



**2021** | NSW Public Sector  
Employee Survey

## **Agency Report**

# Legal Aid NSW

**Survey period:** 23 August to 17 September 2021

**Completed surveys:** 1,342

**Response rate:** >100%

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

### NSW public sector

- Legal Aid NSW

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## High level results

Discover key results and patterns

# 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.



# Highest and lowest questions

These are the questions with the highest and lowest % favourable scores. % favourable is based on the respondents who selected 'strongly agree' or 'agree'.

## + Questions with the highest favourable scores

			2021 % favourable	difference from 2020
Role clarity and support	1a	I understand what is expected of me to do well in my job	91%	0%
Customer service	2e	My workgroup considers customer needs when planning our work	90%	-
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	90%	0%
Customer service	2d	People in my workgroup can explain how their work impacts customers	89%	-
Wellbeing	8d	There are people at work who care about me	89%	+1%

## - Questions with the lowest favourable scores

			2021 % favourable	difference from 2020
Recruitment	7f	I have confidence in the way recruitment decisions are made	42%	-1%
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	45%	+2%
Grievance handling	10	I have confidence in the ways my organisation handles grievances	52%	+1%
Feedback and performance management	5i	My manager appropriately deals with employees who perform poorly	54%	-1%
Communication and change management	7b	Change is managed well in my organisation	55%	0%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

# Most and least improved questions

These are the most and least improved questions between survey years.

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

## + Most improved questions

			2021 % favourable	difference from 2020
Action on survey results	9	I am confident my organisation will act on the results of this survey	66%	+5%
Learning and development / Role clarity and support	3f	I have received the training and development I need to do my job well	74%	+4%
Flexible working	8g	How satisfied are you with your ability to access and use flexible working arrangements?	88%	+3%
Job satisfaction	1i	I am satisfied with my job	81%	+3%
Learning and development	7e	My organisation is committed to developing its employees	63%	+3%

## - Least improved questions

			2021 % favourable	difference from 2020
Wellbeing	1m	In general, my sense of wellbeing is...	65%	-5%
Job satisfaction	1h	I feel motivated to contribute more than what is normally required at work	78%	-3%
Wellbeing	1j	I can keep my work stress at an acceptable level	64%	-2%
Decision making and accountability	7d	People in my organisation take responsibility for their own actions	59%	-2%
Employee engagement	7l	I feel a strong personal attachment to my organisation	77%	-2%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

The key driver analysis identifies questions with the strongest influence on your employee engagement.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). Look for ways to maintain your strengths and improve your priorities.

Topic		Key driver questions	2021 % favourable	Action
Recognition	7o	I receive adequate recognition for my contributions from my organisation	<b>63%</b>	Improve
Learning and development	7e	My organisation is committed to developing its employees	<b>63%</b>	Improve
Risk and innovation	7a	My organisation is making improvements to meet future challenges	<b>75%</b>	Maintain
Employee voice / Inclusion and diversity	8c	I can speak up and share a different view to others in my organisation	<b>74%</b>	Maintain
Decision making and accountability	7d	People in my organisation take responsibility for their own actions	<b>59%</b>	Improve
Wellbeing	8d	There are people at work who care about me	<b>89%</b>	Maintain

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## Results by topic

Discover more about your results

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Employee engagement (total score)*</b>			<b>76</b>	0	+9
7j	I would recommend my organisation as a great place to work	81 13	81%	-1%	+15%
7k	I am proud to tell others I work for my organisation	88 10	88%	-1%	+14%
7l	I feel a strong personal attachment to my organisation	77 18	77%	-2%	+12%
7m	My organisation motivates me to help it achieve its goals	75 18 7	75%	+1%	+16%
7n	My organisation inspires me to do the best in my job	75 19	75%	+1%	+15%

\*See 'Additional information about the survey' for more details on how we calculate the employee engagement score.

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

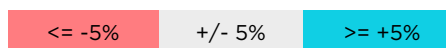
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# Intention to stay

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.

19n How long do you think you will continue to work in your current organisation?		2021 % respondents	difference from 2020	difference from Sector
Less than 1 year		8%	+1%	+1%
1 year to less than 2 years		10%	+1%	0%
2 years to less than 5 years		22%	-4%	+1%
5 years to less than 10 years		28%	0%	+3%
10 years to less than 20 years		20%	+2%	-3%
More than 20 years		13%	0%	-2%



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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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Job satisfaction (total score)</b>			<b>78%</b>	0%	+8%
1g	My job gives me a feeling of personal accomplishment	84 12	84%	+1%	+8%
1h	I feel motivated to contribute more than what is normally required at work	78 15 7	78%	-3%	+7%
1i	I am satisfied with my job	81 12 7	81%	+3%	+10%
1n	I find my life at work fulfilling	69 26	69%	0%	+8%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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

				2021 % favourable	difference from 2020	difference from Sector
<b>Wellbeing (total score)</b>				<b>72%</b>	-2%	+3%
1j	I can keep my work stress at an acceptable level	64	19 17	64%	-2%	+3%
1m	In general, my sense of wellbeing is...	65	29	65%	-5%	+1%
8d	There are people at work who care about me	89	9	89%	+1%	+6%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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Customer means  
the people who you  
or your organisation  
provide a service to.

				2021 % favourable	difference from 2020	difference from Sector
<b>Customer service (total score)</b>				<b>85%</b>	<b>+5%</b>	<b>+12%</b>
1k	I am empowered to make the decisions needed to help customers and/or communities	85	10	85%	-	+14%
2d	People in my workgroup can explain how their work impacts customers	89	9	89%	-	+8%
2e	My workgroup considers customer needs when planning our work	90	7	90%	-	+7%
6d	Senior managers communicate the importance of customers in our work	84	12	84%	+1%	+13%
7h	The processes in my organisation are designed to support the best experience for customers	75	17	75%	+3%	+14%
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	85	12	85%	+1%	+15%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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# Role clarity and support

## Purpose and direction

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Role clarity and support (total score)</b>			<b>73%</b>	<b>+1%</b>	<b>+7%</b>
1a	I understand what is expected of me to do well in my job	91 7	91%	0%	+5%
1b	I get the support I need to do my job well	74 14 12	74%	0%	+8%
1c	I have the tools and technology to do my job well	74 12 14	74%	+2%	+3%
1d	I have the time to do my job well	64 16 21	64%	+3%	+8%
3e	My performance is assessed against clear criteria	64 24 12	64%	0%	+6%
3f	I have received the training and development I need to do my job well	74 18 8	74%	+4%	+9%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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# Job purpose and enrichment

## Purpose and direction

In addition to role clarity and support, employees are likely to feel more satisfied with their job when there is a clear sense of purpose and when it is enriched with characteristics such as skill variety, autonomy, and feedback.

				2021 % favourable	difference from 2020	difference from Sector
<b>Job purpose and enrichment (total score)</b>				<b>78%</b>	-	+6%
1e	My job gives me opportunities to use a variety of skills	81	12 7	81%	-	0%
1f	I have a choice in deciding how I carry out day to day work tasks	83	11	83%	-	+10%
3d	In the last 12 months, I have received feedback to help me improve my work	73	19 8	73%	0%	+8%
5j	My manager communicates how my role contributes to my organisation's purpose	74	18 8	74%	-	+7%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Risk and innovation (total score)</b>			<b>81%</b>	0%	+6%
1l	I am comfortable notifying my manager if I become aware of any risks at work	90	90%	0%	+3%
5a	My manager encourages people in my workgroup to keep improving the work they do	80	80%	0%	+4%
5h	My manager encourages me to learn from my mistakes	78	78%	+2%	+5%
7a	My organisation is making improvements to meet future challenges	75	75%	-1%	+13%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Work health and safety (WHS) involves the management of risks to the health and safety of everyone in your workplace. Health refers to both physical and psychological health.

				2021 % favourable	difference from 2020	difference from Sector
Health and safety (total score)				82%	-	+9%
7p	I am confident work health and safety issues I raise will be addressed promptly	82	13	82%	-	+6%
7q	There are effective resources in my organisation to support employee wellbeing	81	12	81%	-	+11%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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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.

				2021 % favourable	difference from 2020	difference from Sector	
10	I have confidence in the ways my organisation handles grievances	52	34	14	52%	+1%	+6%

\*See p.35 for related results on negative workplace behaviours.

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Inclusion and diversity (total score)</b>			<b>81%</b>	0%	+7%
2c	People in my workgroup treat each other with respect	88	88%	0%	+7%
6g	Senior managers support the career advancement of women	74	74%	0%	+11%
8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86	86%	0%	+7%
8b	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	85	85%	-1%	+4%
8c	I can speak up and share a different view to others in my organisation	74	74%	+1%	+5%
8e	I feel that I belong in my organisation	81	81%	-	+10%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Teamwork and collaboration

## Work environment

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Teamwork and collaboration (total score)</b>			<b>76%</b>	<b>+1%</b>	<b>+8%</b>
2a	My workgroup works collaboratively to achieve its goals	84 11	84%	0%	+4%
2b	There is good team spirit in my workgroup	83 11 7	83%	0%	+7%
6c	Senior managers promote collaboration between my organisation and other organisations we work with	69 24 7	69%	+2%	+13%
7c	There is good co-operation between teams across my organisation	67 21 12	67%	+2%	+10%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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

				2021 % favourable	difference from 2020	difference from Sector
<b>Flexible working (total score)</b>				<b>89%</b>	<b>+2%</b>	<b>+22%</b>
8g	How satisfied are you with your ability to access and use flexible working arrangements?	88	7	88%	+3%	+24%
8h	My manager supports flexible working in my team	89	7	89%	+1%	+21%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Use of flexible working

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

## 8f Type of flexible working

		2021 % respondents	difference from 2020	difference from Sector
Flexible start and finish times		67%	-2%	+23%
Working more hours over fewer days		11%	+2%	+1%
Working additional hours to make up for time off		21%	0%	+5%
Flexible scheduling for rostered workers		7%	-1%	0%
Part-time work		20%	+1%	+8%
Job sharing		4%	0%	+1%
Working from different locations		16%	-6%	-1%
Working from home		92%	+4%	+33%
Purchasing annual leave		r	-	-
Leave without pay		5%	0%	-2%
Study leave		2%	-1%	-1%
Other		r	-	-
None of the above		2%	0%	-19%

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

Recruitment refers to the process of attracting, screening, and onboarding people.

				2021 % favourable	difference from 2020	difference from Sector
Recruitment (total score)				55%	0%	+7%
7f	I have confidence in the way recruitment decisions are made	42	29 28	42%	-1%	+1%
7g	My organisation generally selects capable people to do the job	67	22 11	67%	0%	+12%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off



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.

				2021 % favourable	difference from 2020	difference from Sector
<b>Learning and development (total score)</b>				<b>60%</b>	<b>+3%</b>	<b>+3%</b>
3f	I have received the training and development I need to do my job well	74	18 8	74%	+4%	+9%
3g	I am satisfied with the opportunities available for career development in my organisation	45	25 30	45%	+2%	-6%
7e	My organisation is committed to developing its employees	63	24 13	63%	+3%	+7%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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.

3h 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?












2021  
% respondents

difference from  
2020

difference from  
Sector

Yes	38%	-3%	0%
No	62%	+3%	0%

3i Are there barriers preventing you from moving to another role? If so, what are they?

Lack of visible opportunities		42%	+1%	+13%
Lack of promotion opportunities		41%	+1%	+14%
Lack of support from my manager / supervisor		6%	-1%	-5%
Geographic location considerations		27%	-2%	+4%
Personal / family considerations		28%	-1%	-1%
Insufficient training and development		11%	-1%	-4%
Lack of required capabilities or experience		12%	-1%	0%
Lack of support for temporary assignments / secondments		15%	-2%	+2%
The application / recruitment process is too cumbersome or time consuming		27%	+2%	+6%
Other		8%	+1%	-2%
There are no major barriers to my career progression		22%	+1%	-6%

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

				2021 % favourable	difference from 2020	difference from Sector
4	I am paid fairly for the work I do	71	16 12	71%	0%	+12%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Recognition involves recognising employees' contributions and achievements in the workplace through formal and informal channels.

				2021 % favourable	difference from 2020	difference from Sector
Recognition (total score)				71%	-	+9%
5g	My manager provides recognition for the work I do	80	12 8	80%	-1%	+7%
7o	I receive adequate recognition for my contributions from my organisation	63	22 15	63%	-	+11%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Feedback and performance management

## Enabling practices

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

				2021 % favourable	difference from 2020	difference from Sector
<b>Feedback and performance management (total score)</b>				<b>67%</b>	0%	+6%
3d	In the last 12 months, I have received feedback to help me improve my work	73	19 8	73%	0%	+8%
3e	My performance is assessed against clear criteria	64	24 12	64%	0%	+6%
5h	My manager encourages me to learn from my mistakes	78	18	78%	+2%	+5%
5i	My manager appropriately deals with employees who perform poorly	54	33 12	54%	-1%	+5%

				2021 % respondents	difference from 2020	difference from Sector
<b>Performance management process</b>						
3a	I have a performance and development plan that sets out my individual goals			79%	-3%	+5%
3b	I have informal feedback conversations with my manager			89%	+2%	+9%
3c	I have scheduled feedback conversations with my manager			78%	+4%	+13%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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.

				2021 % favourable	difference from 2020	difference from Sector
<b>Senior managers (total score)</b>				<b>71%</b>	0%	+12%
6a	Senior managers provide clear direction for the future of the organisation	67	22 10	67%	-1%	+12%
6b	Senior managers model the values of my organisation	72	21 7	72%	+1%	+13%
6c	Senior managers promote collaboration between my organisation and other organisations we work with	69	24 7	69%	+2%	+13%
6d	Senior managers communicate the importance of customers in our work	84	12	84%	+1%	+13%
6e	Senior managers keep employees informed about what's going on	74	17 9	74%	+1%	+15%
6f	Senior managers listen to employees	58	29 13	58%	-1%	+9%
6g	Senior managers support the career advancement of women	74	23	74%	0%	+11%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions.

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.

			2021 % favourable	difference from 2020	difference from Sector
Decision making and accountability (total score)			69%	-2%	+8%
5f	I have confidence in the decisions my manager makes	79 13 8	79%	-1%	+7%
7d	People in my organisation take responsibility for their own actions	59 28 13	59%	-2%	+9%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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?

				2021 % favourable	difference from 2020	difference from Sector
<b>Communication and change management (total score)</b>				<b>70%</b>	0%	+12%
5c	My manager communicates effectively with me	84	9 7	84%	+1%	+9%
6a	Senior managers provide clear direction for the future of the organisation	67	22 10	67%	-1%	+12%
6e	Senior managers keep employees informed about what's going on	74	17 9	74%	+1%	+15%
7b	Change is managed well in my organisation	55	28 16	55%	0%	+12%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off



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

			2021 % favourable	difference from 2020	difference from Sector
<b>Employee voice (total score)</b>			<b>77%</b>	0%	+7%
5b	My manager listens to what I have to say	86 8	86%	0%	+8%
5d	My manager encourages and values employee input	84 10	84%	0%	+7%
5e	My manager involves my workgroup in decisions about our work	80 12 8	80%	+1%	+8%
6f	Senior managers listen to employees	58 29 13	58%	-1%	+9%
8c	I can speak up and share a different view to others in my organisation	74 16 10	74%	+1%	+5%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

To improve employee experience, leaders at all levels should take on board employee feedback and act on the survey results.

Employees can become disengaged if they are asked their opinion and then no action takes place as a result.

				2021 % favourable	difference from 2020	difference from Sector
9	I am confident my organisation will act on the results of this survey	66	21 12	66%	+5%	+19%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Negative workplace behaviours

In NSW public sector, we are committed to reducing and preventing negative workplace behaviours such as misconduct, bullying, sexual harassment, threats or physical harm, discrimination, and racism.

In the last 12 months, have you...		2021 % respondents	difference from 2020	difference from Sector
been aware of any misconduct in your organisation		7%	0%	-8%
witnessed bullying		13%	-2%	-9%
experienced bullying		10%	+1%	-4%
witnessed sexual harassment		1%	-	-1%
experienced sexual harassment		3%	+1%	-1%
experienced threats or physical harm		3%	0%	-4%
experienced discrimination		6%	-	-4%
experienced racism		4%	-	0%

## Definitions

- **Misconduct:** behaviour that is unethical or illegal, or that breaches your organisation's code of conduct
- **Bullying:** repeated unreasonable behaviour directed towards a worker or group of workers
- **Sexual harassment:** unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated
- **Discrimination:** when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics
- **Racism:** prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin

<= -5%

+/- 5%








>= +5%

r = below privacy cut-off

			2021 % favourable	difference from 2020
My manager does a good job of supporting my mental health and wellbeing	82	12	82%	-

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Which of the below best describes your role?		2021 % respondents	difference from 2020
Legal Support Officer		20%	-
Legal Officer - Solicitor, Advocate, other		43%	-
Legal Officer - Solicitor in Charge, Manager		8%	-
Allied Practitioner or Officer		2%	-
Paralegal		3%	-
Non-Legal Manager		9%	-
Non-Legal Officer, non-managerial role		16%	-



r = below privacy cut-off

What Legal Aid office is your role based in?

2021  
% respondents

difference from  
2020

Albury	r	-
Bankstown	1%	-
Blacktown	1%	-
Bourke	r	-
Broken Hill	r	-
Burwood	2%	-
Campbelltown	3%	-
Coffs Harbour	2%	-
Dubbo	2%	-
Fairfield	2%	-
Gosford	4%	-
Lismore	3%	-
Liverpool	1%	-
Newcastle - Bolton Street	2%	-
Newcastle - Hunter Drug Court	r	-

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off




What Legal Aid office is your role based in?	2021 % respondents	difference from 2020
Newcastle - Hunter Street	2%	-
Nowra	1%	-
Orange	1%	-
Parramatta - 128 Marsden Street	4%	-
Parramatta - Drug Court	r	-
Parramatta - Justice Precinct 160 Marsden Street	7%	-
Penrith	2%	-
Port Macquarie	2%	-
Sutherland	r	-
Sydney - Central	50%	-
Sydney - Drug Court	r	-
Tamworth	1%	-
Wagga Wagga	1%	-
Walgett	r	-
Wollongong	3%	-

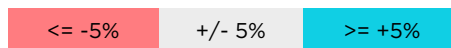
<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

I have regular fortnightly meetings with my manager to discuss my work, development and wellbeing		2021 % respondents	difference from 2020
Always		60%	-
Sometimes		31%	-
Never		9%	-



r = below privacy cut-off



## Results by child unit and demographic group

Discover if employees in different groups 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	19	Yes	8	Service delivery involving direct contact with the public	16
Female	71	No	84	Other service delivery work	1
Non-binary	r	Prefer not to say	8	Administrative support	20
Prefer not to say	9			Corporate services	7
		<b>Employment status</b>		Policy	r
<b>Age</b>		Senior executive	1	Research	r
15-34 years	29	Ongoing / permanent	75	Program and project management support	3
35-54 years	40	Temporary	18	Legal	46
55+ years	15	Casual	r	Other	6
Prefer not to say	15	Contract-non-executive	4		
		Labour hire	r		
<b>LOTE spoken at home</b>		Other	r	<b>Organisation tenure</b>	
Yes	20	Don't know	1	Less than 1 year	11
No	73			1 year to less than 2 years	8
Prefer not to say	7	<b>Working arrangement</b>		2 years to less than 5 years	26
		Full-time	78	5 years to less than 10 years	21
<b>Aboriginal and/or Torres Strait Islander</b>		Part-time	22	10 years to less than 20 years	24
Yes	6			More than 20 years	9
No	87				
Prefer not to say	6			<b>Salary</b>	
				\$85,743 and below	36
<b>Disability</b>				\$85,744 - \$111,076	24
Yes	10			\$111,077 - \$148,577	31
No	84			\$148,578 and above	2
Prefer not to say	7			Prefer not to say	7

r = below privacy cut-off

## Selected key topic results by child unit

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	CEO Office	Civil Law	Client Services	Corporate Services	Criminal Law	DCEO Office	Family Law	LawAccess	Legal Administration
Employee engagement	76	84	78	79	70	76	72	78	72	79
Wellbeing	72%	79%	74%	75%	71%	71%	75%	70%	70%	76%
Role clarity and support	73%	79%	75%	77%	68%	71%	75%	72%	78%	77%
Inclusion and diversity	81%	92%	83%	85%	80%	78%	74%	83%	81%	83%
Teamwork and collaboration	76%	89%	80%	78%	70%	69%	71%	78%	78%	80%
Learning and development	60%	67%	63%	63%	48%	58%	58%	68%	57%	61%
Senior managers	71%	88%	77%	75%	60%	67%	67%	75%	61%	76%
Communication and change management	70%	80%	73%	77%	60%	68%	63%	72%	59%	78%
Employee voice	77%	94%	81%	83%	75%	70%	74%	78%	74%	78%



At least 5 percentage points lower than report unit



Within 5 percentage points of the report unit



At least 5 percentage points higher than report unit

## Selected 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	76	77	78	r	78	72	78	78	79	77	78
Wellbeing	72%	74%	75%	r	76%	62%	70%	78%	76%	74%	79%
Role clarity and support	73%	74%	76%	r	78%	65%	72%	79%	77%	74%	78%
Inclusion and diversity	81%	83%	84%	r	80%	76%	85%	83%	86%	83%	83%
Teamwork and collaboration	76%	79%	77%	r	74%	74%	76%	78%	77%	77%	82%
Learning and development	60%	62%	62%	r	64%	52%	62%	66%	64%	60%	68%
Senior managers	71%	74%	74%	r	75%	70%	73%	73%	76%	74%	74%
Communication and change management	70%	72%	73%	r	74%	68%	71%	73%	76%	72%	72%
Employee voice	77%	79%	79%	r	79%	72%	78%	80%	81%	78%	76%

At least 5 percentage points  
lower than report unit

Within 5 percentage  
points of the report unit

At least 5 percentage points  
higher than report unit

r = below privacy cut-off

## Selected key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
Employee engagement	76	76	70	78	72	r	r	82	77	74
Wellbeing	72%	75%	78%	74%	71%	r	r	79%	72%	74%
Role clarity and support	73%	74%	74%	77%	65%	r	r	84%	72%	73%
Inclusion and diversity	81%	81%	79%	81%	81%	r	r	87%	82%	76%
Teamwork and collaboration	76%	78%	75%	76%	70%	r	r	87%	76%	75%
Learning and development	60%	63%	48%	59%	48%	r	r	68%	63%	59%
Senior managers	71%	71%	71%	73%	63%	r	r	90%	73%	64%
Communication and change management	70%	69%	63%	75%	58%	r	r	84%	71%	67%
Employee voice	77%	78%	80%	77%	76%	r	r	90%	76%	74%

At least 5 percentage points lower than report unit

Within 5 percentage points of the report unit

At least 5 percentage points higher than report unit

r = below privacy cut-off

## Selected 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	76	84	79	76	76	75	75
Wellbeing	72%	86%	76%	72%	71%	72%	72%
Role clarity and support	73%	81%	74%	75%	72%	71%	77%
Inclusion and diversity	81%	90%	83%	82%	80%	82%	79%
Teamwork and collaboration	76%	86%	78%	75%	74%	75%	76%
Learning and development	60%	72%	67%	59%	59%	57%	64%
Senior managers	71%	81%	78%	74%	70%	68%	64%
Communication and change management	70%	84%	77%	73%	69%	67%	62%
Employee voice	77%	88%	82%	79%	75%	74%	69%

At least 5 percentage points lower than report unit

Within 5 percentage points of the report unit

At least 5 percentage points higher than report unit

r = below privacy cut-off

## Selected 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	76	77	76	r	82	75	82	77	r
Wellbeing	72%	74%	71%	r	81%	72%	75%	74%	r
Role clarity and support	73%	74%	74%	r	83%	57%	78%	72%	r
Inclusion and diversity	81%	83%	83%	r	89%	75%	78%	79%	r
Teamwork and collaboration	76%	77%	78%	r	81%	63%	71%	73%	r
Learning and development	60%	60%	61%	r	75%	56%	78%	59%	r
Senior managers	71%	73%	70%	r	77%	60%	66%	67%	r
Communication and change management	70%	70%	70%	r	77%	65%	73%	71%	r
Employee voice	77%	79%	77%	r	88%	58%	68%	72%	r

At least 5 percentage points lower than report unit

Within 5 percentage points of the report unit

At least 5 percentage points higher than report unit

r = below privacy cut-off

## Selected 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	76	77	78	r	74	75	87	90	73	r
Wellbeing	72%	72%	76%	r	71%	71%	83%	89%	78%	r
Role clarity and support	73%	70%	85%	r	63%	72%	76%	86%	65%	r
Inclusion and diversity	81%	77%	90%	r	72%	76%	89%	89%	83%	r
Teamwork and collaboration	76%	75%	89%	r	68%	69%	84%	88%	85%	r
Learning and development	60%	55%	81%	r	49%	59%	66%	89%	59%	r
Senior managers	71%	72%	88%	r	79%	71%	80%	87%	73%	r
Communication and change management	70%	71%	88%	r	69%	71%	81%	88%	77%	r
Employee voice	77%	81%	83%	r	69%	69%	84%	82%	76%	r

At least 5 percentage points lower than report unit

Within 5 percentage points of the report unit

At least 5 percentage points higher than report unit

r = below privacy cut-off



## **Additional information about the survey**

**Discover more about how the survey works and how to act on results**

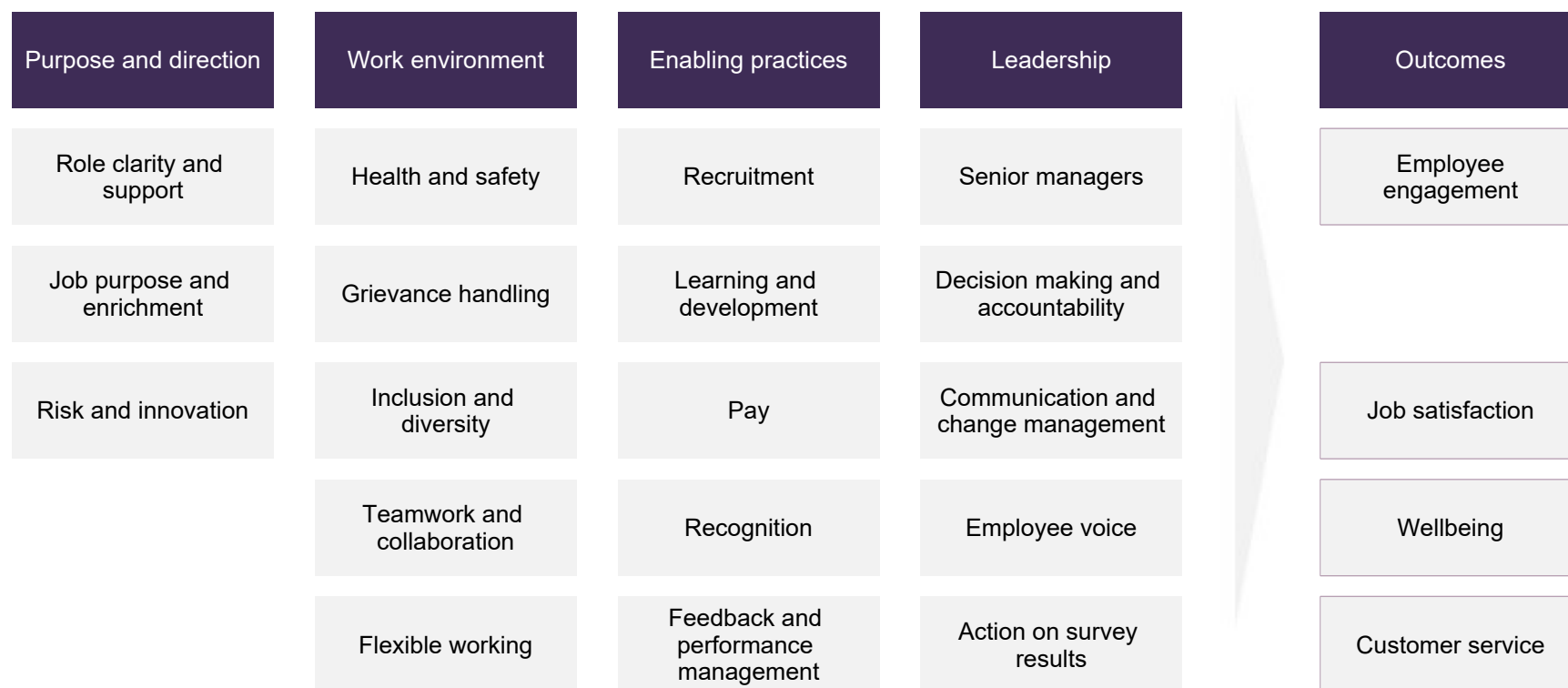
# Survey model

The People Matter Employee Survey provides an important opportunity for almost 400,000 people to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about their experiences with their work, workgroup, managers, and organisation. Their experiences are grouped into management practices and reported under 4 domains:

- Purpose and direction
- Work environment
- Enabling practices
- Leadership

All of these practices positively contribute towards employee and organisational outcomes, including employee engagement, job satisfaction, wellbeing, and customer service.

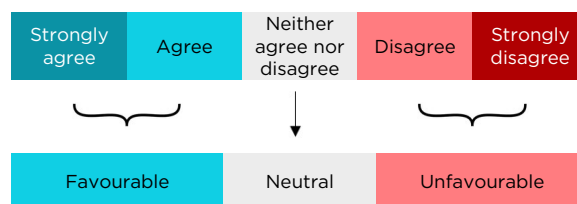


## Privacy

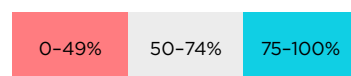
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

## % favourable calculation

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

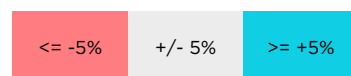


% favourable scores are colour coded based on these ranges:



## Difference scores

Difference scores are shown where available. Differences are colour coded based on these ranges:



Generally, topic level comparisons are not shown when less than 50% of the questions are comparable.

## Rounding

Results are presented as whole numbers for ease of reading. Values are rounded down if their first decimal number is less than 5. Values are rounded up if their first decimal number is equal to or greater than 5. Due to rounding, results will not always add up to 100%. Difference scores may appear to be slightly different to values derived from subtracting rounded numbers, usually within 1%.

## 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 5 question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.




## Key driver analysis

Experience tells us that a successful response to survey results requires focus on key priorities. The key driver analysis, which uses statistical techniques including Pearson's correlation analysis, identifies individual questions with the strongest influence on your employee engagement score.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). You are recommended to look for ways to maintain your strengths and improve your priority areas.

We are all responsible for building a world class public service. Improving employee experience is a way to work towards this goal.

**Survey communication and action planning:** Leaders are encouraged to share and discuss survey results with employees, and start thinking about actions using the template below. In addition to PMES results, you should consider work context and internal business data (e.g. turnover data). You should implement and monitor your plan, either on its own or as part of a broader organisational improvement strategy.

 CELEBRATE	 INVESTIGATE FURTHER WITH OUR TEAMS	 OPPORTUNITIES
<p>The things we do well:</p> <hr/> <hr/> <hr/> <hr/> <p>Think about how we can build on our strengths and learn from what we are good at.</p>	<p>Are there any other opportunities coming out of the results that we want to explore further?</p> <hr/> <hr/> <hr/> <hr/> <p>How could we investigate? Through looking at the data in more detail or through discussions with staff?</p>	<p>Areas we need to focus on and turn into action plans:</p> <hr/> <hr/> <hr/> <hr/> <p>What are the key things we need to improve to make working here better?</p>

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				