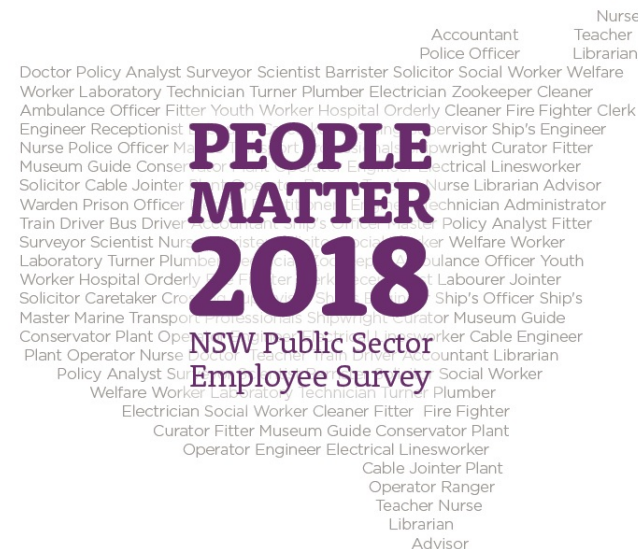


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Clinical Excellence Commission

## RESPONSE RATE

**99%**

93 OF 94 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**65%**

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER +1  
DIFFERENCE FROM PUBLIC SECTOR 0

## ENGAGEMENT WITH WORK

**68%**

DIFFERENCE FROM 2017 -6  
DIFFERENCE FROM CLUSTER -5  
DIFFERENCE FROM PUBLIC SECTOR -4

## SENIOR MANAGERS

**59%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +12  
DIFFERENCE FROM PUBLIC SECTOR +10

## COMMUNICATION

**69%**

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER +10  
DIFFERENCE FROM PUBLIC SECTOR +8

## HIGH PERFORMANCE

**69%**

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER +6  
DIFFERENCE FROM PUBLIC SECTOR +5

## PUBLIC SECTOR VALUES

**68%**

DIFFERENCE FROM 2017 -3  
DIFFERENCE FROM CLUSTER +9  
DIFFERENCE FROM PUBLIC SECTOR +6

## DIVERSITY & INCLUSION

**71%**

DIFFERENCE FROM CLUSTER +5  
DIFFERENCE FROM PUBLIC SECTOR +3

## FLEXIBLE WORKING SATISFACTION

**56%**

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -2  
DIFFERENCE FROM PUBLIC SECTOR -3

## ACTION ON RESULTS

**63%**

DIFFERENCE FROM 2017 +10  
DIFFERENCE FROM CLUSTER +26  
DIFFERENCE FROM PUBLIC SECTOR +26



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	87%	91%
1g. I know how to address a health and safety issue I have identified	85%	-
1a. I understand what is expected of me to do well in my role	83%	87%
5a. My manager encourages people in my workgroup to keep improving the work they do	80%	84%
5b. My manager listens to what I have to say	80%	85%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	85%
5g. My manager provides acknowledgement or other recognition for the work I do	78%	77%
5d. My manager encourages and values employee input	78%	82%
2b. My workgroup works collaboratively to achieve its objectives	77%	79%
5c. My manager communicates effectively with me	77%	81%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	38%	34%
5h. My manager appropriately deals with employees who perform poorly	49%	49%
3g. I am satisfied with the opportunities available for career development in my organisation	49%	48%
7d. There is good co-operation between teams across our organisation	50%	47%
7g. I have confidence in the way recruitment decisions are made	52%	59%
7c. I feel that change is managed well in my organisation	52%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	52%	58%
6b. I feel that senior managers effectively lead and manage change	53%	51%
6d. Senior managers encourage innovation by employees	55%	60%
7e. People in my organisation take responsibility for their own actions	55%	57%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring agreement questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	52%	41%
14. I believe action will be taken on the results from this survey by my organisation	63%	53%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	74%	68%
9a. I have confidence in the ways my organisation resolves grievances	38%	34%
7d. There is good co-operation between teams across our organisation	50%	47%
6b. I feel that senior managers effectively lead and manage change	53%	51%
6h. I feel that senior managers listen to employees	57%	55%
7k. I feel a strong personal attachment to my organisation	59%	57%
3g. I am satisfied with the opportunities available for career development in my organisation	49%	48%
7h. My organisation generally selects capable people to do the job	68%	67%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
1c. My job gives me a feeling of personal accomplishment	65%	75%
7i. I would recommend my organisation as a great place to work	62%	72%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	75%	85%
1f. I am able to keep my work stress at an acceptable level	62%	69%
2e. People in my workgroup treat each other with respect	75%	82%
5e. My manager involves my workgroup in decisions about our work	72%	78%
7g. I have confidence in the way recruitment decisions are made	52%	59%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	85%
6a. I believe senior managers provide clear direction for the future of the organisation	52%	58%
7f. My organisation is committed to developing its employees	57%	62%



### 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

**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



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



**Q7d.** There is good co-operation between teams across our organisation



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



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



**Q7d.** There is good co-operation between teams across our organisation



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q9a.** I have confidence in the ways my organisation resolves grievances



**Q11.** Overall, I believe the culture at my workplace has improved in the last 12 months



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



**Q7d.** There is good co-operation between teams across our organisation



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



## FIND YOUR HIGHEST NEUTRAL SCORES

### 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.

# 63%

of employees replied favourably to:

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

## 37%

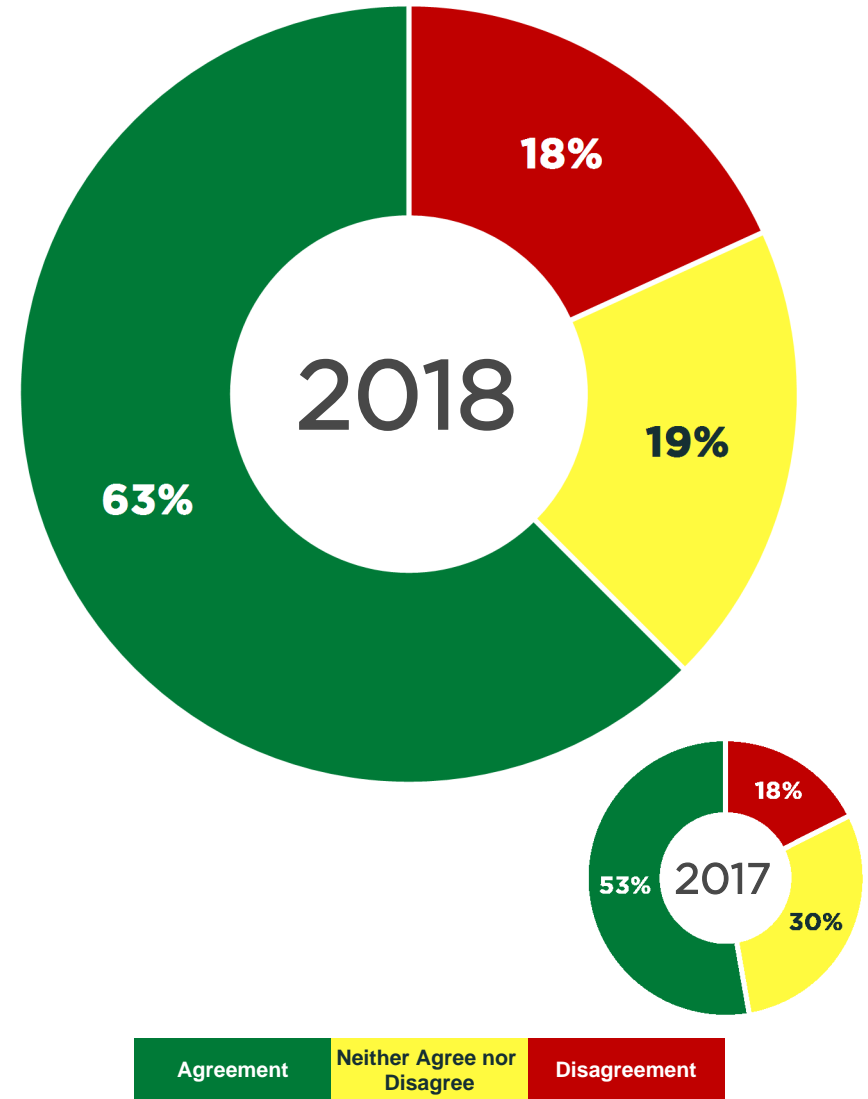
SECTOR

## 36%

CLUSTER

## 53%

2017



# KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

## RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7h.</b> My organisation generally selects capable people to do the job	<b>68%</b>	67%	54%	54%
<b>2</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>57%</b>	55%	40%	43%
<b>3</b>	<b>Q6e.</b> Senior managers promote collaboration between my organisation and other organisations we work with	<b>71%</b>	70%	48%	52%
<b>4</b>	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>55%</b>	60%	47%	50%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>53%</b>	51%	44%	46%
<b>6</b>	<b>Q6f.</b> Senior managers communicate the importance of customers/clients in achieving our business objectives	<b>73%</b>	76%	57%	62%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Clinical Excellence Commission

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Clinical Excellence Commission	Corporate Services	Development	Governance and Assurance	Patient Safety	Systems Improvement
NUMBER OF RESPONDENTS	93	12	16	16	15	23
EMPLOYEE ENGAGEMENT	65%	62%	68%	71%	55%	74%
ENGAGEMENT WITH WORK	68%	64%	73%	79%	49%	75%
SENIOR MANAGERS	59%	39%	64%	75%	44%	66%
COMMUNICATION	69%	64%	80%	80%	48%	75%
HIGH PERFORMANCE	69%	66%	74%	80%	50%	79%
PUBLIC SECTOR VALUES	68%	54%	80%	81%	47%	76%
DIVERSITY & INCLUSION	71%	64%	84%	82%	55%	73%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS





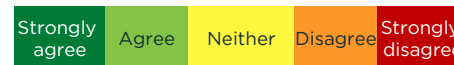
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	65% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	21	41	18	10	10	62%	72%	61%	61%
Q7j. I am proud to tell others I work for my organisation	26	47	16			73%	75%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	22	37	26	11		59%	57%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	38	27		10	57%	59%	54%	55%
Q7m. My organisation inspires me to do the best in my job	21	41	22	8	9	62%	66%	55%	55%

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.

ENGAGEMENT WITH WORK	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	24	41	17	12	65%	75%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	43	11	11	72%	75%	72%	72%
Q1e. I am satisfied with my job	22	45	11	14	67%	70%	70%	69%

KEY





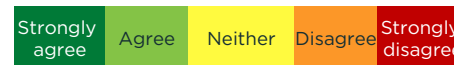
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

SENIOR MANAGERS	59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	35	25	12	11	52%	58%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	18	35	22	14	11	53%	51%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	21	36	25	10	9	57%	59%	47%	50%
Q6d. Senior managers encourage innovation by employees	16	39	26	14		55%	60%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	51	14	9		71%	70%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	51	15	8		73%	76%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	18	39	21	14	8	58%	57%	44%	47%
Q6h. I feel that senior managers listen to employees	16	41	20	16		57%	55%	40%	43%
Q7c. I feel that change is managed well in my organisation	9	43	15	20	13	52%	41%	42%	40%

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.

COMMUNICATION	69% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q5c. My manager communicates effectively with me	29	48	10	9	77%	81%	70%	72%	
Q5d. My manager encourages and values employee input	34	44	10	9	78%	82%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	30	41	14	10	72%	78%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	18	39	21	14	8	58%	57%	44%	47%
Q6h. I feel that senior managers listen to employees	16	41	20	16	9	57%	55%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	11	8	9	73%	73%	66%	67%

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.

	HIGH PERFORMANCE		69% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1a. I understand what is expected of me to do well in my role	37	46	8	83%	87%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	41	37	10	77%	79%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	17	41	20	12	10	58%	62%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	49		80%	84%	71%	74%		
Q5f. I have confidence in the decisions my manager makes	30	45	12	9	75%	76%	65%	68%	
Q6d. Senior managers encourage innovation by employees	16	39	26	14	55%	60%	47%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	51	14	9	71%	70%	48%	52%	
Q7a. My organisation focuses on improving the work we do	33	45	15		77%	82%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	49	18	11	68%	72%	56%	57%	

### KEY





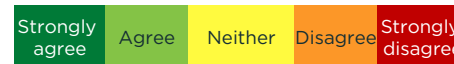
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE					AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	69%									
Q7d. There is good co-operation between teams across our organisation	12	38	28	14	8	50%	47%	50%	49%	
Q7h. My organisation generally selects capable people to do the job	12	56	15	8	9	68%	67%	54%	54%	

KEY





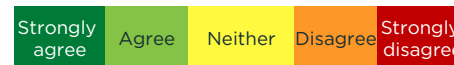
## EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES	68% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	49	38	87%	91%	87%	86%		
Q2e. People in my workgroup treat each other with respect	40	35	9	11	75%	82%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	49	80%	84%	71%	74%			
Q5b. My manager listens to what I have to say	37	43	9	80%	85%	73%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	35	25	12	11	52%	58%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	21	36	25	10	9	57%	59%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	51	15	8	73%	76%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	18	39	21	14	8	58%	57%	44%	47%
Q6h. I feel that senior managers listen to employees	16	41	20	16	57%	55%	40%	43%	

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.

PUBLIC SECTOR VALUES		68% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				77%	82%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				55%	57%	49%	49%

### KEY







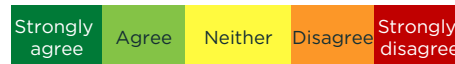
## EXPLORE THE FULL RESULTS

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.

DIVERSITY & INCLUSION	71% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	43	15	11	10	65%	69%	66%	65%
Q5b. My manager listens to what I have to say	37	43	9	9	9	80%	85%	73%	76%
Q5d. My manager encourages and values employee input	34	44	10	9	9	78%	82%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	29	37	25	9	9	66%	67%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	53	9	9	9	79%	85%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	47	15	8	8	75%	85%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	11	8	9	73%	73%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	26	30	26	11	8	56%	57%	58%	59%
Q8e. My manager supports flexible working in my team	27	38	23	9	9	64%	-	61%	63%

### KEY

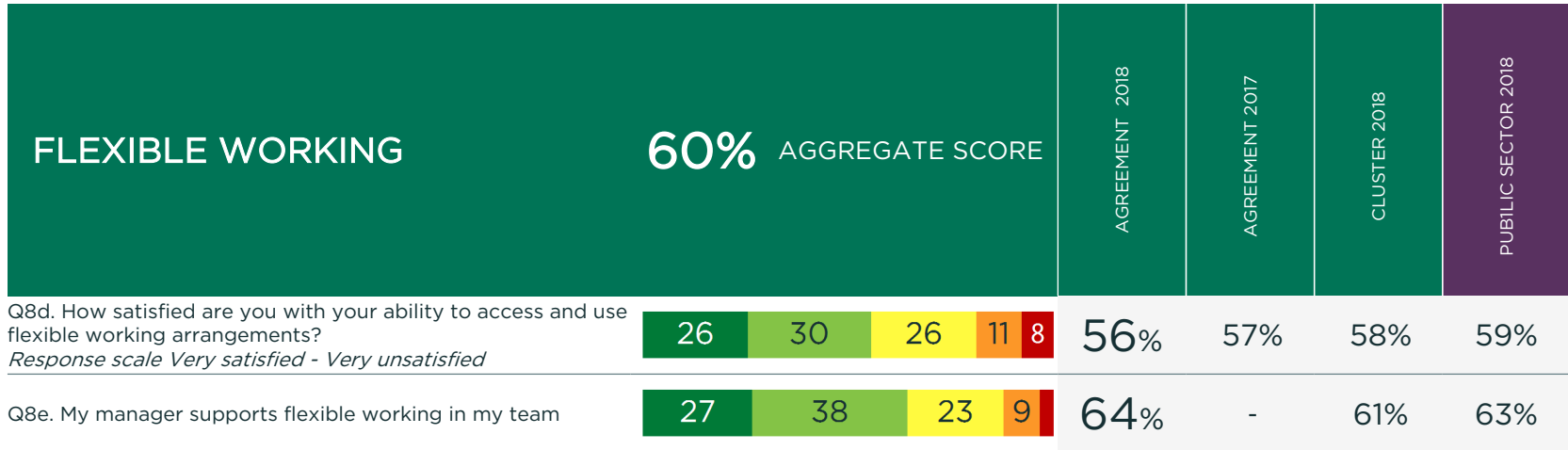




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

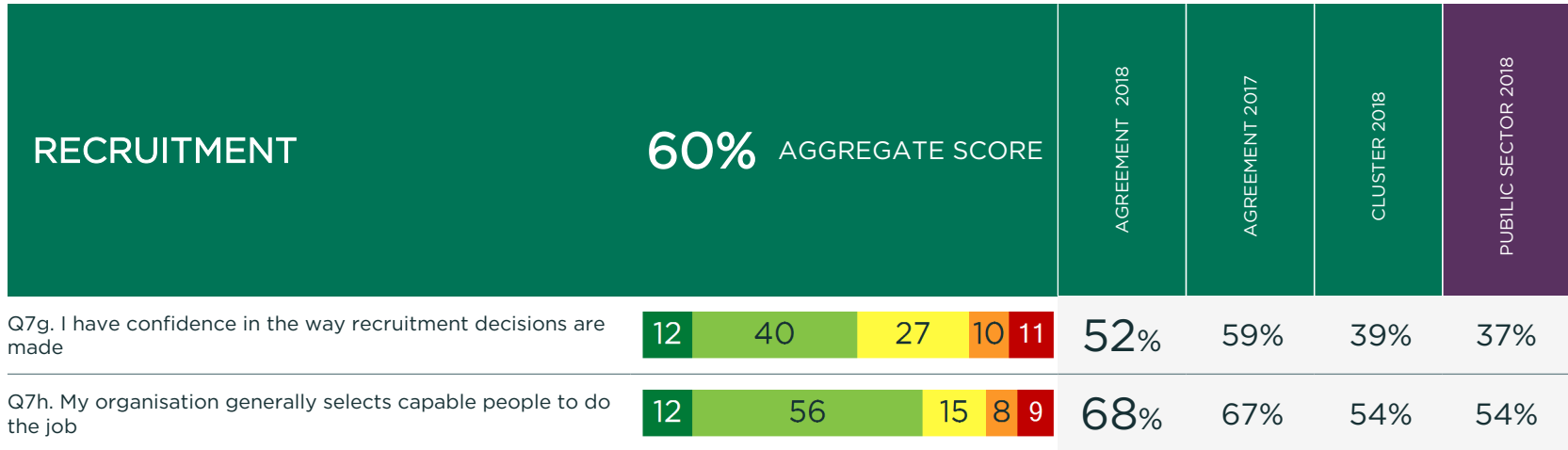




## EXPLORE THE FULL RESULTS

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.



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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	25	49	13	8	74%	68%	65%	65%	
Q3e. My performance is assessed against clear criteria	14	47	21	14	61%	63%	60%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	33	14	19	17	49%	48%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	36	42	8	8	78%	77%	66%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	17	32	32	10	10	49%	49%	46%	46%
Q7f. My organisation is committed to developing its employees	16	40	23	15	57%	62%	51%	52%	

KEY





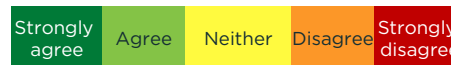
## EXPLORE THE FULL RESULTS

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

	69% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	43	15	11	10	65%	69%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	47	15	16		62%	69%	62%	60%
Q2c. I receive help and support from other members of my workgroup	35	41	13			76%	81%	80%	81%
Q2d. There is good team spirit in my workgroup	40	34	9	13		74%	76%	68%	70%

KEY

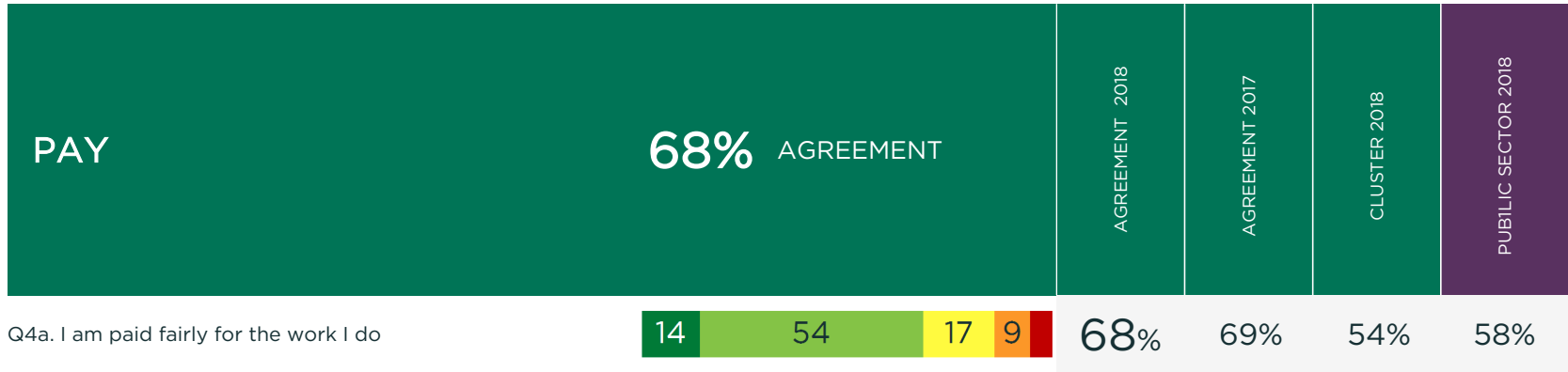




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

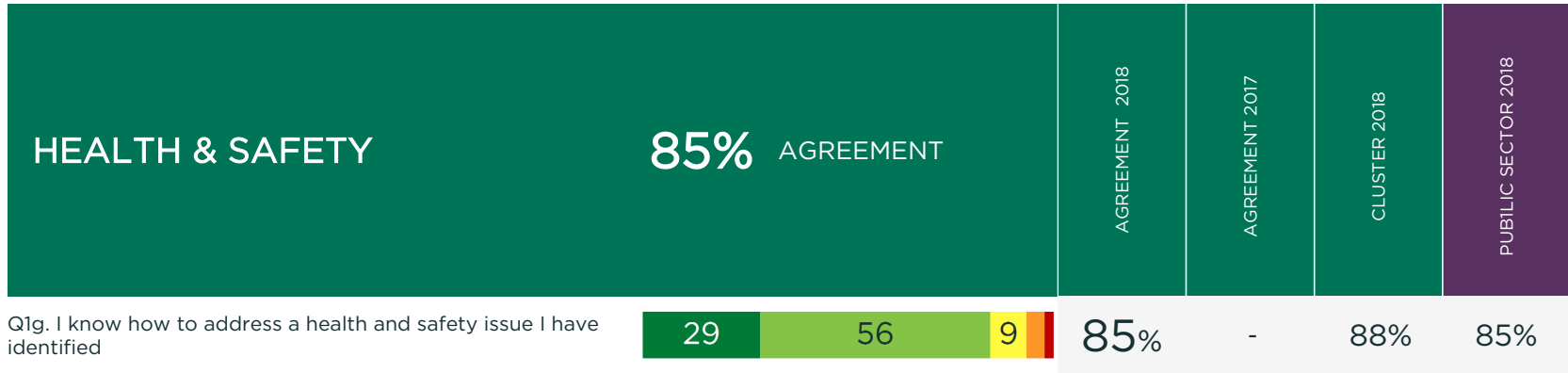




## EXPLORE THE FULL RESULTS

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### KEY

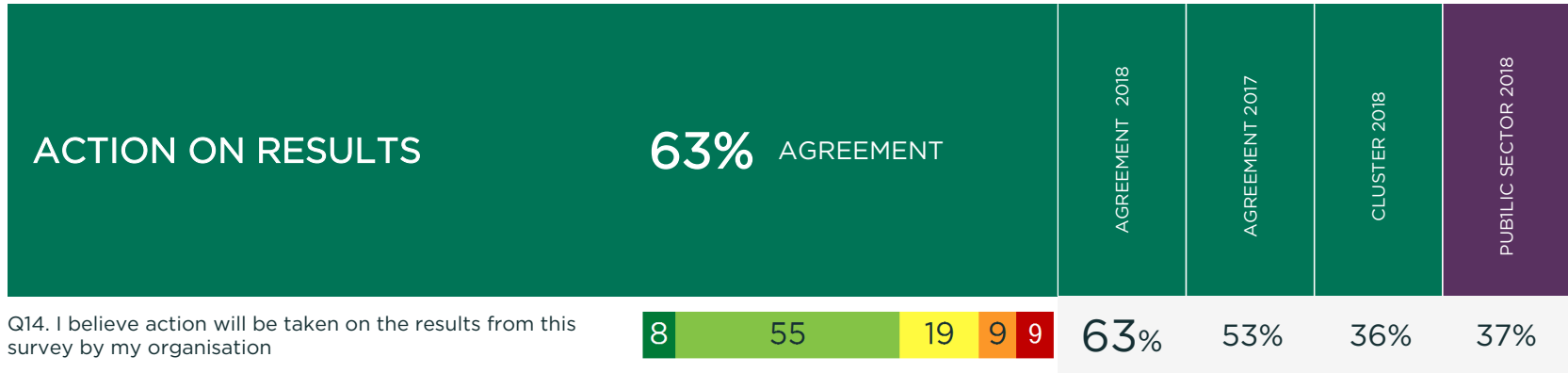




## EXPLORE THE FULL RESULTS

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.



### KEY



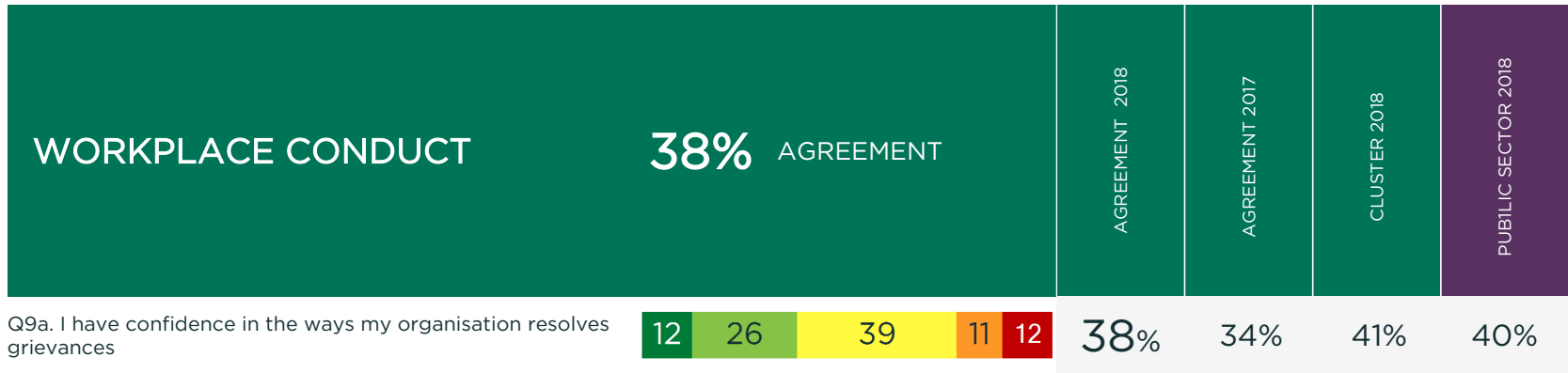




## EXPLORE THE FULL RESULTS

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.



### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		77%	67%	69%	71%
No		23%	33%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		80%	86%	74%	76%
No		20%	14%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		73%	64%	57%	58%
No		27%	36%	43%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### 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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		51%	46%	40%	41%
No		49%	54%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

**Q3i.** Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of promotion opportunities		39%	39%	27%	29%
Lack of visible opportunities		38%	37%	29%	30%
There are no major barriers to my career progression		31%	34%	34%	32%
Geographic location considerations		26%	27%	23%	26%
Personal/family considerations		26%	22%	29%	30%
Insufficient training and development		19%	13%	15%	16%
Lack of support for temporary assignments/secondments		17%	12%	14%	15%
The application/recruitment process is too cumbersome or time consuming		17%	11%	18%	23%
Lack of required capabilities or experience		11%	12%	10%	11%
Lack of support from my manager/supervisor		10%	7%	15%	14%
Other		8%	6%	9%	9%

% are calculated with the number of unique respondents (N = 90 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q10a.** In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		20%	18%	28%	24%
No		60%	70%	54%	58%
Don't know		20%	11%	17%	18%

**Q10b.** If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?







Yes		35%	27%	69%	66%
No		65%	73%	29%	32%
Don't know	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		27%	22%	39%	33%
No		63%	71%	52%	57%
Don't know		10%	8%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		20%	11%	21%	18%
No		76%	85%	73%	76%
Don't know		4%	4%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q11c.** 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

Prefer not to say		44%	20%	13%	14%
A senior manager		22%	30%	18%	21%
Your Immediate Manager/Supervisor		17%	10%	23%	23%
A fellow worker at your level		11%	40%	32%	27%
Other		6%	-	6%	4%
A subordinate	(r)				
A client or customer	(r)				
A member of the public other than a client or customer	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q12a.** In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		0%	-	5%	3%
No		96%	-	93%	94%
Don't know		4%	-	2%	2%

**Q12b.** If yes to 12a, 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)





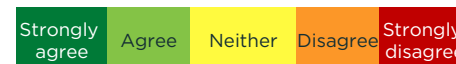
## EXPLORE THE FULL RESULTS

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.

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		69%	67%	62%
Q2. I believe I am valued for what I can offer at my workplace		69%	81%	70%
Q3. In my workplace, we recognise our successes and innovations		74%	74%	66%
Q4. Staff are treated respectfully regardless of their job		76%	79%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		65%	58%	53%

KEY





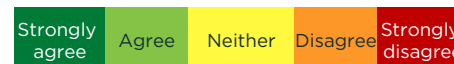
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers		64%	62%	52%
Q7. I have a say in decisions which affect my work		64%	73%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made		71%	68%	68%
Q9. My team's objectives/work plans are clearly outlined		65%	70%	66%
Q10. Our objectives/work plans help us to deliver a quality service		63%	67%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		40%	51%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		24%
Female		73%
Other		4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		-
20 - 24		-
25 -29		4%
30 - 34		9%
35 - 39		17%
40 - 44		13%
45 - 49		18%
50 - 54		12%
55 - 59		18%
60 - 64		5%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

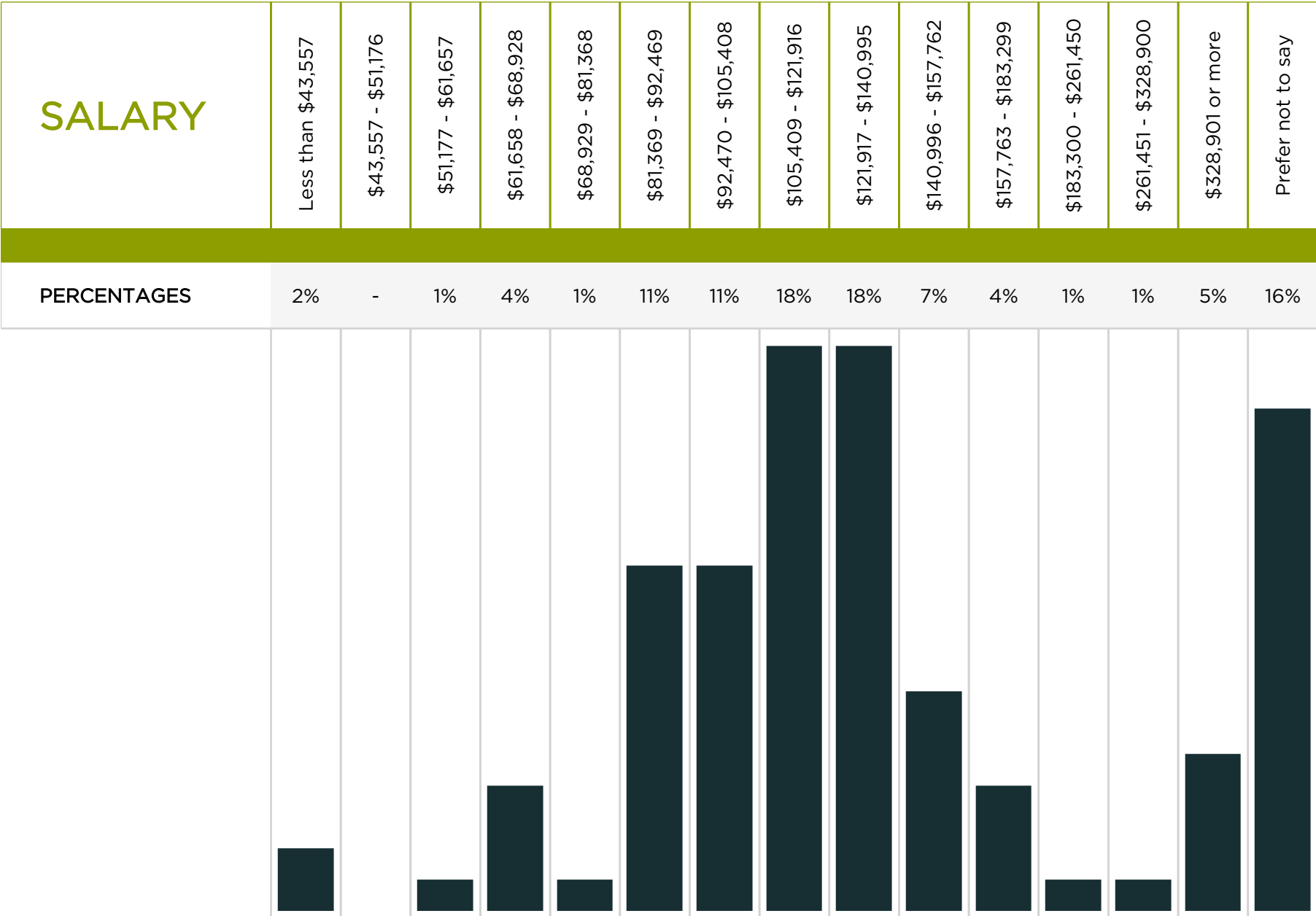
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	3%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	5%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	15%
Policy	1%
Research	1%
Program and project management support	43%
Legal (including developing and/or reviewing legislation)	-
Other	23%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		21%
1 - 2 years		12%
2 - 5 years		25%
5 - 10 years		35%
10 - 20 years		6%
More than 20 years		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		45%
None of the above		29%
Working from home		26%
Working additional hours to make up for time off		18%
Part-time work		11%
Working from different locations		8%
Study leave		7%

% are calculated with the number of unique respondents (N = 85 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working more hours over fewer days	6%
Leave without pay	4%
Job sharing	1%
Other	1%

% are calculated with the number of unique respondents (N = 85 to this question)

# RESULT BY TYPE OF WORK



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>37</b>	<b>0</b>	<b>20</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>4</b>	<b>13</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)
COMMUNICATION	69%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>18</b>	<b>10</b>	<b>21</b>	<b>29</b>	<b>5</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>38</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>7</b>	<b>22</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>25</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	68%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	59%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	69%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	68%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

\*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Sydney East	Sydney - City and Inner South	Sydney West	Riverina	Sydney - Baulkham Hills and Hawkesbury	Sydney - Inner South West	Sydney - North Sydney and Hornsby	Sydney - Parramatta	Sydney - Inner West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	93	74	72	2	1	1	1	1	1	0	0	0	0
EMPLOYEE ENGAGEMENT	65%	69%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	72%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	63%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	74%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	74%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	73%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Southern Highlands and Shoalhaven	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	<b>65%</b>	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY      **AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE**      **AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE**      **r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS**



# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>2</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>20</b>	<b>61</b>	<b>3</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	70%	(r)
ENGAGEMENT WITH WORK	68%	(r)	75%	(r)
SENIOR MANAGERS	59%	(r)	63%	(r)
COMMUNICATION	69%	(r)	74%	(r)
HIGH PERFORMANCE	69%	(r)	75%	(r)
PUBLIC SECTOR VALUES	68%	(r)	71%	(r)
DIVERSITY & INCLUSION	71%	(r)	75%	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	93	0	0	0	0	0	0	0	0	11	13	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Clinical Excellence Commission	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>15</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

## **i** PRIVACY

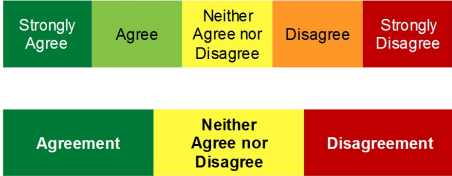
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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 THE SURVEY AND ITS METHODOLOGY

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