



**2020** | NSW Public Sector  
Employee Survey

Agency Report

NSW Rural Fire Service

## NSW public sector

- Stronger Communities
  - NSW Rural Fire Service

This shows where the report unit sits in the survey's organisational hierarchy.

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**See your results at a glance**

# Headline results for key topics

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

## Response rate

**47%**

545 OF 1,168 RESPONDENTS

Compared to 2019: 55%

## Employee engagement

**58% \***

### Compared to

2019 0 (58%)

Sector -9 (67%)

Cluster -6 (63%)

## Job satisfaction

**52%**

### Compared to

2019 -3 (55%)

Sector -18 (70%)

Cluster -14 (66%)

## Wellbeing, health and safety

**64% \***

### Compared to

2019 +5 (59%)

Sector -11 (76%)

Cluster -9 (74%)

## Senior managers

**33%**

### Compared to

2019 +2 (31%)

Sector -25 (58%)

Cluster -19 (52%)

## Communication and change management

**40%**

### Compared to

2019 +11 (30%)

Sector -21 (62%)

Cluster -15 (55%)

## Inclusion and diversity

**56%**

### Compared to

2019 -2 (58%)

Sector -19 (74%)

Cluster -13 (69%)

## Flexible working satisfaction

**54%**

### Compared to

2019 -1 (55%)

Sector -12 (67%)

Cluster -10 (64%)

## Role clarity and support

**43%**

### Compared to

2019 -9 (52%)

Sector -23 (66%)

Cluster -19 (61%)

## Autonomy and employee voice

**54%**

### Compared to

2019 +3 (51%)

Sector -16 (71%)

Cluster -11 (66%)

## Feedback and performance management

**44%**

### Compared to

2019 +1 (42%)

Sector -19 (63%)

Cluster -13 (56%)

## Learning and development

**32%**

### Compared to

2019 -7 (39%)

Sector -22 (54%)

Cluster -16 (48%)

# Headline results for key topics (continued)

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

## Recruitment

**21%** 

### Compared to

2019	-3 (25%)
Sector	-24 (45%)
Cluster	-15 (36%)

## Teamwork and collaboration

**53%**

### Compared to

2019	+1 (53%)
Sector	-16 (69%)
Cluster	-10 (64%)

## Risk and innovation

**62%** 

### Compared to

2019	+4 (58%)
Sector	-13 (75%)
Cluster	-7 (69%)

## Decision making and accountability

**40%**

### Compared to

2019	-1 (41%)
Sector	-21 (60%)
Cluster	-13 (53%)

## Customer service

**57%**

### Compared to

2019	-3 (60%)
Sector	-17 (74%)
Cluster	-12 (69%)

## Pay

**51%**

### Compared to

2019	-7 (58%)
Sector	-11 (63%)
Cluster	-12 (63%)

## Grievance processes

**24%** 

### Compared to

2019	+2 (22%)
Sector	-21 (45%)
Cluster	-12 (36%)

## Action on survey results

**20%** 

### Compared to

2019	0 (20%)
Sector	-25 (45%)
Cluster	-17 (37%)

## Top increases in favourable scores

These are the questions with the biggest increases in % favourable scores from 2019 to 2020.

Consider why these scores have increased. Was it due to actions you took in response to last year's survey results or something else?

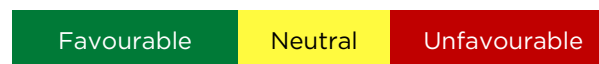
	2020 % favourable	2019 % favourable	Change
My organisation is making improvements to meet future challenges	<b>49%</b>	32%	+16%
Senior managers keep employees informed about what's going on	<b>28%</b>	20%	+8%
I know how to address a health and safety issue I have found	<b>86%</b>	79%	+7%
Senior managers provide clear direction for the future of the organisation	<b>32%</b>	25%	+7%
My manager appropriately deals with employees who perform poorly	<b>33%</b>	28%	+5%

## Target specific areas and get tips for taking action

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience.

Many factors influence engagement: leadership, a positive and inclusive work culture, manager support, accountability, and flexible work to name a few.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Employee engagement (total score)</b>		<b>58%</b>	58%	67%	63%
I would recommend my organisation as a great place to work	<div><div>42</div><div>27</div><div>31</div></div>	42%	44%	68%	61%
I am proud to tell others I work for my organisation	<div><div>68</div><div>17</div><div>14</div></div>	68%	66%	74%	68%
I feel a strong personal attachment to my organisation	<div><div>65</div><div>18</div><div>17</div></div>	65%	65%	66%	61%
My organisation motivates me to help it achieve its goals	<div><div>37</div><div>31</div><div>32</div></div>	37%	39%	59%	51%
My organisation inspires me to do the best in my job	<div><div>39</div><div>29</div><div>33</div></div>	39%	39%	59%	52%

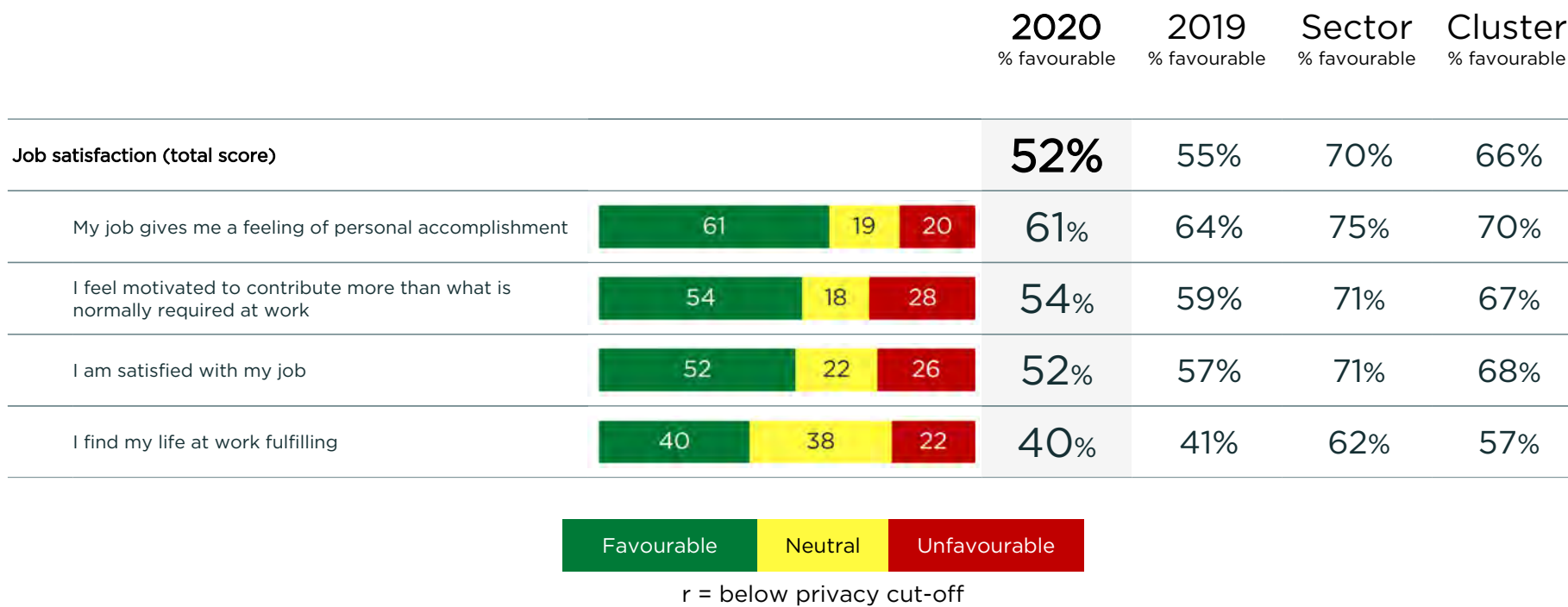


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# Job satisfaction

Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level.






Role clarity and support, autonomy and feedback are some factors that impact job satisfaction.

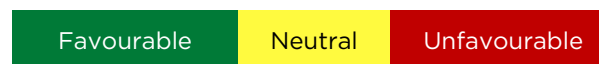


# Wellbeing, health and safety

Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

[See some tips for managing employee wellbeing during COVID-19.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Wellbeing, health and safety (total score)</b>		<b>64%</b>	59%	76%	74%
I can keep my work stress at an acceptable level		44%	42%	63%	62%
I know how to address a health and safety issue I have found		86%	79%	87%	86%
In general, my sense of wellbeing is...		49%	48%	65%	64%
I am confident that I am contributing my best at work		66%	68%	80%	78%
There are people at work who care about me		77%	-	82%	79%



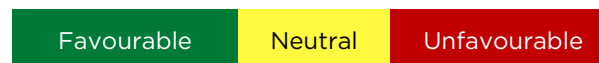
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# Senior managers

Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results.

The term 'senior managers' refers to the group of senior managers in your organisation, not an individual manager.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Senior managers (total score)</b>		<b>33%</b>	31%	58%	52%
Senior managers provide clear direction for the future of the organisation	<div><div>32</div><div>24</div><div>44</div></div>	32%	25%	53%	46%
Senior managers model the values of my organisation	<div><div>31</div><div>28</div><div>41</div></div>	31%	28%	58%	52%
Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>37</div><div>35</div><div>29</div></div>	37%	35%	56%	52%
Senior managers communicate the importance of customers in our work	<div><div>43</div><div>29</div><div>28</div></div>	43%	42%	70%	62%
Senior managers keep employees informed about what's going on	<div><div>28</div><div>22</div><div>50</div></div>	28%	20%	57%	49%
Senior managers listen to employees	<div><div>20</div><div>26</div><div>55</div></div>	20%	16%	49%	41%
Senior managers support the career advancement of women	<div><div>39</div><div>37</div><div>25</div></div>	39%	51%	64%	59%








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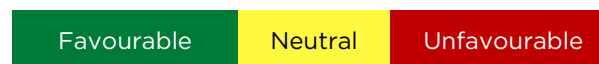
# Communication and change management

Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

Effective communication is always important, but is most critical before, during and after periods of change.

[See some tips for managing change.](#)






		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Communication and change management (total score)</b>		<b>40%</b>	30%	62%	55%
My manager communicates effectively with me		57%	59%	75%	70%
Senior managers provide clear direction for the future of the organisation		32%	25%	53%	46%
Senior managers keep employees informed about what's going on		28%	20%	57%	49%
Change is managed well in my organisation		13%	13%	41%	34%
My organisation quickly adapts and responds during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)		70%	-	83%	79%

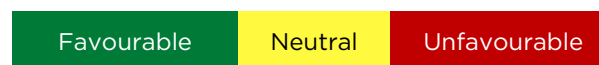


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An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

[Find out more about inclusion in the NSW public sector.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Inclusion and diversity (total score)</b>		<b>56%</b>	58%	74%	69%
People in my workgroup treat each other with respect		68%	66%	80%	73%
Senior managers support the career advancement of women		39%	51%	64%	59%
My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		56%	58%	79%	73%
Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)		61%	58%	79%	75%
I can speak up and share a different view to others in my organisation		55%	55%	69%	65%





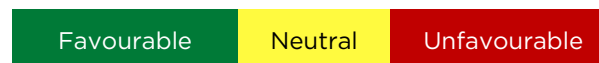
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# Flexible working satisfaction

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

[See some flexible teams resources for managers.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Flexible working satisfaction (total score)</b>		<b>54%</b>	55%	67%	64%
How satisfied are you with your ability to access and use flexible working arrangements?		51%	50%	65%	63%
My manager supports flexible working in my team		58%	59%	68%	66%



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## Flexible working use

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

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Type of flexible working	2020 % respondents	2019 % respondents
Flexible start and finish times	59%	63%
Working more hours over fewer days	11%	10%
Working additional hours to make up for time off	25%	23%
Flexible scheduling for rostered workers	6%	5%
Part-time work	4%	5%
Job sharing	r	-
Working from different locations	32%	27%

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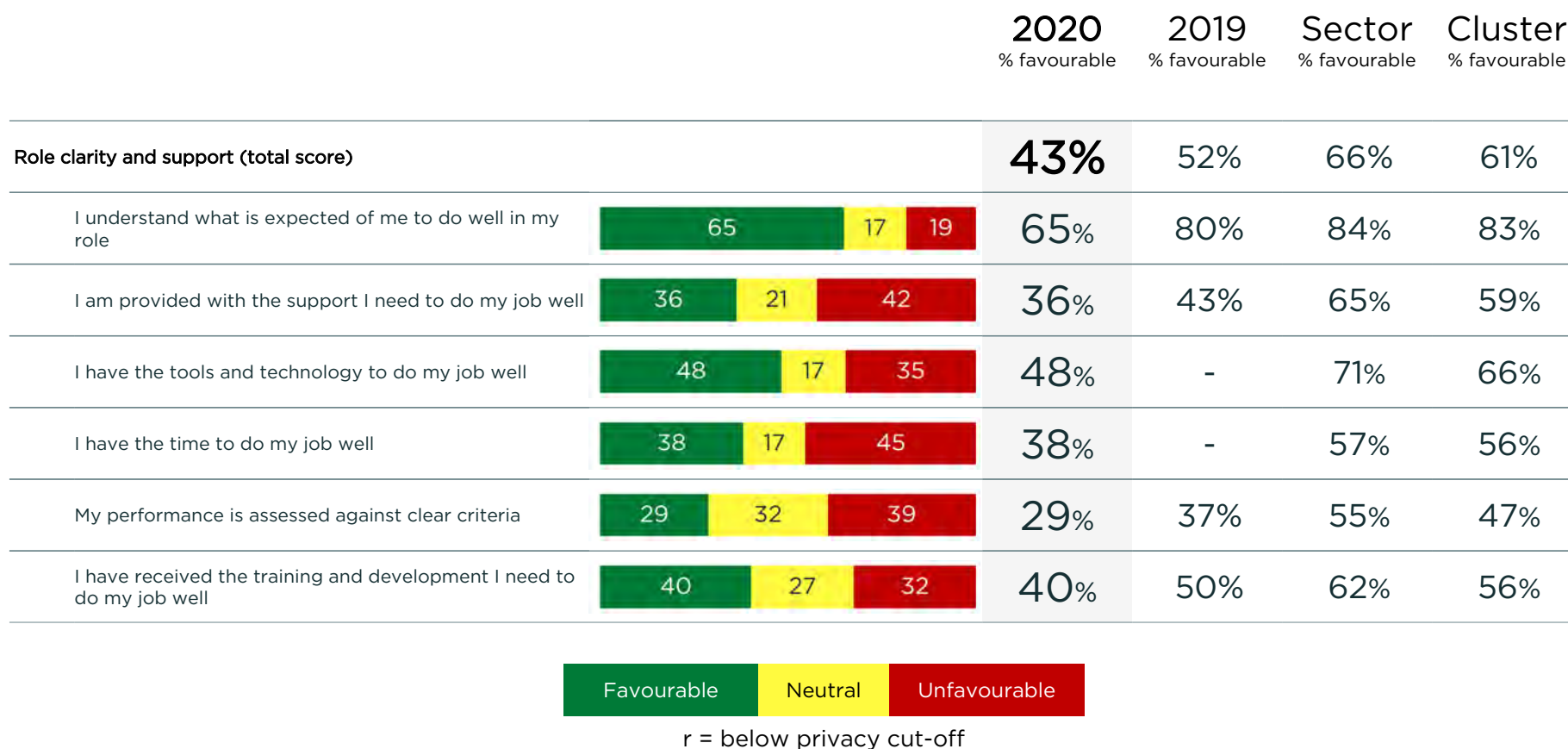
Type of flexible working	2020 % respondents	2019 % respondents
Working from home	58%	21%
Purchasing annual leave	r	-
Leave without pay	3%	2%
Study leave	r	-
Other	4%	5%
None of the above	20%	23%

# Role clarity and support

An employee has role clarity when they understand their goals, how to achieve these goals, and how the goals link to broader strategy.

Even when an employee does have role clarity, they need the right support to deliver. Support can come in the form of time, tools and technology, and training.

[See some tips for improving role clarity and support.](#)









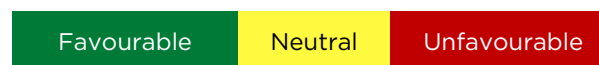
# Autonomy and employee voice

Ensuring employees are empowered to make decisions and feel like they can speak up and be heard shifts the employee–employer relationship from a transactional one to an effective, dynamic one.

Autonomy and employee voice can have major impacts on job satisfaction and employee engagement.

[See some tips for increasing autonomy and giving employees a voice.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Autonomy and employee voice (total score)</b>		<b>54%</b>	51%	71%	66%
I can make the decisions needed to help customers		67%	-	81%	80%
My manager listens to what I have to say		68%	67%	79%	73%
My manager encourages and values employee input		60%	61%	76%	70%
My manager involves my workgroup in decisions about our work		56%	56%	71%	65%
Senior managers listen to employees		20%	16%	49%	41%
I can speak up and share a different view to others in my organisation		55%	55%	69%	65%



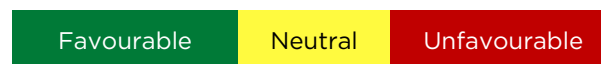
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# Feedback and performance management

Underpinning a high-performance culture is an effective system for managing individual, team, and organisational performance.

The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Feedback and performance management (total score)</b>		<b>44%</b>	42%	63%	56%
In the last 12 months, I have received feedback to help me improve my work	<div><div>41</div><div>23</div><div>36</div></div>	41%	49%	65%	58%
My performance is assessed against clear criteria	<div><div>29</div><div>32</div><div>39</div></div>	29%	37%	55%	47%
My manager provides recognition for the work I do	<div><div>57</div><div>20</div><div>23</div></div>	57%	55%	72%	66%
My manager encourages me to learn from my mistakes	<div><div>59</div><div>28</div><div>14</div></div>	59%	-	72%	68%
My manager appropriately deals with employees who perform poorly	<div><div>33</div><div>30</div><div>37</div></div>	33%	28%	49%	44%



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The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

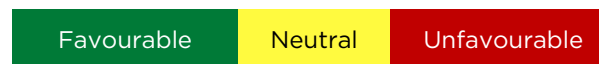
	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
I have a performance and development plan that sets out my individual goals				
Yes	40%	56%	72%	56%
No	60%	44%	28%	44%
I have informal feedback conversations with my manager				
Yes	63%	65%	79%	73%
No	37%	35%	21%	27%
I have scheduled feedback conversations with my manager				
Yes	36%	39%	63%	53%
No	64%	61%	37%	47%

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Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes.

[The Managing for Performance: Guide for Managers can help plan and implement learning and development.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Learning and development (total score)</b>		<b>32%</b>	39%	54%	48%
I have received the training and development I need to do my job well	<div><div>40</div><div>27</div><div>32</div></div>	40%	50%	62%	56%
I am satisfied with the opportunities available for career development in my organisation	<div><div>27</div><div>21</div><div>52</div></div>	27%	32%	48%	43%
My organisation is committed to developing its employees	<div><div>28</div><div>30</div><div>42</div></div>	28%	34%	54%	45%

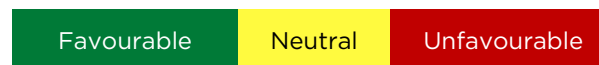


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Recruitment and selection refer to the process of attracting, screening, selecting, and onboarding people.

[See the NSW public sector's recruitment and selection guide for tips to improve recruitment.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Recruitment (total score)</b>		<b>21%</b>	25%	45%	36%
I have confidence in the way recruitment decisions are made	<div><div>19</div><div>19</div><div>62</div></div>	19%	19%	38%	30%
My organisation generally selects capable people to do the job	<div><div>24</div><div>24</div><div>52</div></div>	24%	31%	52%	42%



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Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know-how' in an organisation and the NSW public sector more broadly.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Are you currently looking, or thinking about looking, for a new role within the NSW public sector but outside of your current workplace to broaden your experience?				
Yes	51%	53%	40%	41%
No	49%	47%	60%	59%

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# Barriers to mobility

Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know-how' in an organisation and the NSW public sector more broadly.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Are there barriers preventing you from moving to another role? If so, what are they?				
Lack of visible opportunities	42%	36%	32%	34%
Lack of promotion opportunities	43%	46%	31%	34%
Lack of support from my manager / supervisor	19%	20%	12%	15%
Geographic location considerations	51%	53%	27%	33%
Personal / family considerations	46%	48%	30%	34%
Insufficient training and development	24%	25%	16%	19%
Lack of required capabilities or experience	17%	13%	13%	13%
Lack of support for temporary assignments / secondments	24%	25%	16%	20%
The application / recruitment process is too cumbersome or time consuming	31%	30%	24%	24%
Other	12%	11%	10%	9%
There are no major barriers to my career progression	12%	15%	26%	22%

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Intention to stay refers to an employee's desire and willingness to remain with their current organisation. Intention to stay can be influenced by many aspects of employee experience, including engagement.

Intention to stay is a leading indicator for turnover. However, intention doesn't always translate into action.






	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
How long do you think you will continue to work in your current organisation?				
Less than 1 year	12%	15%	6%	6%
1 year to less than 2 years	10%	15%	8%	7%
2 years to less than 5 years	21%	19%	20%	17%
5 years to less than 10 years	19%	19%	25%	24%
10 years to less than 20 years	24%	19%	24%	27%
More than 20 years	14%	13%	17%	19%

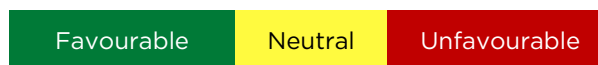
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# Teamwork and collaboration

Delivering for the people of NSW requires agencies to work together and share knowledge internally and with other sectors.

Well-executed collaboration enables agencies to share knowledge, ideas, resources, skills, networks, and assets, leading to better outcomes for customers.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Teamwork and collaboration (total score)</b>		<b>53%</b>	53%	69%	64%
My workgroup works collaboratively to achieve its goals		68%	68%	78%	74%
There is good team spirit in my workgroup		60%	59%	74%	69%
People in my workgroup treat each other with respect		68%	66%	80%	73%
Senior managers promote collaboration between my organisation and other organisations we work with		37%	35%	56%	52%
There is good co-operation between teams across my organisation		32%	34%	54%	49%

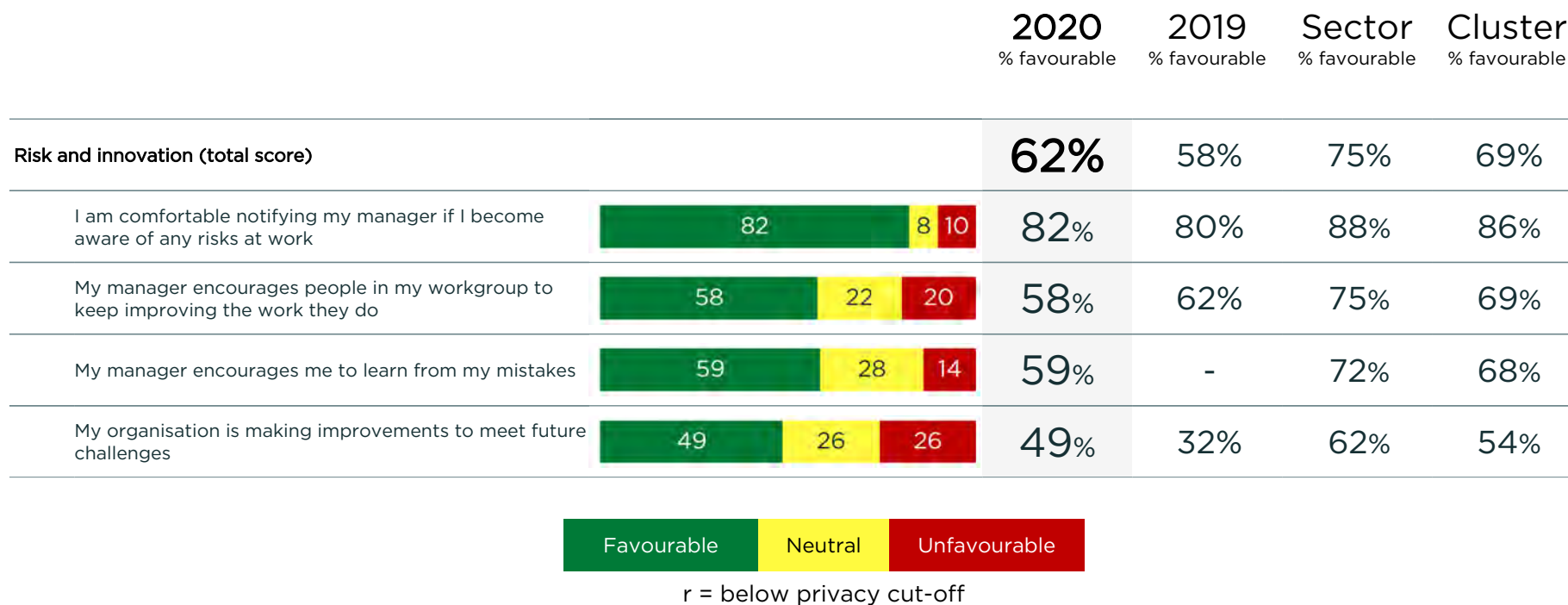


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Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace.

Innovation means creating new and better products, processes, services, and technologies to improve outcomes for the people of NSW

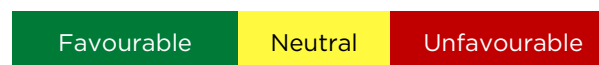
A healthy risk appetite can help foster innovation.



# Decision making and accountability

Accountability is one of the four core NSW public sector values. It is about taking responsibility for decisions and actions. Accountability can add meaning to work and foster engagement.







		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Decision making and accountability (total score)</b>		<b>40%</b>	41%	60%	53%
I have confidence in the decisions my manager makes	<div><div>56</div><div>21</div><div>23</div></div>	56%	57%	72%	68%
People in my organisation take responsibility for their own actions	<div><div>23</div><div>28</div><div>50</div></div>	23%	24%	48%	37%

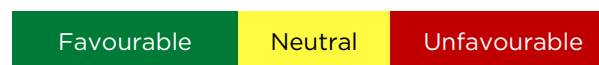


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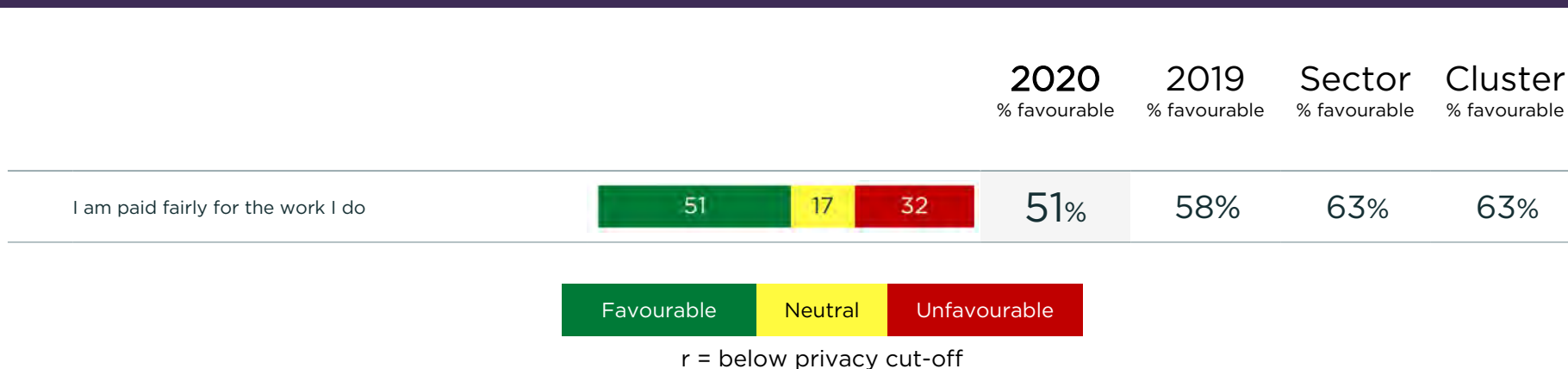
A customer is anyone who received a good or service. In the public sector, customers can be external or internal. Examples include students and their parents; patients and their families; the general community; and another NSW public sector organisation.

The NSW public sector's Customer Commitments give a clear picture of what customers should expect when receiving government services.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Customer service (total score)</b>		<b>57%</b>	60%	74%	69%
I can make the decisions needed to help customers		67%	-	81%	80%
My workgroup strives to achieve customer satisfaction		76%	79%	85%	80%
Senior managers communicate the importance of customers in our work		43%	42%	70%	62%
The processes in my organisation are designed to provide the best experience for customers		28%	-	58%	49%
My organisation meets the needs of the people of NSW		59%	-	69%	63%
I am confident in my organisation's ability to support our customers during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)		68%	-	81%	77%

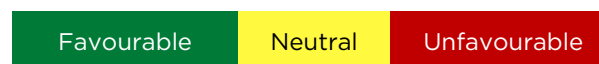


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A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.

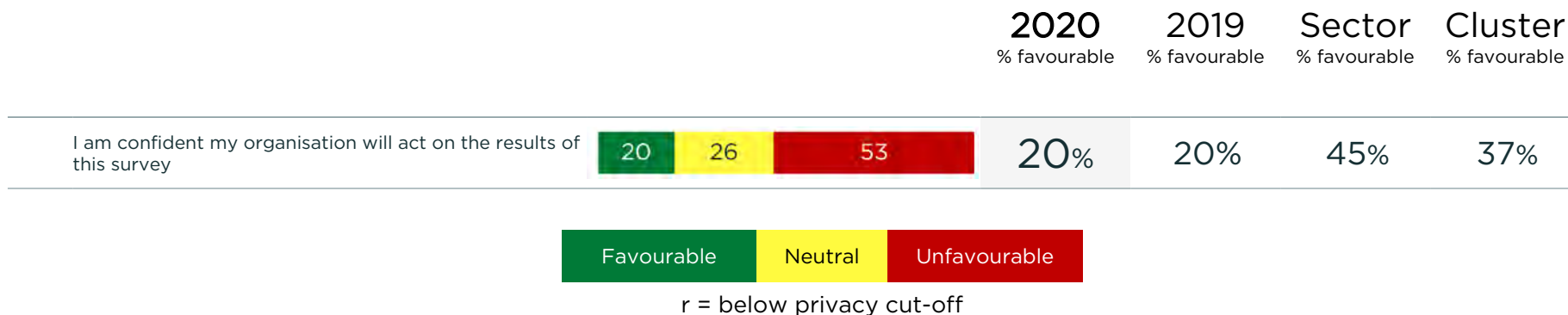
		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
I have confidence in the ways my organisation resolves grievances	<div> <div>24</div> <div>29</div> <div>47</div> </div>	24%	22%	45%	36%



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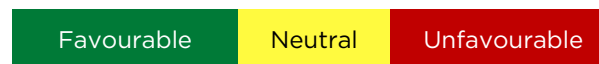
# Action on survey results

Staff confidence that action will be taken on survey results is important for employee experience. Employees can become disengaged if they are asked their opinion and then no action takes place as a result.



## Stronger Communities questions

		2020 % favourable	2019 % favourable	Cluster % favourable
My manager communicates the importance of the people to whom we provide a service in achieving our business objectives.	<div><div>65</div><div>21</div><div>14</div></div>	65%	-	68%
I am equipped to provide advice and service that helps empower the people to whom we deliver our services.	<div><div>65</div><div>21</div><div>13</div></div>	65%	-	74%
I understand how my work links to the strategic outcomes in my organisation.	<div><div>73</div><div>16</div><div>12</div></div>	73%	-	77%
All things considered, I feel my organisation provides good support for my mental health and well-being.	<div><div>44</div><div>25</div><div>31</div></div>	44%	-	56%



r = below privacy cut-off

**2020**   **Cluster**  
% respondents   % respondents

What is your role?		
Administration	16%	14%
Business Enabler (Legal, IT, Finance, HR, Procurement & other corporate services)	13%	7%
Custodial Officer	r	-
Youth Worker	r	-
Sheriff's Officer	r	-
Community Corrections Officer	r	-
Child Protection Caseworker	r	-
Caseworker - Joint Child Protection Response (JCPR) / Joint Investigation Response Team (JIRT)	r	-
Caseworker - Helpline	r	-
Casework Support Worker	r	-

r = below privacy cut-off

**2020** Cluster  
% respondents % respondents

What is your role?		
Casework Specialist	r	-
Manager - Child Protection (Manager Casework and Manager Client Services)	r	-
Asset or Property Management	r	-
Client Liaison Officer / Client Service Officer (field and HCC)	r	-
Housing Manager / Housing Team Leader	r	-
Disability Case Manager	r	-
Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	r	-
Coordinator Accommodation and Respite	r	-
Manager / Residential Unit Nurse Manager / Nurse Unit Manager	r	-
Large Residential Centre (LRC) Manager	r	-

r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your role?		
Legal officer or other legal professional (Legal support,Paralegal)	r	-
Disability Clinician	r	-
Disability Team Leader	r	-
Disability Support Worker	r	-
Registered Nurse / Enrolled Nurse / Assistant in Nursing (AIN)	r	-
Psychologist	r	-
Teacher	r	-
Biomechanist, Physiotherapist, Performance Analysis, Strength and Conditioning, Physiology	r	-
Policy/Program/Project Officer	3%	4%
Policy/Program/Project Manager	2%	2%

r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your role?		
Senior Executive Band 1	r	-
Senior Executive Band 2 and 3	r	-
Sworn police officer - general duties	r	-
Sworn police officer - other	r	-
Non-sworn employee of NSW Police Force	r	-
Permanent Fire fighter	10%	4%
Retained Fire fighter	r	-
Other	52%	12%

r = below privacy cut-off

2020 Cluster  
% respondents % respondents




What is your job family?		
Administration	13%	13%
Business enabler and manager (Legal, IT, Finance, HR)	12%	8%
Child Protection	r	-
Client Service Officer and Manager	r	-
Disability Services	r	-
Policy/Project/Program Officer and Managers	r	-
Property and Asset Management	r	-
Psychologist	r	-
Sports Support	r	-
Sport Coaches	r	-

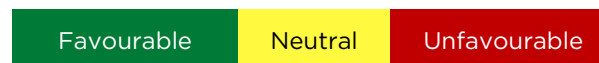
r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your job family?		
Senior Executive	r	-
Police	r	-
Firefighter	40%	7%
Other	28%	28%

r = below privacy cut-off

## Stronger Communities questions

		2020 % favourable	2019 % favourable	Cluster % favourable
My manager demonstrates commitment to meeting the needs of employees with disability that require a workplace adjustment		53%	-	62%
My manager is committed to, and supportive of, diverse workgroups		61%	-	73%
I understand what I can do to promote zero tolerance of sexual harassment in the workplace.		85%	-	89%



r = below privacy cut-off

**2020**    **Cluster**  
% respondents    % respondents

When completing this survey, I believed that the term "Senior Managers" referred to the following people:		
The Secretary and Deputy Secretaries (Commissioner, CEO, Crown Solicitor)	2%	2%
My Executive Director and above (Assistant Crown Solicitor, Assistant Commissioners, Practice Manager)	11%	9%
My Director and above	38%	26%
My Manager's Manager and above	37%	38%
My Manager and above	12%	25%

r = below privacy cut-off

Misconduct is behaviour that is unethical or illegal, or that breaches your organisation's code of conduct.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you ever felt pressured to engage in misconduct at work?				
Yes	6%	-	2%	2%
No	90%	-	95%	95%
Don't know	3%	-	3%	2%
In the last 12 months, have you been aware of any misconduct in your organisation?				
Yes	34%	38%	16%	23%
No	57%	47%	75%	68%
Don't know	9%	15%	8%	8%
Have you reported any of the misconduct you were aware of in the last 12 months? *				
Yes	61%	62%	58%	61%
No	39%	37%	42%	39%

r = below privacy cut-off

\*Scores for 2019 may not add to 100% due to the removal of an answer option in 2020

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you witnessed bullying at work?				
Yes	39%	43%	22%	28%
No	52%	49%	72%	66%
Don't know	8%	8%	6%	6%
In the last 12 months, have you been bullied at work?				
Yes	22%	25%	14%	18%
No	72%	68%	81%	77%
Don't know	6%	7%	5%	5%

r = below privacy cut-off

# Perpetrators of bullying

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Who has been the source of bullying in the last 12 months?				
A senior manager	32%	-	28%	28%
Your immediate manager / supervisor	47%	-	31%	33%
Another manager	14%	-	16%	18%
A fellow worker at your level	26%	-	34%	37%
A subordinate	12%	-	12%	14%
A customer	17%	-	8%	6%
A member of the public other than a customer	r	-	3%	-
Other	9%	-	4%	4%
Prefer not to say	r	-	11%	-

r = below privacy cut-off

# Sexual harassment and physical harm

Sexual harassment is unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you experienced sexual harassment at work?				
Yes	9%	-	4%	5%
Prefer not to say	4%	-	2%	2%
No	87%	-	94%	93%
In the last 12 months, have you been threatened with physical harm or physically harmed at work?				
Yes	4%	-	6%	8%
No	96%	-	94%	92%

r = below privacy cut-off

## Explore how to drive engagement

# Key drivers of employee engagement

The key drivers of employee engagement are the survey questions most strongly related to engagement in your team or organisation.

Improving these areas could help boost employee engagement.

Key driver question	Topic
Senior managers listen to employees	Senior managers
I am satisfied with my job	Job satisfaction
My organisation is making improvements to meet future challenges	Risk and innovation
My organisation meets the needs of the people of NSW	Customer service
Senior managers provide clear direction for the future of the organisation	Senior managers

## Compare organisational units one level down

## Child unit comparison for key topics

This shows some key topic scores for the organisational units that sit one level below the report unit. These units are called child units.

	Report total	Area Greater Sydney	Area Hunter	Area North Eastern	Area North Western	Area South Eastern	Area South Western	Area Western	Finance & Executive Services Directorate & Commissioner's Office	Infrastructure Services Directorate	Membership & Strategic Services Directorate	Operations Directorate
EMPLOYEE ENGAGEMENT	58%	59%	49%^	51%^	68%+	57%	49%^	47%^	56%	66%+	64%+	64%+
WELLBEING, HEALTH AND SAFETY	64%	69%+	57%^	52%^	72%+	55%^	68%	57%^	63%	69%+	72%+	67%
SENIOR MANAGERS	33%	36%	18%^	29%	51%+	28%^	21%^	26%^	31%	45%+	46%+	30%
COMMUNICATION AND CHANGE MANAGEMENT	40%	43%	26%^	33%^	56%+	32%^	34%^	35%^	41%	47%+	56%+	37%
INCLUSION AND DIVERSITY	56%	57%	47%^	47%^	70%+	49%^	51%^	52%	52%	68%+	65%+	55%
ROLE CLARITY AND SUPPORT	43%	46%	29%^	33%^	60%+	34%^	43%	32%^	40%	49%+	56%+	44%
AUTONOMY AND EMPLOYEE VOICE	54%	58%	45%^	45%^	65%+	41%^	58%	49%^	48%^	62%+	67%+	53%
LEARNING AND DEVELOPMENT	32%	38%+	23%^	27%^	53%+	25%^	28%	24%^	25%^	31%	39%+	30%
TEAMWORK AND COLLABORATION	53%	57%	43%^	38%^	65%+	41%^	62%+	53%	47%^	61%+	53%	55%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Discover if different groups of employees have different views

# Respondent profile snapshot

This is a snapshot of survey takers.

Use the snapshot to see if the survey takers are representative of your organisation or team.

Gender	% respondents	LGBTIQ+	% respondents	Type of work	% respondents
Male	57	Yes	3	Service delivery involving direct contact with the public	43
Female	31	No	89	Other service delivery work	13
Non-binary	(r)	Prefer not to say	8	Administrative support	9
Prefer not to say	(r)			Corporate services	11
		<b>Employment status</b>		Policy	(r)
<b>Age</b>		Senior executive	(r)	Research	(r)
15 - 34 years	21	Ongoing / permanent	76	Program and project management support	(r)
35 - 54 years	47	Temporary	7	Legal	(r)
55+ years	17	Casual	(r)	Other	16
Prefer not to say	16	Contract-non-executive	13		
		Labour hire	(r)		
<b>LOTE spoken at home</b>		Other	(r)	<b>Organisation tenure</b>	
Yes	13	Don't know	(r)	Less than 1 year	15
No	82			1 year to less than 2 years	8
Prefer not to say	6	<b>Working arrangement</b>		2 years to less than 5 years	19
		Full-time	95	5 years to less than 10 years	20
<b>Aboriginal and/or Torres Strait Islander</b>		Part-time	5	10 years to less than 20 years	29
Yes	4	<b>Frontline / Non-frontline staff</b>		More than 20 years	9
No	88	Frontline	43		
Prefer not to say	8	Non-frontline	57	<b>Salary</b>	
				\$85,743 and below	36
<b>Disability</b>				\$85,744 - \$111,076	30
Yes	6			\$111,077 - \$148,578	16
No	87			\$148,579 and above	5
Prefer not to say	7			Prefer not to say	12

## Key topic results by select demographics

	Report total	Male	Female	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTIQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
EMPLOYEE ENGAGEMENT	58%	58%	65%+	(r)	(r)	(r)	(r)	60%	58%	61%	56%
WELLBEING, HEALTH AND SAFETY	64%	65%	69%+	(r)	(r)	(r)	(r)	66%	68%	66%	63%
SENIOR MANAGERS	33%	34%	39%+	(r)	(r)	(r)	(r)	35%	38%+	36%	31%
COMMUNICATION AND CHANGE MANAGEMENT	40%	40%	49%+	(r)	(r)	(r)	(r)	43%	44%	45%	36%
INCLUSION AND DIVERSITY	56%	61%+	55%	(r)	(r)	(r)	(r)	59%	62%+	59%	54%
ROLE CLARITY AND SUPPORT	43%	45%	50%+	(r)	(r)	(r)	(r)	49%+	47%	46%	43%
AUTONOMY AND EMPLOYEE VOICE	54%	55%	63%+	(r)	(r)	(r)	(r)	56%	60%+	58%	53%
LEARNING AND DEVELOPMENT	32%	35%	33%	(r)	(r)	(r)	(r)	37%+	40%+	32%	32%
TEAMWORK AND COLLABORATION	53%	57%	55%	(r)	(r)	(r)	(r)	60%+	58%+	56%	54%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work (work that does not involve contact with the public)	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
EMPLOYEE ENGAGEMENT	58%	55%	56%	65%+	66%+	(r)	(r)	(r)	(r)	55%
WELLBEING, HEALTH AND SAFETY	64%	60%	66%	74%+	70%+	(r)	(r)	(r)	(r)	62%
SENIOR MANAGERS	33%	28%	32%	38%+	45%+	(r)	(r)	(r)	(r)	29%
COMMUNICATION AND CHANGE MANAGEMENT	40%	33%^	37%	48%+	55%+	(r)	(r)	(r)	(r)	40%
INCLUSION AND DIVERSITY	56%	54%	56%	59%	65%+	(r)	(r)	(r)	(r)	52%
ROLE CLARITY AND SUPPORT	43%	37%^	43%	52%+	54%+	(r)	(r)	(r)	(r)	47%
AUTONOMY AND EMPLOYEE VOICE	54%	51%	52%	65%+	63%+	(r)	(r)	(r)	(r)	52%
LEARNING AND DEVELOPMENT	32%	30%	34%	31%	35%	(r)	(r)	(r)	(r)	38%+
TEAMWORK AND COLLABORATION	53%	51%	52%	54%	62%+	(r)	(r)	(r)	(r)	51%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by organisation tenure

	Report total	Less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 years to less than 10 years	10 years to less than 20 years	More than 20 years
EMPLOYEE ENGAGEMENT	58%	69%+	67%+	55%	53%	54%	58%
WELLBEING, HEALTH AND SAFETY	64%	76%+	81%+	63%	62%	59% <sup>^</sup>	57% <sup>^</sup>
SENIOR MANAGERS	33%	50%+	45%+	32%	27% <sup>^</sup>	27% <sup>^</sup>	32%
COMMUNICATION AND CHANGE MANAGEMENT	40%	56%+	52%+	38%	36%	35% <sup>^</sup>	38%
INCLUSION AND DIVERSITY	56%	66%+	65%+	59%	53%	49% <sup>^</sup>	57%
ROLE CLARITY AND SUPPORT	43%	54%+	55%+	40%	43%	39%	39%
AUTONOMY AND EMPLOYEE VOICE	54%	68%+	59%+	53%	53%	50%	52%
LEARNING AND DEVELOPMENT	32%	44%+	40%+	30%	31%	27% <sup>^</sup>	28%
TEAMWORK AND COLLABORATION	53%	66%+	57%	54%	50%	47% <sup>^</sup>	58%+

+ at least 5 percentage points higher than report unit

<sup>^</sup> at least 5 percentage points lower than report unit

## Key topic results by geographic region

	Report total	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour – Grafton	Far West and Orana	Hunter Valley excluding Newcastle
EMPLOYEE ENGAGEMENT	58%	(r)	65%+	(r)	(r)	(r)	(r)	(r)	(r)
WELLBEING, HEALTH AND SAFETY	64%	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	33%	(r)	41%+	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	40%	(r)	47%+	(r)	(r)	(r)	(r)	(r)	(r)
INCLUSION AND DIVERSITY	56%	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)
ROLE CLARITY AND SUPPORT	43%	(r)	48%+	(r)	(r)	(r)	(r)	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	54%	(r)	60%+	(r)	(r)	(r)	(r)	(r)	(r)
LEARNING AND DEVELOPMENT	32%	(r)	34%	(r)	(r)	(r)	(r)	(r)	(r)
TEAMWORK AND COLLABORATION	53%	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by geographic region (continued)

	Report total	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
WELLBEING, HEALTH AND SAFETY	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	33%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
INCLUSION AND DIVERSITY	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ROLE CLARITY AND SUPPORT	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
LEARNING AND DEVELOPMENT	32%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
TEAMWORK AND COLLABORATION	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

**Find out more about how the survey works**

### Survey period

The People Matter Employee Survey 2020 opened on Monday, 19 October and closed on Friday, 13 November. The survey usually runs in the middle of the year but was delayed due to the COVID-19 pandemic.

### Employee engagement score calculation

Each person who answered all five employee engagement questions gets an employee engagement score. Each answer is assigned a score as follows:

100 to 'strongly agree'

75 to 'agree'

50 to 'neither agree nor disagree'

25 to 'disagree'

0 to 'strongly disagree'

The employee's engagement score is calculated as the average of the five question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.

### % favourable calculation

Most scores are shown as % favourable, which is the sum of the 'strongly agree' and 'agree' percentages.

### Privacy

Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

### Rounding

Results are presented as whole numbers for ease of reading. Results will not always add up to 100% due to rounding. Values less than 0.5 are rounded down. Values equal to or greater than 0.5 are rounded up.