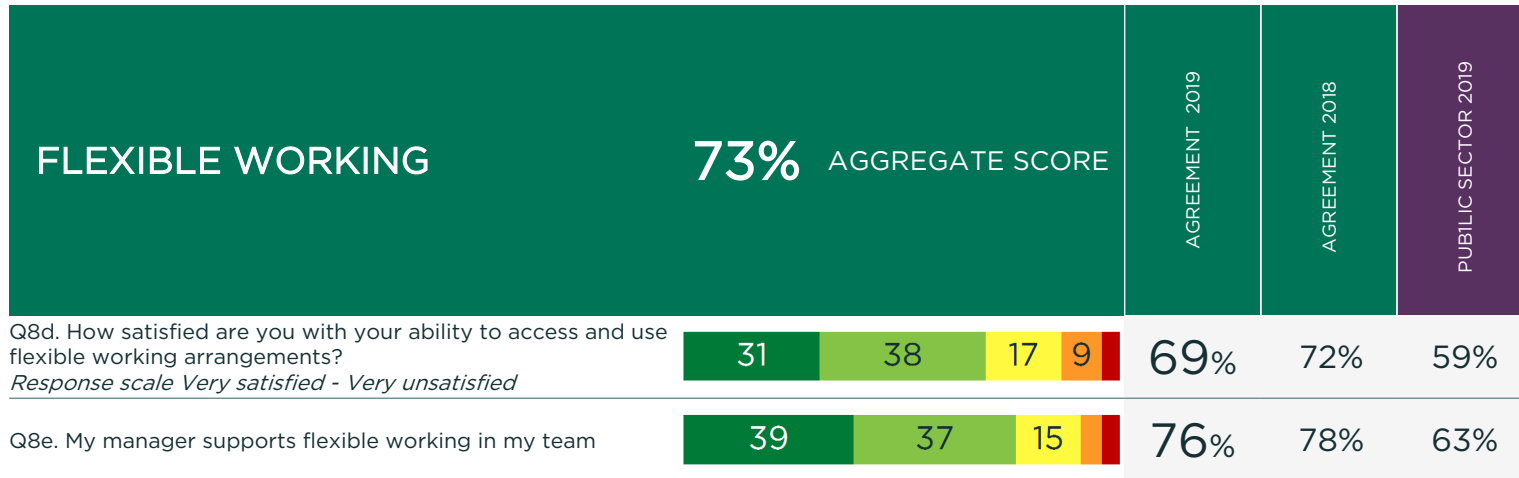


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY



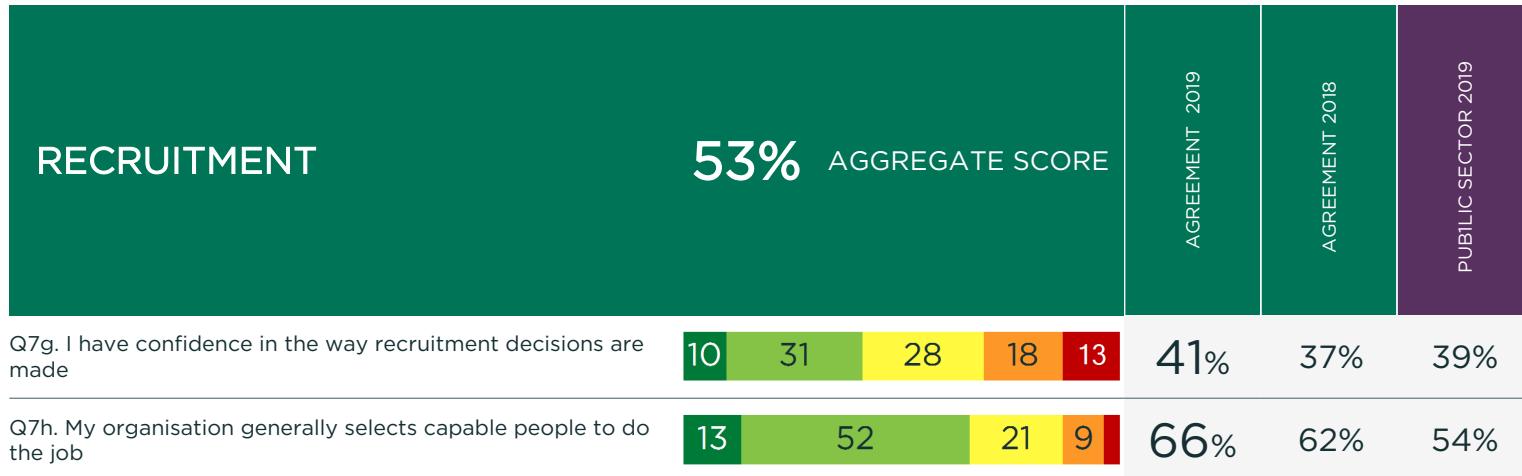


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

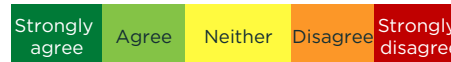
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**63%** AGGREGATE SCORE

					AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	29	43	17	8	72%	71%	66%
Q3e. My performance is assessed against clear criteria	20	42	23	11	62%	59%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	17	31	22	18	49%	48%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	42	35	12		77%	75%	69%
Q5h. My manager deals appropriately with employees who perform poorly	25	28	31	10	53%	48%	48%
Q7f. My organisation is committed to developing its employees	16	48	24	8	63%	61%	53%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

	77% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	28	48	11	9	75%	70%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	49	18	11	67%	65%	61%
Q2c. I receive help and support from other members of my workgroup	48	40			88%	87%	81%
Q2d. There is good team spirit in my workgroup	44	35	12		79%	81%	70%

KEY



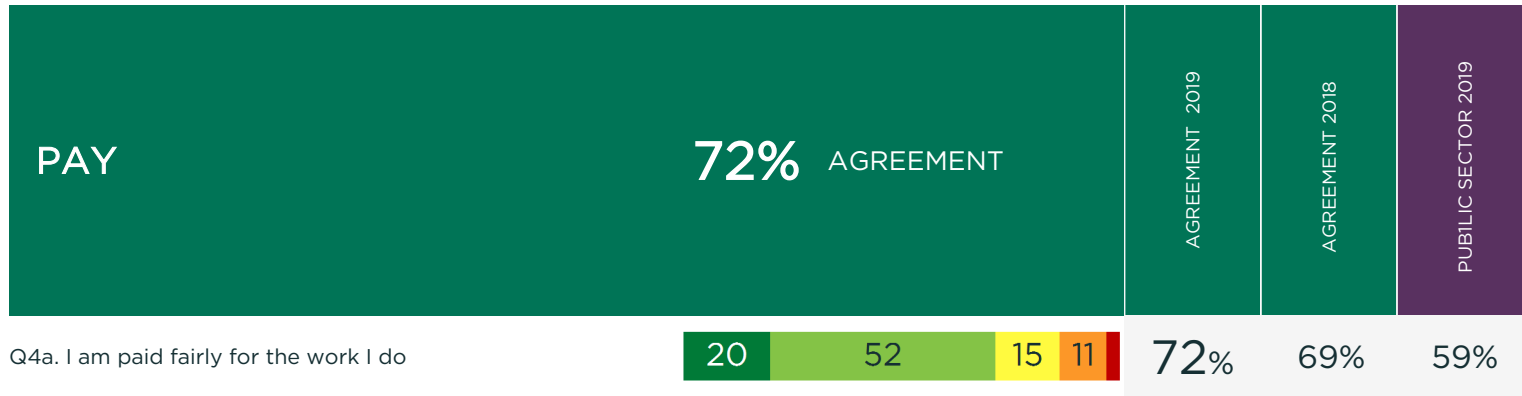


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



### KEY





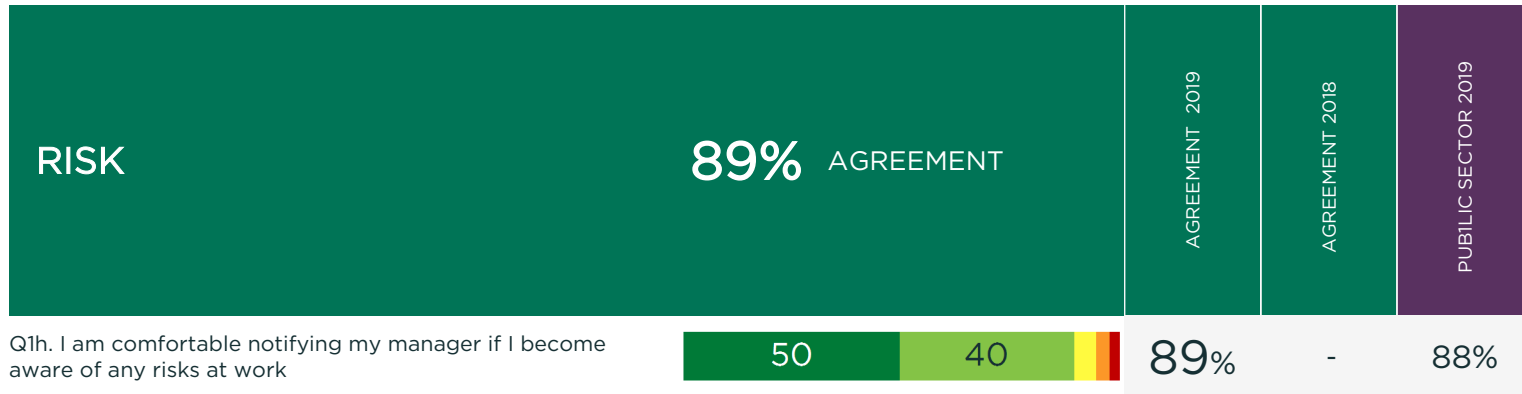


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



### KEY



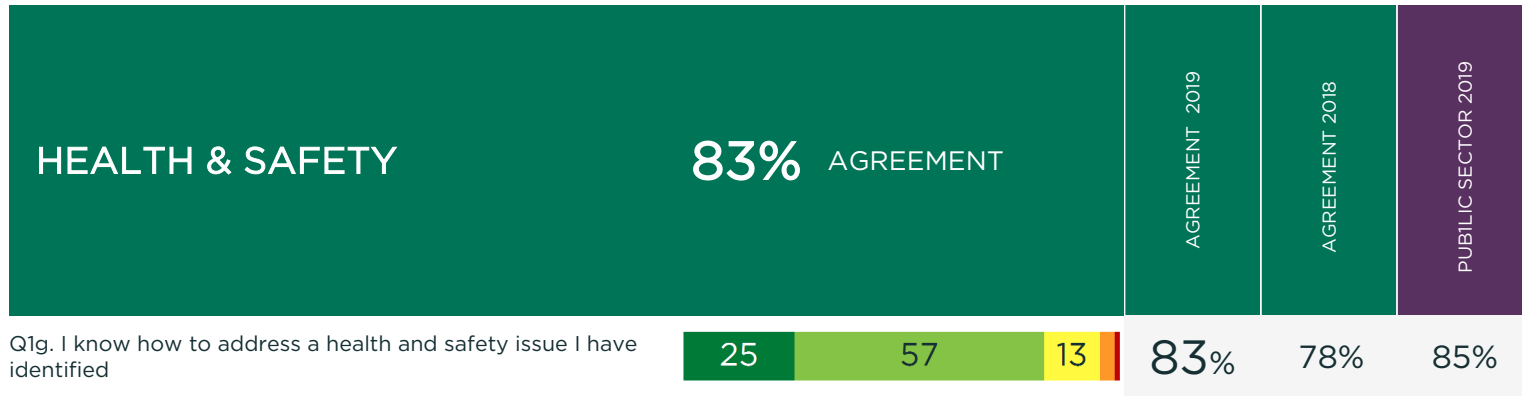


## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

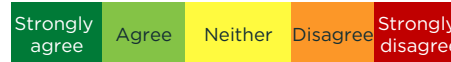
## ACTION ON RESULTS

**56%** AGREEMENT

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

## WORKPLACE CONDUCT

47% AGREEMENT

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



KEY





## WELLBEING AND ENGAGEMENT

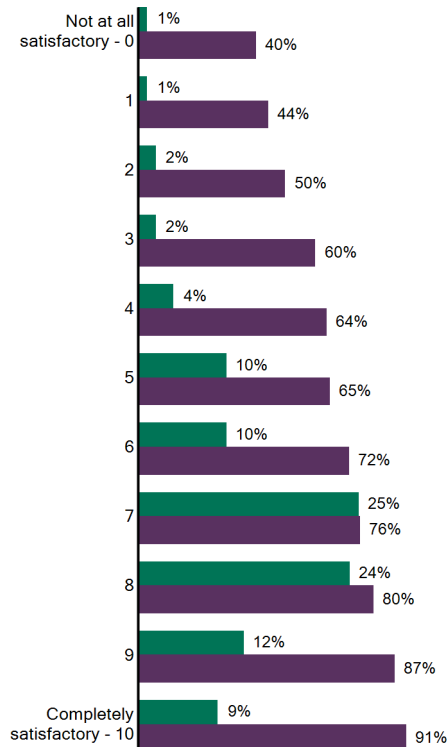
### EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

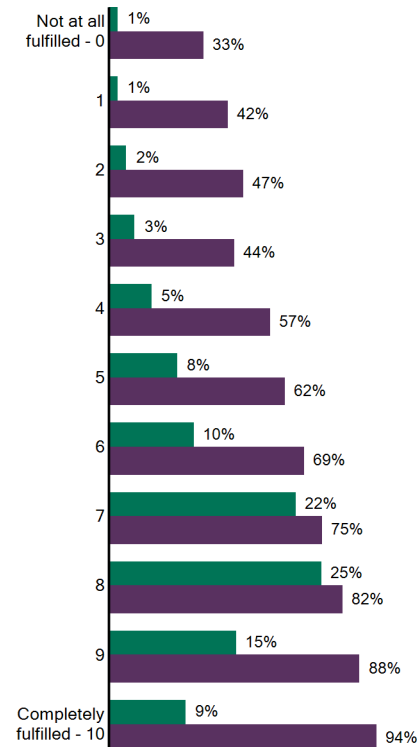
This compares Wellbeing to Engagement.

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



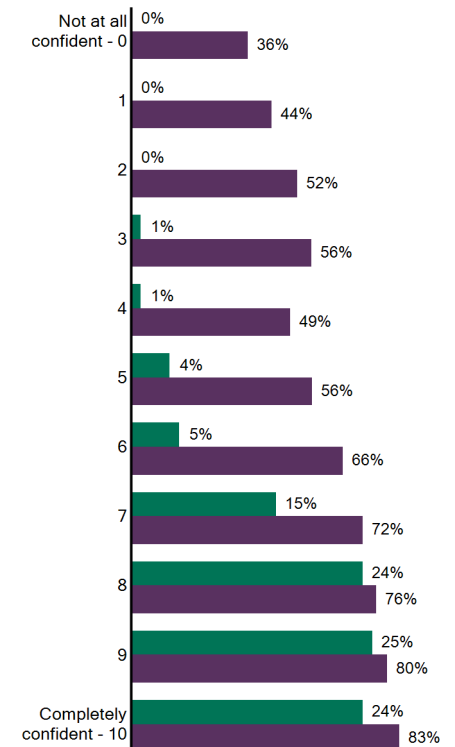
Proportion of respondents answering each response option

**Q1j.** I find my life at work fulfilling



Employee engagement score

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





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

2019

2018

PUBLIC SECTOR 2019

### Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



76%

80%

71%

No



24%

20%

29%

### Q3b. I have informal feedback conversations with my manager

Yes



85%

83%

76%

No



15%

17%

24%

### Q3c. I have scheduled feedback conversations with my manager

Yes



68%

66%

60%

No



32%

34%

40%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## MOBILITY

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2019	2018	PUBLIC SECTOR 2019
Yes		41%	40%	41%
No		59%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## MOBILITY

2019

2018

PUBLIC SECTOR 2019

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

		2019	2018	PUBLIC SECTOR 2019
Lack of promotion opportunities		38%	44%	28%
Lack of visible opportunities		37%	41%	29%
Geographic location considerations		34%	36%	25%
Personal/family considerations		31%	33%	29%
The application/recruitment process is too cumbersome or time consuming		26%	28%	22%
There are no major barriers to my career progression		24%	24%	29%
Lack of support for temporary assignments/secondments		15%	17%	15%
Lack of required capabilities or experience		12%	12%	11%
Insufficient training and development		12%	12%	15%
Lack of support from my manager/supervisor		9%	10%	13%
Other		8%	7%	9%

% are calculated with the number of unique respondents (N = 1,100 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

PUBLIC SECTOR 2019

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

Yes		18%	20%	27%
No		66%	64%	56%
Don't know		15%	16%	17%

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

Yes		54%	52%	65%
No		41%	44%	32%
Don't know		5%	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

PUBLIC SECTOR 2019

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

Yes		24%	28%	33%
No		68%	62%	57%
Don't know		8%	10%	10%

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

Yes		12%	13%	18%
No		82%	81%	75%
Don't know		6%	6%	7%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## UNACCEPTABLE CONDUCT

2019

2018

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	PUBLIC SECTOR 2019
A fellow worker at your level		26%	26%	27%
Your immediate manager/supervisor		24%	25%	23%
Prefer not to say		17%	14%	13%
A subordinate		15%	11%	7%
A senior manager		11%	18%	21%
Other		6%	5%	5%
A client or customer		1%	2%	3%
A member of the public other than a client or customer		0%	1%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## UNACCEPTABLE CONDUCT

2019

2018

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		1%	2%	4%
No		98%	96%	94%
Don't know		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

A person at work		46%	38%	38%
A member of the public		31%	48%	36%
Other		15%	-	19%
Prefer not to say		8%	14%	7%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## LEGAL AID COMMISSION OF NSW

### CUSTOMISED QUESTIONS

2019

Q1. What is your role in the Legal Aid Commission?

Solicitor		47%
Legal Administration (OM, LSO, Grants, Client Service Officer, Paralegal)		31%
Allied practitioners ( CARS, Non legal advocates, Field Officers)		1%
Senior Executive		1%
Corporate Services (ICT, Finance, Facilities, HR, Communication, ASB)		8%
Project Officer/Policy/Programs		5%
Other		7%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## LEGAL AID COMMISSION OF NSW CUSTOMISED QUESTIONS

2019

Q2. Which practice area do you work within?

Criminal Law		30%
Civil Law		19%
Family Law		21%
Grants		5%
Mixed Practice		8%
I do not work in a practice area		17%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>GENDER</b>		
Male		23%
Female		76%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		1%
20-24	█	5%
25-29	█	14%
30-34	█	16%
35-39	█	13%
40-44	█	12%
45-49	█	12%
50-54	█	11%
55-59	█	9%
60-64	█	6%
65+		3%



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

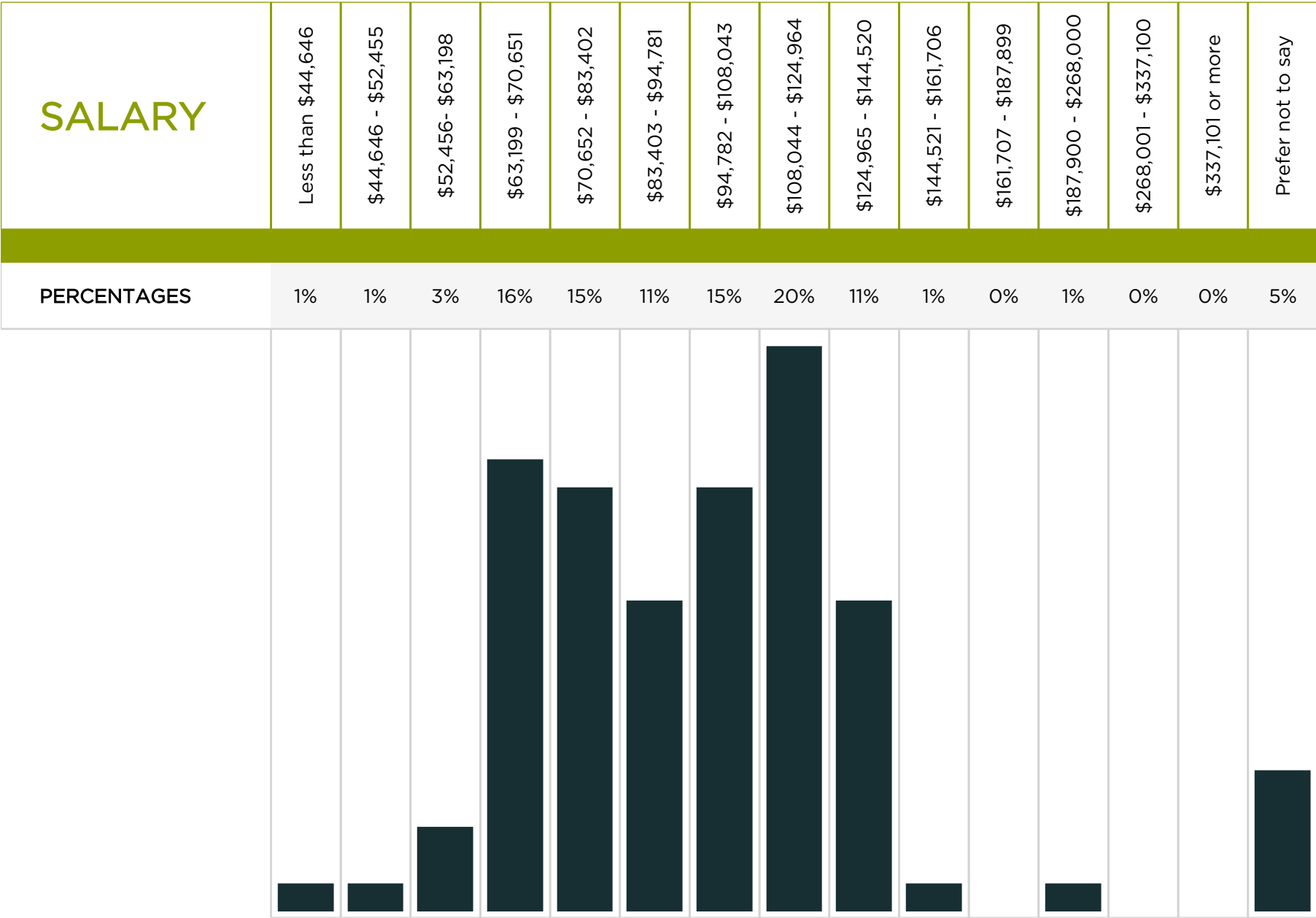
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	20%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2%
Administrative support (e.g. executive/personal assistant, receptionist)	20%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	8%
Policy	1%
Research	0%
Program and project management support	4%
Legal (including developing and/or reviewing legislation)	38%
Other	7%

# 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
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		15%
1 - 2 years		13%
2 - 5 years		24%
5 - 10 years		18%
10 - 20 years		21%
More than 20 years		9%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		67%
Working from home		32%
Working from different locations		19%
Working additional hours to make up for time off		18%
Part-time work		18%
None of the above		15%
Working more hours over fewer days		10%

% are calculated with the number of unique respondents (N = 1,071 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Leave without pay	7%
Job sharing	4%
Flexible scheduling for rostered workers	3%
Study leave	3%
Other	2%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 1,071 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%

	Legal Aid Commission of NSW	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
<b>NUMBER OF RESPONDENTS</b>	1136	219	18	213	82	13	5	48	411	72
<b>EMPLOYEE ENGAGEMENT</b>	76%	77%	(r)	75%	68%	(r)	(r)	80%	79%	71%
<b>ENGAGEMENT WITH WORK</b>	82%	82%	(r)	79%	77%	(r)	(r)	85%	89%	74%
<b>SENIOR MANAGERS</b>	61%	60%	(r)	61%	52%	(r)	(r)	61%	66%	54%
<b>COMMUNICATION</b>	72%	72%	(r)	69%	67%	(r)	(r)	80%	76%	66%
<b>HIGH PERFORMANCE</b>	72%	73%	(r)	70%	65%	(r)	(r)	75%	77%	66%
<b>PUBLIC SECTOR VALUES</b>	73%	72%	(r)	69%	68%	(r)	(r)	76%	78%	65%
<b>DIVERSITY &amp; INCLUSION</b>	79%	77%	(r)	78%	75%	(r)	(r)	87%	81%	74%

### 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%

	Legal Aid Commission of NSW	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	1136	13	12	33	173	158	121	157	213	123	9	3	11	0
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	77%	75%	78%	78%	77%	76%	79%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	82%	(r)	(r)	81%	78%	80%	85%	86%	86%	90%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	64%	57%	63%	59%	62%	63%	65%	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	74%	67%	73%	72%	76%	75%	76%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	71%	70%	74%	72%	76%	75%	77%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	73%	67%	74%	72%	77%	75%	78%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(r)	(r)	79%	77%	77%	81%	82%	80%	84%	(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%

	Legal Aid Commission of NSW	\$337,101 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>1136</b>	<b>1</b>	<b>49</b>
<b>EMPLOYEE ENGAGEMENT</b>	76%	(r)	60%
ENGAGEMENT WITH WORK	82%	(r)	67%
SENIOR MANAGERS	61%	(r)	38%
COMMUNICATION	72%	(r)	48%
HIGH PERFORMANCE	72%	(r)	53%
PUBLIC SECTOR VALUES	73%	(r)	53%
DIVERSITY & INCLUSION	79%	(r)	56%

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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



# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	1136	165	136	258	189	227	93
<b>EMPLOYEE ENGAGEMENT</b>	76%	81%	80%	75%	77%	73%	74%
ENGAGEMENT WITH WORK	82%	88%	86%	81%	84%	79%	82%
SENIOR MANAGERS	61%	71%	67%	61%	64%	52%	55%
COMMUNICATION	72%	81%	76%	73%	74%	66%	67%
HIGH PERFORMANCE	72%	77%	77%	74%	74%	67%	67%
PUBLIC SECTOR VALUES	73%	80%	77%	73%	75%	66%	67%
DIVERSITY & INCLUSION	79%	85%	84%	79%	77%	76%	74%

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	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
<b>NUMBER OF RESPONDENTS</b>	1136	720	112	193	34	188	41	204	346	10	78	34	24	156
<b>EMPLOYEE ENGAGEMENT</b>	76%	78%	78%	81%	84%	76%	84%	80%	76%	(r)	76%	73%	(r)	73%
<b>ENGAGEMENT WITH WORK</b>	82%	85%	82%	84%	88%	82%	89%	86%	83%	(r)	81%	75%	(r)	76%
<b>SENIOR MANAGERS</b>	61%	63%	61%	66%	62%	60%	72%	64%	60%	(r)	62%	48%	(r)	60%
<b>COMMUNICATION</b>	72%	74%	74%	77%	78%	74%	85%	77%	74%	(r)	72%	64%	(r)	67%
<b>HIGH PERFORMANCE</b>	72%	74%	74%	77%	78%	74%	83%	77%	73%	(r)	72%	62%	(r)	69%
<b>PUBLIC SECTOR VALUES</b>	73%	75%	74%	77%	74%	74%	84%	76%	74%	(r)	73%	62%	(r)	69%
<b>DIVERSITY &amp; INCLUSION</b>	79%	82%	81%	84%	86%	82%	87%	85%	83%	(r)	78%	69%	(r)	69%

\*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Parramatta	Newcastle and Lake Macquarie	Illawarra	Richmond - Tweed	Sydney - South West	Sydney - Outer West and Blue Mountains	Central Coast	Mid North Coast	Sydney - Inner West	Sydney - Outer South West
NUMBER OF RESPONDENTS	1136	555	188	499	94	36	32	31	29	27	26	26	26	26
EMPLOYEE ENGAGEMENT	76%	75%	79%	75%	77%	76%	78%	86%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	82%	80%	89%	79%	87%	81%	94%	92%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	58%	65%	56%	59%	61%	56%	75%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	71%	77%	70%	71%	71%	72%	85%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	70%	77%	69%	72%	71%	70%	85%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	72%	76%	70%	71%	72%	68%	84%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	78%	82%	77%	78%	77%	81%	85%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	Coffs Harbour - Grafton	Sydney - Inner South West	Central West	Far West and Orana	New England and North West	Southern Highlands and Shoalhaven	Sydney - Blacktown	Riverina	Sydney - Sutherland	Murray	Sydney - Baulkham Hills and Hawkesbury	Sydney - North Sydney and Hornsby	Capital Region
NUMBER OF RESPONDENTS	1136	24	20	18	16	13	13	11	10	9	3	1	1	0
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(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%

	Legal Aid Commission of NSW	Hunter Valley exc Newcastle	Outside NSW	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Sydney - Ryde
<b>NUMBER OF RESPONDENTS</b>	1136	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	76%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	82%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
<b>NUMBER OF RESPONDENTS</b>	1136	6	52	154	172	143	125	123	112	91	59	27
<b>EMPLOYEE ENGAGEMENT</b>	76%	(r)	79%	80%	80%	76%	73%	77%	76%	72%	78%	(r)
ENGAGEMENT WITH WORK	82%	(r)	83%	82%	88%	80%	83%	83%	81%	84%	90%	(r)
SENIOR MANAGERS	61%	(r)	67%	65%	62%	64%	57%	61%	59%	59%	66%	(r)
COMMUNICATION	72%	(r)	75%	73%	77%	77%	71%	69%	69%	70%	79%	(r)
HIGH PERFORMANCE	72%	(r)	75%	75%	75%	76%	69%	72%	68%	71%	76%	(r)
PUBLIC SECTOR VALUES	73%	(r)	76%	75%	76%	76%	70%	72%	70%	71%	77%	(r)
DIVERSITY & INCLUSION	79%	(r)	79%	80%	83%	81%	76%	77%	77%	80%	83%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Legal Aid Commission of NSW	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>1136</b>	<b>243</b>	<b>814</b>	<b>19</b>
<b>EMPLOYEE ENGAGEMENT</b>	76%	74%	78%	(r)
ENGAGEMENT WITH WORK	82%	80%	85%	(r)
SENIOR MANAGERS	61%	61%	62%	(r)
COMMUNICATION	72%	75%	73%	(r)
HIGH PERFORMANCE	72%	72%	74%	(r)
PUBLIC SECTOR VALUES	73%	74%	73%	(r)
DIVERSITY & INCLUSION	79%	81%	80%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

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

## **i** PRIVACY

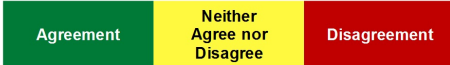
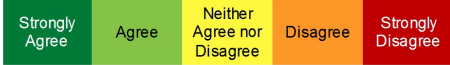
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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

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

## **i** HOW TO READ THIS REPORT

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



## **i** ROUNDING

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

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

## **i** MORE DETAILS ABOUT METHODOLOGY

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