



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Planning and Environment

Other Agencies and Trusts

Western Sydney Parklands & Parramatta Park Trust



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RESPONSE RATE

>100%

31 OF 25 RESPONDENTS

RESPONSE RATE 2018: >100%

EMPLOYEE ENGAGEMENT

81% 

DIFFERENCE FROM 2018 -2 (83%)

DIFFERENCE FROM PARENT* +5 (75%)

DIFFERENCE FROM PUBLIC SECTOR +15 (66%)

ENGAGEMENT WITH WORK

76% 

DIFFERENCE FROM 2018 -9 (86%)

DIFFERENCE FROM PARENT* 0 (76%)

DIFFERENCE FROM PUBLIC SECTOR +4 (73%)

SENIOR MANAGERS

83% 

DIFFERENCE FROM 2018 +5 (78%)

DIFFERENCE FROM PARENT* +26 (57%)

DIFFERENCE FROM PUBLIC SECTOR +33 (50%)

COMMUNICATION

83% 

DIFFERENCE FROM 2018 +3 (80%)

DIFFERENCE FROM PARENT* +14 (69%)

DIFFERENCE FROM PUBLIC SECTOR +21 (62%)

HIGH PERFORMANCE

81% 

DIFFERENCE FROM 2018 -2 (84%)

DIFFERENCE FROM PARENT* +13 (69%)

DIFFERENCE FROM PUBLIC SECTOR +16 (65%)

PUBLIC SECTOR VALUES

85% 

DIFFERENCE FROM 2018 +5 (80%)

DIFFERENCE FROM PARENT* +16 (68%)

DIFFERENCE FROM PUBLIC SECTOR +22 (62%)

DIVERSITY & INCLUSION

84% 

DIFFERENCE FROM 2018 +1 (83%)

DIFFERENCE FROM PARENT* +9 (75%)

DIFFERENCE FROM PUBLIC SECTOR +15 (69%)

FLEXIBLE WORKING SATISFACTION

80% 

DIFFERENCE FROM 2018 +9 (71%)

DIFFERENCE FROM PARENT* +20 (60%)

DIFFERENCE FROM PUBLIC SECTOR +21 (59%)

ACTION ON RESULTS

62% 

DIFFERENCE FROM 2018 -5 (67%)

DIFFERENCE FROM PARENT* +14 (48%)

DIFFERENCE FROM PUBLIC SECTOR +23 (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

*Parent refers to Other Agencies and Trusts

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1g. I know how to address a health and safety issue I have identified	97%	90%
1h. I am comfortable notifying my manager if I become aware of any risks at work	97%	-
7a. My organisation focuses on improving the work we do	93%	81%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	93%	86%
2a. My workgroup strives to achieve customer/client satisfaction	90%	90%
2c. I receive help and support from other members of my workgroup	90%	86%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	90%	86%
5f. I have confidence in the decisions my manager makes	90%	86%
6c. I feel that senior managers model the values of my organisation	90%	76%
2b. My workgroup works collaboratively to achieve its objectives	87%	86%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	47%	52%
5h. My manager deals appropriately with employees who perform poorly	57%	48%
10a. I believe action will be taken on the results from this survey by my organisation	62%	67%
3f. I have received appropriate training and development to do my job well	63%	67%
4a. I am paid fairly for the work I do	63%	81%
3e. My performance is assessed against clear criteria	67%	75%
11a. I have confidence in the ways my organisation resolves grievances	67%	57%
7e. People in my organisation take responsibility for their own actions	67%	67%
7g. I have confidence in the way recruitment decisions are made	70%	62%
1e. I am satisfied with my job	71%	81%



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
6g. I feel that senior managers keep employees informed about what's going on	87%	67%
7f. My organisation is committed to developing its employees	77%	62%
6c. I feel that senior managers model the values of my organisation	90%	76%
7a. My organisation focuses on improving the work we do	93%	81%
11a. I have confidence in the ways my organisation resolves grievances	67%	57%
5h. My manager deals appropriately with employees who perform poorly	57%	48%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	80%	71%
7g. I have confidence in the way recruitment decisions are made	70%	62%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	93%	86%
1f. I am able to keep my work stress at an acceptable level	74%	67%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
4a. I am paid fairly for the work I do	63%	81%
1c. My job gives me a feeling of personal accomplishment	77%	90%
1a. I understand what is expected of me to do well in my role	83%	95%
8c. I am able to speak up and share a different view to my colleagues and manager	80%	90%
1e. I am satisfied with my job	71%	81%
6d. Senior managers encourage innovation by employees	76%	86%
7m. My organisation inspires me to do the best in my job	77%	86%
7d. There is good co-operation between teams across our organisation	72%	81%
3e. My performance is assessed against clear criteria	67%	75%
7i. I would recommend my organisation as a great place to work	83%	90%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q5h. My manager deals appropriately with employees who perform poorly



Q7e. People in my organisation take responsibility for their own actions



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



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



Q3f. I have received appropriate training and development to do my job well



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q5h. My manager deals appropriately with employees who perform poorly



Q7e. People in my organisation take responsibility for their own actions



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



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



Q3f. I have received appropriate training and development to do my job well



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q5h. My manager deals appropriately with employees who perform poorly



Q7e. People in my organisation take responsibility for their own actions



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



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



Q3f. I have received appropriate training and development to do my job well



FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

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

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

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



WHAT'S NEXT?

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

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

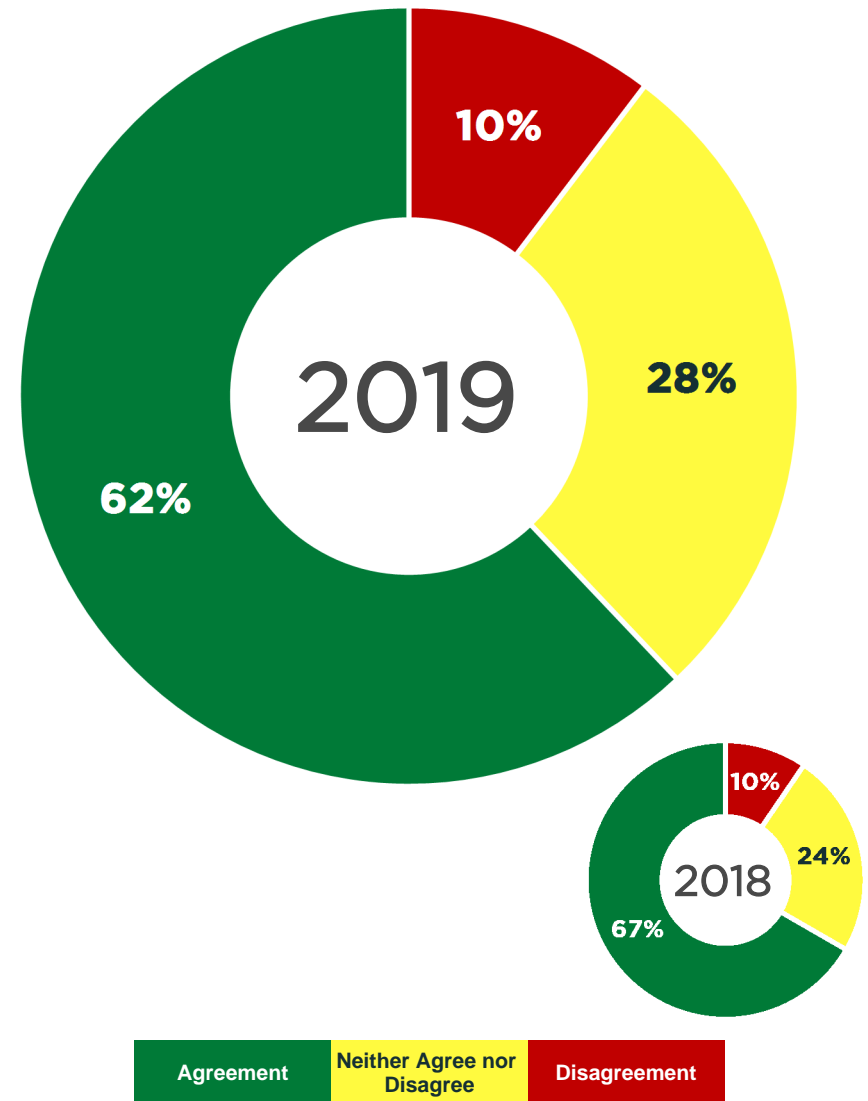
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62%

of employees replied favourably to:

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

39%	47%	67%
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.

*Parent refers to Other Agencies and Trusts

RANK

		% AGREEMENT 2019	% AGREEMENT 2018	% AGREEMENT PARENT	% AGREEMENT PUBLIC SECTOR
1	Q7b. My organisation is making the necessary improvements to meet our future challenges	77%	81%	63%	57%
2	Q3g. I am satisfied with the opportunities available for career development in my organisation	47%	52%	44%	51%
3	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	87%	90%	58%	53%
4	Q5d. My manager encourages and values employee input	87%	86%	82%	73%
5	Q6b. I feel that senior managers effectively lead and manage change	77%	71%	53%	47%
6	Q5c. My manager communicates effectively with me	79%	76%	77%	72%



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	81% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019	
Q7i. I would recommend my organisation as a great place to work	53	30	10	83%	90%	75%	68%	62%
Q7j. I am proud to tell others I work for my organisation	53	30	10	83%	85%	87%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	45	31	17	76%	81%	78%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	40	40	17	80%	86%	69%	60%	56%
Q7m. My organisation inspires me to do the best in my job	43	33	17	77%	86%	68%	60%	56%

KEY





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ENGAGEMENT WITH WORK	76% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
	Q1c. My job gives me a feeling of personal accomplishment	42	35	13	10	77%	90%	78%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	42	39	16	3	81%	86%	78%	75%	72%
Q1e. I am satisfied with my job	32	39	19	10	71%	81%	73%	70%	69%

KEY





EXPLORE THE FULL RESULTS

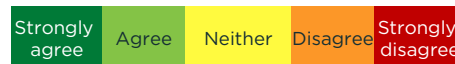
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SENIOR MANAGERS	83% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	48	17		79%	76%	59%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change	33	43	23		77%	71%	53%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	33	57			90%	76%	61%	54%	52%
Q6d. Senior managers encourage innovation by employees	31	45	21		76%	86%	58%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	33	53	13		87%	90%	58%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	30	60			90%	86%	71%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	17	70	13		87%	67%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	27	57	17		83%	76%	51%	47%	44%
Q7c. I feel that change is managed well in my organisation	33	43	23		77%	71%	47%	35%	42%

KEY





EXPLORE THE FULL RESULTS

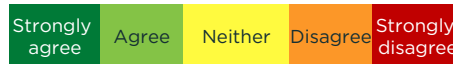
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COMMUNICATION	83% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	31	48	21	79%	76%	77%	76%	72%
Q5d. My manager encourages and values employee input	33	53	13	87%	86%	82%	79%	73%
Q5e. My manager involves my workgroup in decisions about our work	20	63	10	83%	86%	72%	72%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	17	70	13	87%	67%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	27	57	17	83%	76%	51%	47%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	37	43	17	80%	90%	75%	75%	69%

KEY





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HIGH PERFORMANCE	81% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
	Strongly agree	Agree	Neither	Disagree	Strongly disagree					
Q1a. I understand what is expected of me to do well in my role	37	47	13			83%	95%	91%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	35	52	10			87%	86%	79%	82%	79%
Q3f. I have received appropriate training and development to do my job well	20	43	27	10		63%	67%	62%	62%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	55	14			86%	86%	79%	79%	75%
Q5f. I have confidence in the decisions my manager makes	30	60				90%	86%	76%	73%	69%
Q6d. Senior managers encourage innovation by employees	31	45	21			76%	86%	58%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	33	53	13			87%	90%	58%	56%	53%
Q7a. My organisation focuses on improving the work we do	40	53				93%	81%	74%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	40	37	17			77%	81%	63%	55%	57%

KEY





EXPLORE THE FULL RESULTS

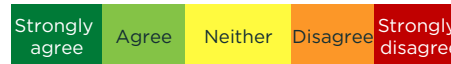
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	HIGH PERFORMANCE				81% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q7d. There is good co-operation between teams across our organisation	31	41	17		72%	81%	47%	49%	50%	
Q7h. My organisation generally selects capable people to do the job	24	55	14		79%	81%	66%	63%	54%	

KEY





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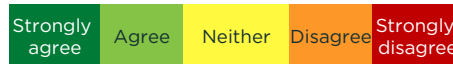
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PUBLIC SECTOR VALUES	85% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q2a. My workgroup strives to achieve customer/client satisfaction	52	39	10	90%	90%	88%	89%
Q2e. People in my workgroup treat each other with respect	39	42	19	81%	86%	76%	82%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	55	14	86%	86%	79%	79%	75%
Q5b. My manager listens to what I have to say	33	53	13	87%	86%	85%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	48	17	79%	76%	59%	51%	51%
Q6c. I feel that senior managers model the values of my organisation	33	57		90%	76%	61%	54%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	30	60		90%	86%	71%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	17	70	13	87%	67%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	27	57	17	83%	76%	51%	47%	44%

KEY





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PUBLIC SECTOR VALUES	85% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q7a. My organisation focuses on improving the work we do	40	53	93%	81%	74%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	13	53	30	67%	67%	50%	49%	48%

KEY





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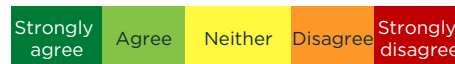
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DIVERSITY & INCLUSION	84% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
Q1b. I am provided with the support I need to do my best at work	26	52	13	77%	81%	66%	68%	67%
Q5b. My manager listens to what I have to say	33	53	13	87%	86%	85%	82%	76%
Q5d. My manager encourages and values employee input	33	53	13	87%	86%	82%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	37	47	17	83%	76%	71%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	40	53		93%	86%	85%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	43	40	13	83%	90%	83%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	37	43	17	80%	90%	75%	75%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	40	40	13	80%	71%	60%	72%	59%
Q8e. My manager supports flexible working in my team	40	47	10	87%	81%	68%	77%	63%

KEY





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Results are rounded and may not add up to 100%

FLEXIBLE WORKING		83% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		40	40	13		80%	71%	60%	72%	59%	
Q8e. My manager supports flexible working in my team		40	47	10		87%	81%	68%	77%	63%	

KEY



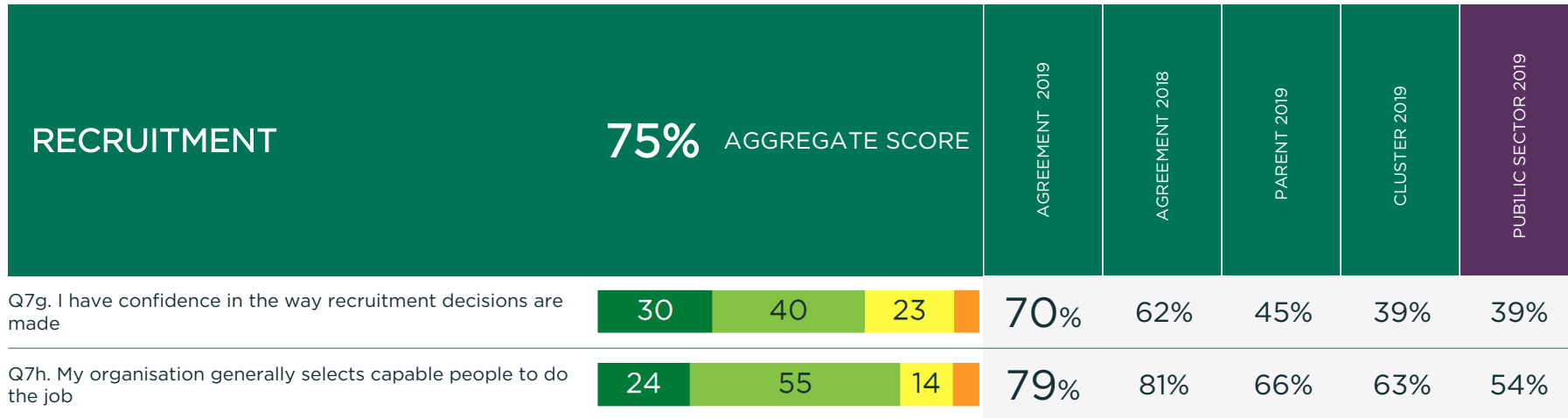


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PERFORMANCE FRAMEWORK & DEVELOPMENT

68% AGGREGATE SCORE

					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	33	43	20		77%	81%	68%	69%	66%	
Q3e. My performance is assessed against clear criteria	20	47	23	10	67%	75%	57%	55%	57%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	13	33	27	17	10	47%	52%	44%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28	59	14		86%	86%	76%	77%	69%	
Q5h. My manager deals appropriately with employees who perform poorly	10	47	40		57%	48%	49%	48%	48%	
Q7f. My organisation is committed to developing its employees	27	50	20		77%	62%	48%	52%	53%	

KEY





EXPLORE THE FULL RESULTS

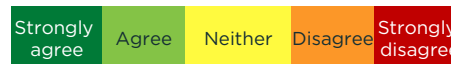
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WORKPLACE SUPPORT	81% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
Q1b. I am provided with the support I need to do my best at work	26	52	13	77%	81%	66%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	71	19		74%	67%	62%	64%	61%
Q2c. I receive help and support from other members of my workgroup	39	52		90%	86%	82%	85%	81%
Q2d. There is good team spirit in my workgroup	39	42	16	81%	76%	72%	76%	70%

KEY



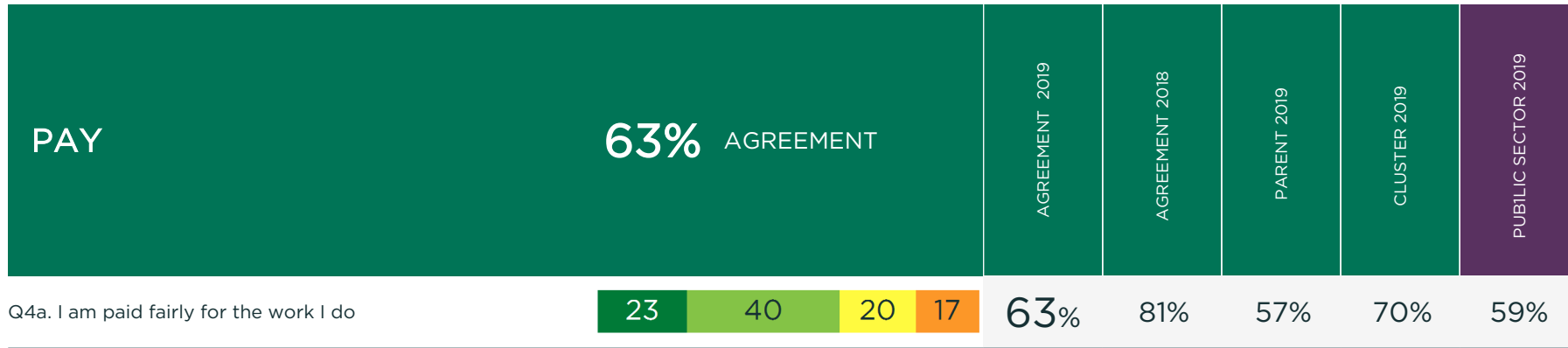


EXPLORE THE FULL RESULTS

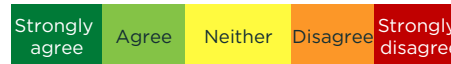
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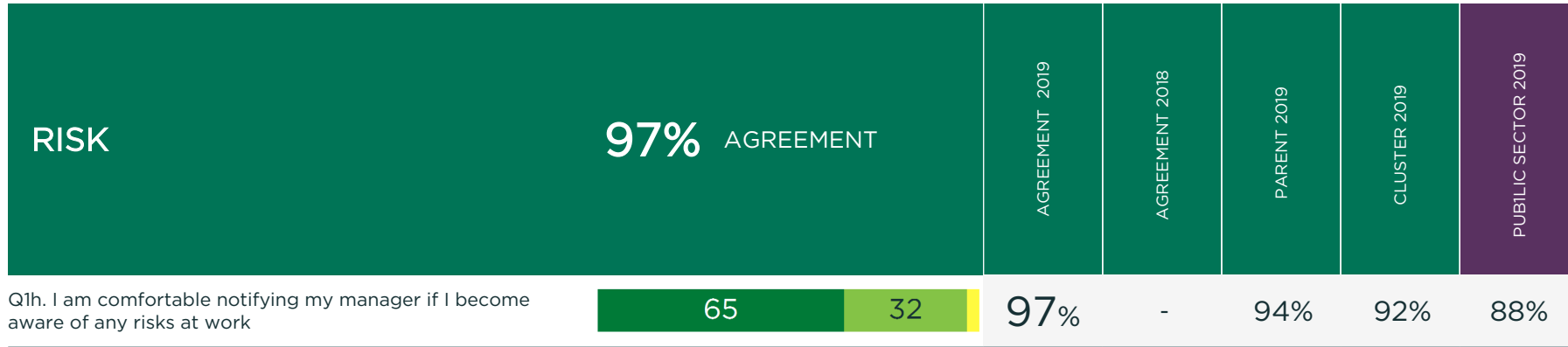


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KEY



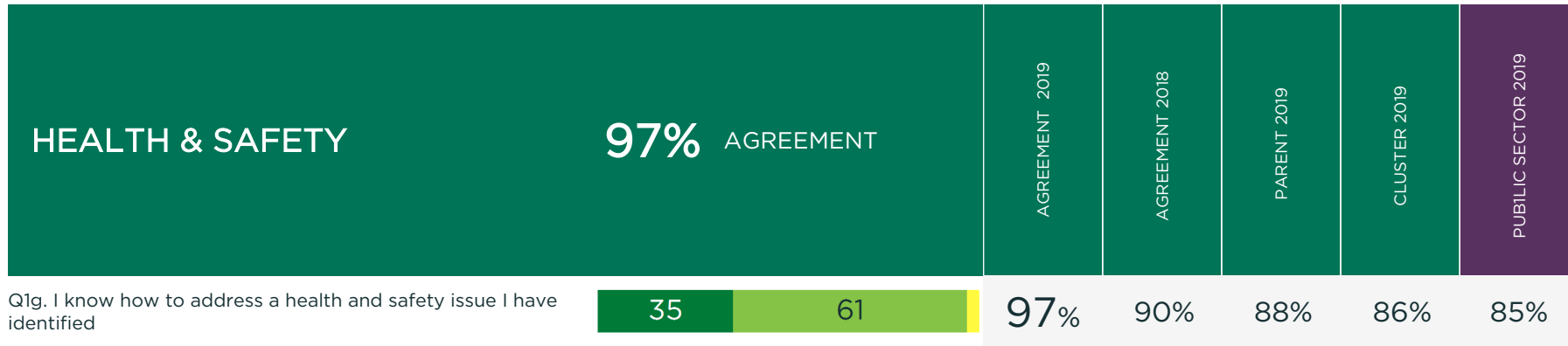


EXPLORE THE FULL RESULTS

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





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ACTION ON RESULTS

62% AGREEMENT

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



62%

67%

48%

47%

39%

AGREEMENT 2019

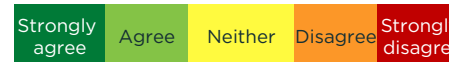
AGREEMENT 2018

PARENT 2019

CLUSTER 2019

PUBLIC LIC SECTOR 2019

KEY



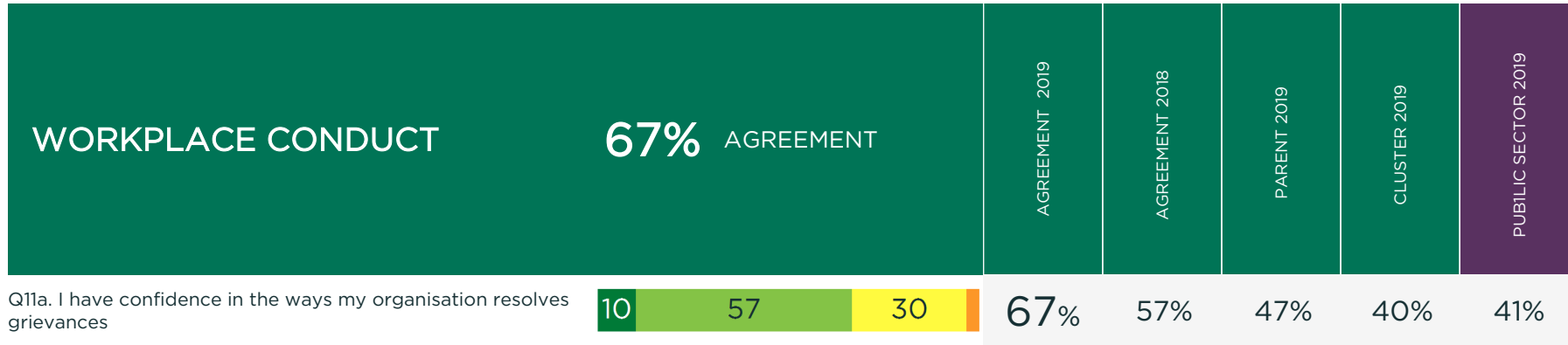


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KEY





WELLBEING AND ENGAGEMENT

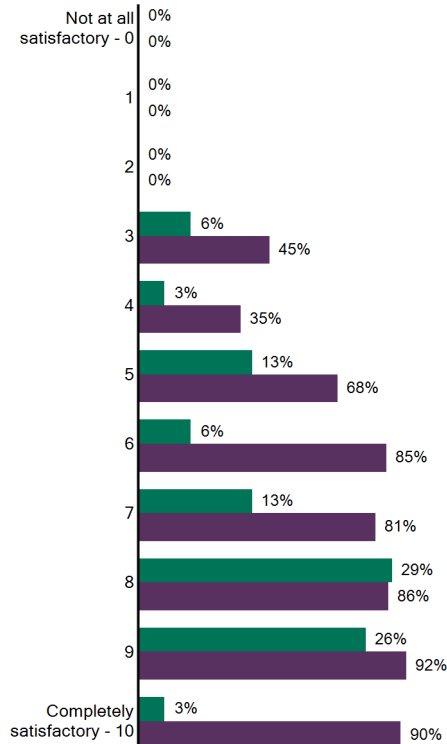
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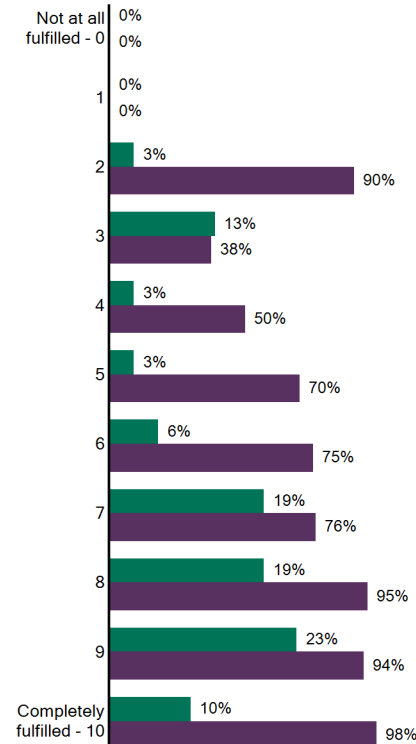
This compares Wellbeing to Engagement.

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



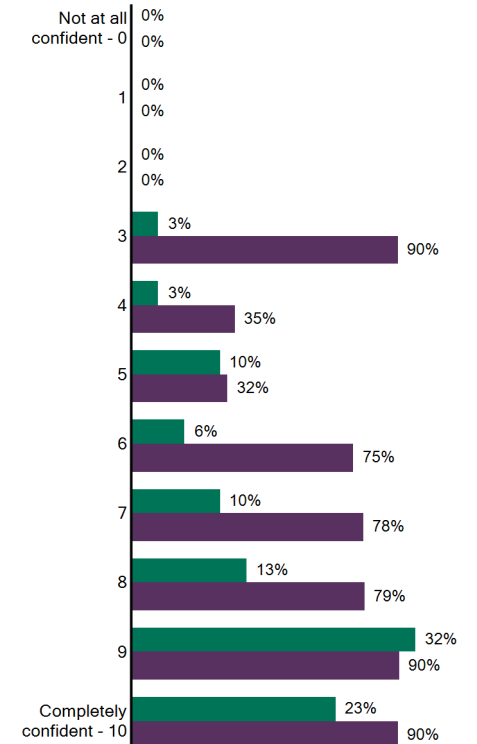
Proportion of respondents answering each response option

Q1j. I find my life at work fulfilling



Employee engagement score

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





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PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		71%	90%	66%	71%
No		29%	10%	34%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		83%	95%	81%	76%
No		17%	5%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		63%	76%	58%	60%
No		37%	24%	42%	40%



EXPLORE THE FULL RESULTS

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MOBILITY

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

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Yes		41%	43%	32%	41%
No		59%	57%	68%	59%



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MOBILITY

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

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		46%	40%	40%	28%
There are no major barriers to my career progression		36%	35%	24%	29%
Lack of visible opportunities		32%	45%	41%	29%
The application/recruitment process is too cumbersome or time consuming		21%	15%	15%	22%
Geographic location considerations		18%	20%	21%	25%
Lack of support for temporary assignments/secondments		14%	15%	13%	15%
Personal/family considerations		7%	20%	23%	29%
Lack of required capabilities or experience		7%	-	13%	11%
Other		7%	10%	9%	9%
Lack of support from my manager/supervisor		4%	5%	10%	13%
Insufficient training and development		4%	10%	18%	15%

% are calculated with the number of unique respondents (N = 28 to this question)

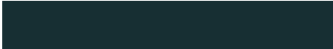



EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		0%	-	22%	27%
No		83%	76%	61%	56%
Don't know		17%	24%	17%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes	(r)				
No	(r)				
Don't know	(r)				



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		10%	5%	27%	33%
No		83%	81%	65%	57%
Don't know		7%	14%	8%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		7%	5%	12%	18%
No		87%	86%	83%	75%
Don't know		7%	10%	5%	7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

PARENT 2019

PUBLIC SECTOR 2019

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

A senior manager (r)

Your immediate manager/supervisor (r)

A fellow worker at your level (r)

A subordinate (r)

A client or customer (r)

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

Other (r)

Prefer not to say (r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

2019

2018

PARENT 2019

PUBLIC SECTOR 2019

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

	2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Yes	0%	-	2%	4%
No	96%	100%	97%	94%
Don't know	4%	-	2%	2%

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

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

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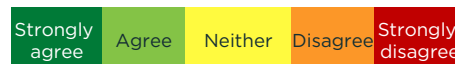
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PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS

				AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019
Q1. I am aware how my role contributes to the vision of my organisation	34	48	17	83%	81%	85%	81%
Q2. My team is equipped with the right tools to provide good customer service	17	59	17	76%	67%	63%	63%
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams		55	34	62%	57%	55%	56%
Q4. I have access to the information I need to do my job well	21	62	17	83%	71%	73%	71%
Q5. I feel informed about changes in my organisation	21	62	17	83%	67%	61%	56%
Q6. The people I work with have safe work practices	34	59		93%	86%	88%	89%
Q7. My organisation provides opportunity for collaborative work practices	31	52	14	83%	-	66%	70%
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months	18	50	32	68%	-	47%	45%
Q9. My manager actively supports a diverse and inclusive work environment	31	66		97%	-	81%	80%
Q10. My manager keeps me informed about key agency directions	34	55	10	90%	-	68%	70%

KEY



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

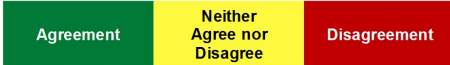
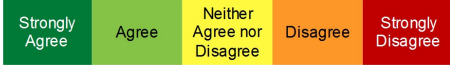
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.