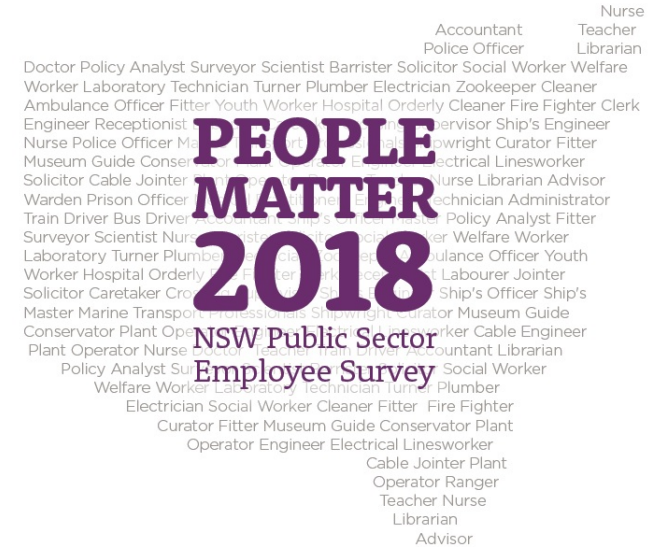


# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



## AGENCY REPORT

Health

# Health Infrastructure

## RESPONSE RATE

# 82%

174 OF 213 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 75%

DIFFERENCE FROM 2017 +5  
DIFFERENCE FROM CLUSTER +10  
DIFFERENCE FROM PUBLIC SECTOR +9

## ENGAGEMENT WITH WORK

# 83%

DIFFERENCE FROM 2017 +9  
DIFFERENCE FROM CLUSTER +10  
DIFFERENCE FROM PUBLIC SECTOR +11

## SENIOR MANAGERS

# 66%

DIFFERENCE FROM 2017 +8  
DIFFERENCE FROM CLUSTER +19  
DIFFERENCE FROM PUBLIC SECTOR +17

## COMMUNICATION

# 73%

DIFFERENCE FROM 2017 +10  
DIFFERENCE FROM CLUSTER +13  
DIFFERENCE FROM PUBLIC SECTOR +11

## HIGH PERFORMANCE

# 75%

DIFFERENCE FROM 2017 +9  
DIFFERENCE FROM CLUSTER +11  
DIFFERENCE FROM PUBLIC SECTOR +11

## PUBLIC SECTOR VALUES

# 76%

DIFFERENCE FROM 2017 +6  
DIFFERENCE FROM CLUSTER +16  
DIFFERENCE FROM PUBLIC SECTOR +14

## DIVERSITY & INCLUSION

# 77%

DIFFERENCE FROM CLUSTER +11  
DIFFERENCE FROM PUBLIC SECTOR +9

## FLEXIBLE WORKING SATISFACTION

# 68%

DIFFERENCE FROM 2017 +10  
DIFFERENCE FROM CLUSTER +11  
DIFFERENCE FROM PUBLIC SECTOR +10

## ACTION ON RESULTS

# 69%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +32  
DIFFERENCE FROM PUBLIC SECTOR +32



## 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

2a.	My workgroup strives to achieve customer/client satisfaction	93%	91%
1a.	I understand what is expected of me to do well in my role	88%	81%
2e.	People in my workgroup treat each other with respect	87%	81%
1c.	My job gives me a feeling of personal accomplishment	87%	79%
7a.	My organisation focuses on improving the work we do	86%	82%
7j.	I am proud to tell others I work for my organisation	86%	77%
2c.	I receive help and support from other members of my workgroup	86%	83%
2b.	My workgroup works collaboratively to achieve its objectives	85%	78%
1d.	I feel motivated to contribute more than what is normally required at work	84%	72%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	71%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

7g.	I have confidence in the way recruitment decisions are made	49%	38%
9a.	I have confidence in the ways my organisation resolves grievances	50%	39%
3f.	I have received appropriate training and development to do my job well	52%	41%
7c.	I feel that change is managed well in my organisation	54%	49%
5h.	My manager appropriately deals with employees who perform poorly	55%	43%
3e.	My performance is assessed against clear criteria	59%	36%
6g.	I feel that senior managers keep employees informed about what's going on	59%	55%
3g.	I am satisfied with the opportunities available for career development in my organisation	60%	36%
6b.	I feel that senior managers effectively lead and manage change	63%	54%
1f.	I am able to keep my work stress at an acceptable level	64%	63%



### 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

3g.	I am satisfied with the opportunities available for career development in my organisation	60%	36%
3e.	My performance is assessed against clear criteria	59%	36%
7f.	My organisation is committed to developing its employees	68%	50%
6i.	Senior managers in my organisation support the career advancement of women	73%	56%
8c.	I am able to speak up and share a different view to my colleagues and manager	79%	63%
7i.	I would recommend my organisation as a great place to work	78%	63%
6d.	Senior managers encourage innovation by employees	64%	50%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	83%	69%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	71%	57%
7d.	There is good co-operation between teams across our organisation	65%	51%



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

7k.	I feel a strong personal attachment to my organisation	65%	66%
-----	--	-----	-----



## 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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE



### 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.

# 69%

of employees replied favourably to:

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

## 37%

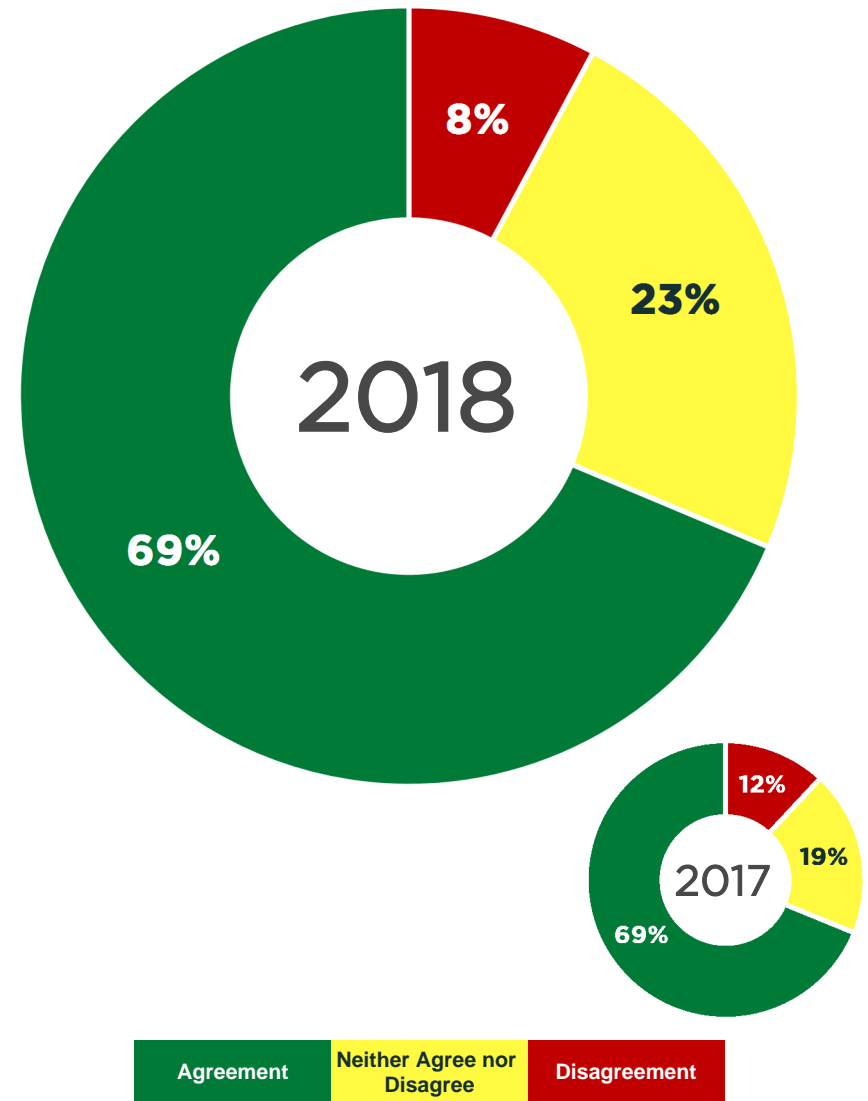
SECTOR

## 36%

CLUSTER

## 69%

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>Q7g.</b> I have confidence in the way recruitment decisions are made	<b>49%</b>	38%	39%	37%
<b>2</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>68%</b>	50%	51%	52%
<b>3</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>79%</b>	63%	66%	67%
<b>4</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>64%</b>	52%	47%	50%
<b>5</b>	<b>Q7d.</b> There is good co-operation between teams across our organisation	<b>65%</b>	51%	50%	49%
<b>6</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>86%</b>	82%	68%	69%



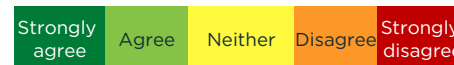
## EXPLORE THE FULL RESULTS

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	75% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	28	50	18	78%	63%	61%	61%
Q7j. I am proud to tell others I work for my organisation	36	50	13	86%	77%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	29	37	31	65%	66%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	25	50	20	75%	63%	54%	55%
Q7m. My organisation inspires me to do the best in my job	27	44	23	71%	58%	55%	55%

KEY







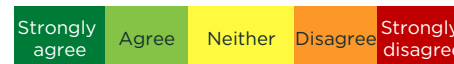
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ENGAGEMENT WITH WORK	83% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1c. My job gives me a feeling of personal accomplishment	36	50	10	87%	79%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	35	49	11	84%	72%	72%	72%
Q1e. I am satisfied with my job	29	48	17	77%	71%	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	66% 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	18	48	19	10	67%	65%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	12	51	22	11	63%	54%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	15	50	25		64%	52%	47%	50%
Q6d. Senior managers encourage innovation by employees	16	48	28		64%	50%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	53	22		72%	60%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	57	14		80%	76%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	46	25	11	59%	55%	44%	47%
Q6h. I feel that senior managers listen to employees	17	50	23		67%	55%	40%	43%
Q7c. I feel that change is managed well in my organisation	13	41	30	11	54%	49%	42%	40%

KEY





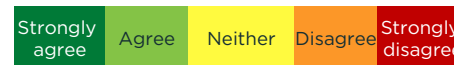
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COMMUNICATION	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	26	49	16	8	75%	69%	70%	72%
Q5d. My manager encourages and values employee input	30	49	11	10	79%	69%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	22	55	12	7	78%	66%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	14	46	25	11	59%	55%	44%	47%
Q6h. I feel that senior managers listen to employees	17	50	23	10	67%	55%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	53	16	5	79%	63%	66%	67%

KEY





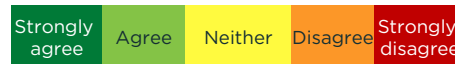
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	HIGH PERFORMANCE		75% 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	27	61		88%	81%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	34	51	9	85%	78%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	13	39	30	14	52%	41%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	56	17		78%	72%	71%	74%
Q5f. I have confidence in the decisions my manager makes	28	52	13		80%	69%	65%	68%
Q6d. Senior managers encourage innovation by employees	16	48	28		64%	50%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	53	22		72%	60%	48%	52%
Q7a. My organisation focuses on improving the work we do	30	56	11		86%	82%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	28	51	16		79%	68%	56%	57%

KEY





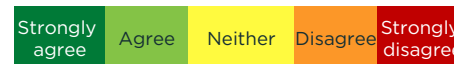
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	75% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	13	53	24	8	65%	51%	50%	49%
Q7h. My organisation generally selects capable people to do the job	20	54	20		74%	68%	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	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	Strongly agree	Agree	Agreement %	Agreement %	Cluster %	Public Sector %
Q2a. My workgroup strives to achieve customer/client satisfaction	43	51	93%	91%	87%	86%
Q2e. People in my workgroup treat each other with respect	38	49	87%	81%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	56	78%	72%	71%	74%
Q5b. My manager listens to what I have to say	32	49	81%	75%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	48	67%	65%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	15	50	64%	52%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	57	80%	76%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	46	59%	55%	44%	47%
Q6h. I feel that senior managers listen to employees	17	50	67%	55%	40%	43%

KEY





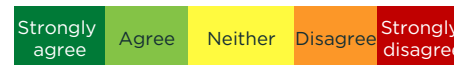
## EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7a. My organisation focuses on improving the work we do		30	56	11	86%	82%	68%	69%	
Q7e. People in my organisation take responsibility for their own actions		14	53	23	8	67%	56%	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	77% 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	19	51	20	9	70%	64%	66%	65%
Q5b. My manager listens to what I have to say	32	49	12	7	81%	75%	73%	76%
Q5d. My manager encourages and values employee input	30	49	11	9	79%	69%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	29	44	22	5	73%	56%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	29	55	12	4	84%	71%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	53	13	4	83%	69%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	53	16	5	79%	63%	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>	32	37	20	9	68%	58%	58%	59%
Q8e. My manager supports flexible working in my team	35	39	17	9	73%	-	61%	63%

### KEY



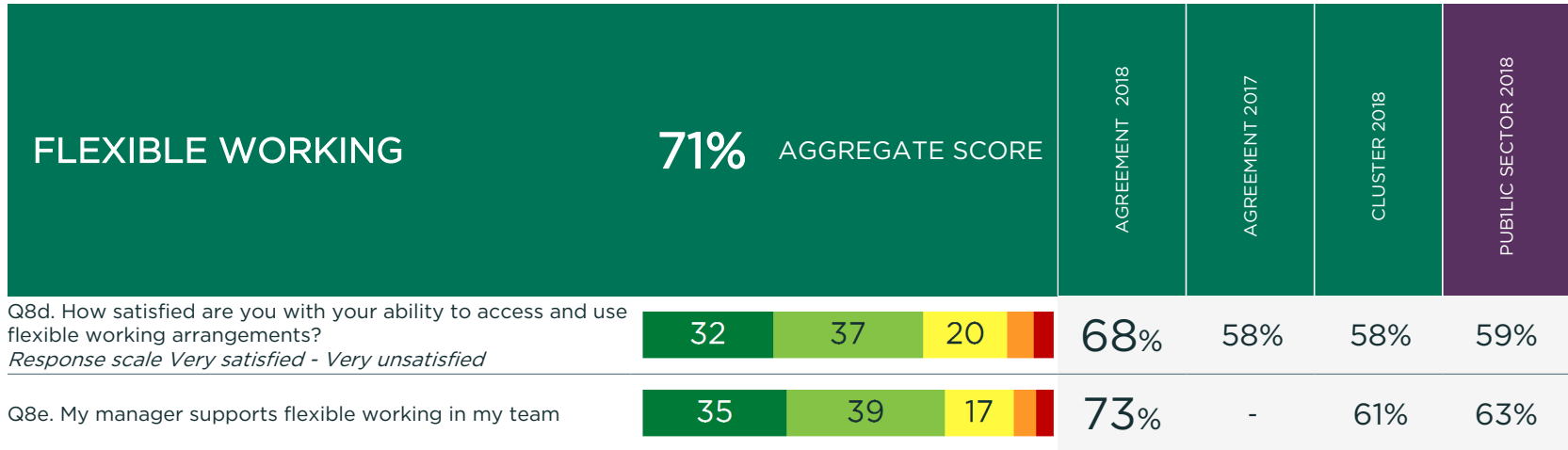




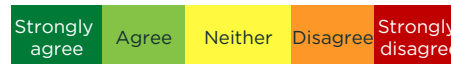
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KEY

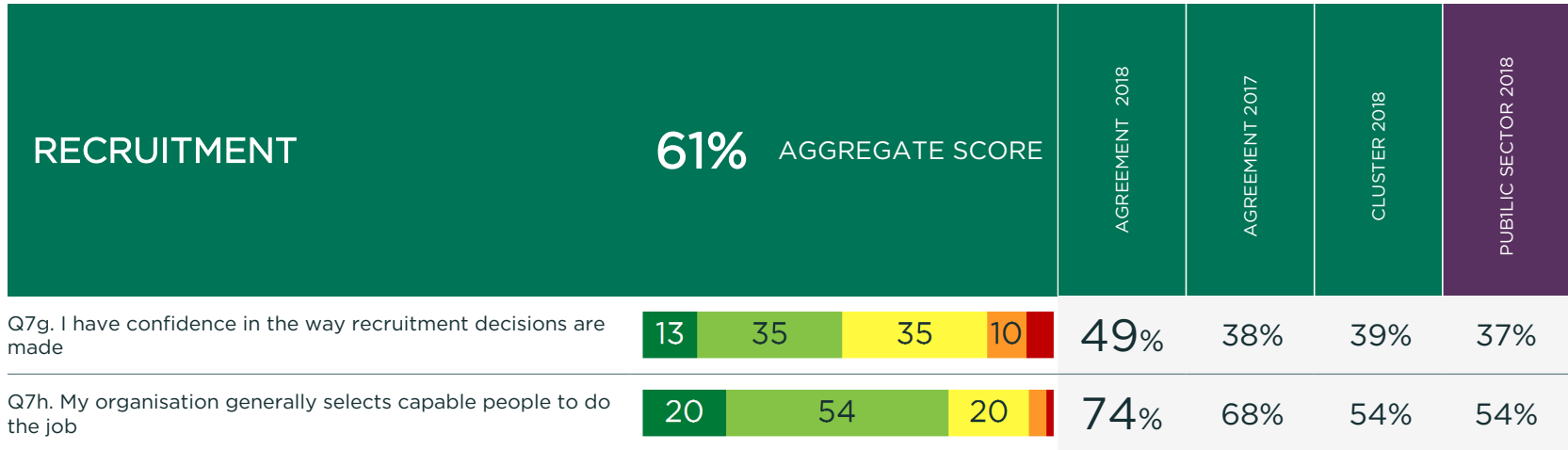




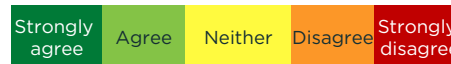
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KEY





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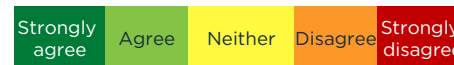
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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**65%** 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		71%	57%	65%	65%
Q3e. My performance is assessed against clear criteria		59%	36%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		60%	36%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		75%	69%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly		55%	43%	46%	46%
Q7f. My organisation is committed to developing its employees		68%	50%	51%	52%

KEY





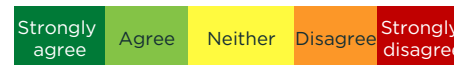
## EXPLORE THE FULL RESULTS

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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.

	75% 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	19	51	20	9	70%	64%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	16	48	23	11	64%	63%	62%	60%
Q2c. I receive help and support from other members of my workgroup	34	51	11		86%	83%	80%	81%
Q2d. There is good team spirit in my workgroup	34	45	14		79%	72%	68%	70%

KEY

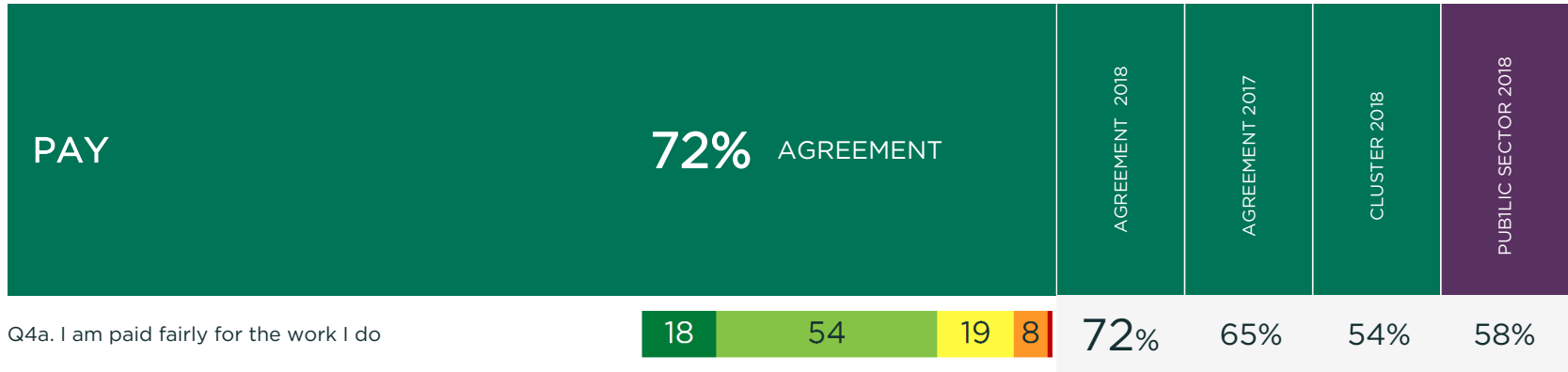




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### KEY

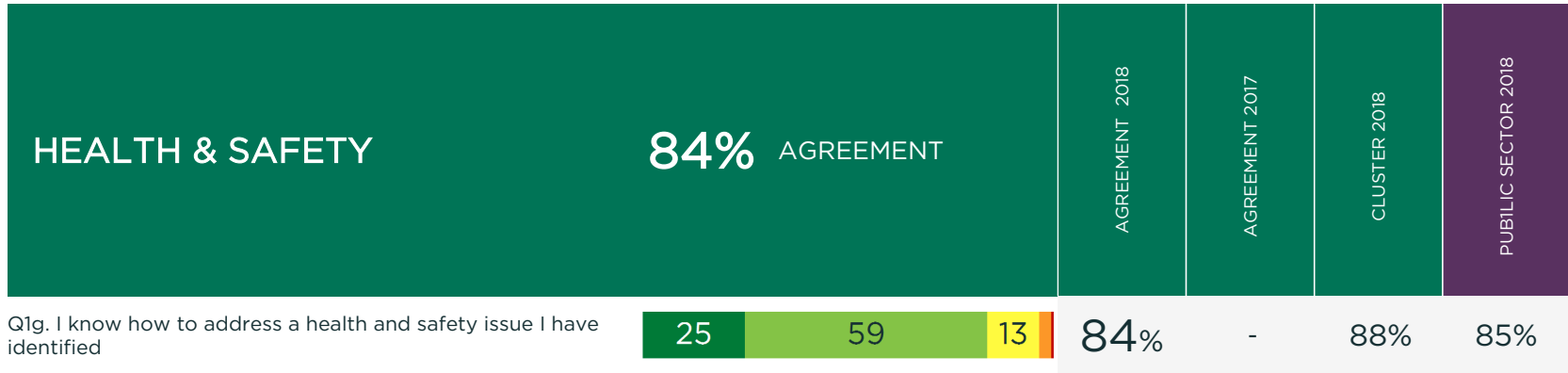




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### KEY

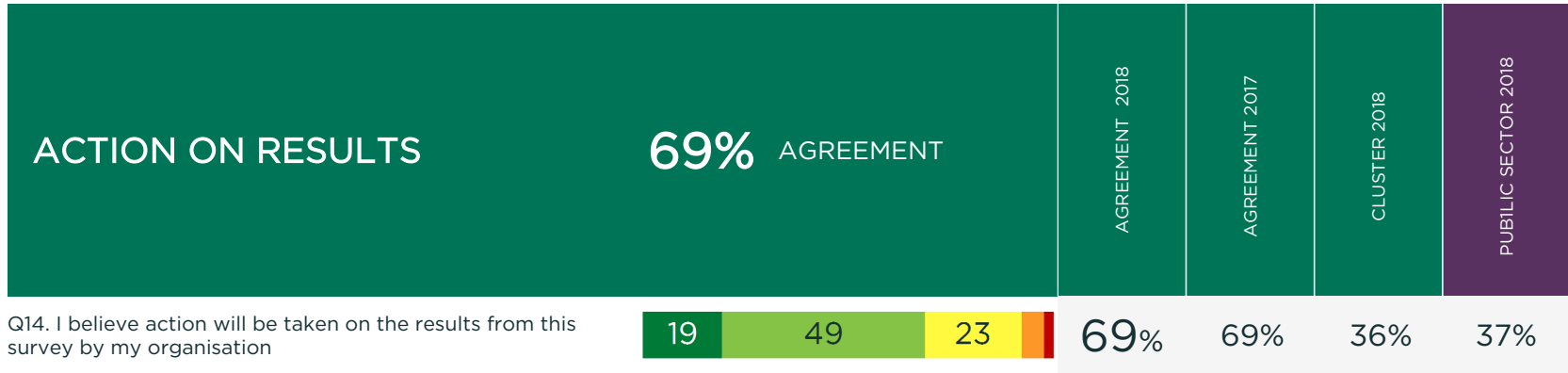




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### KEY

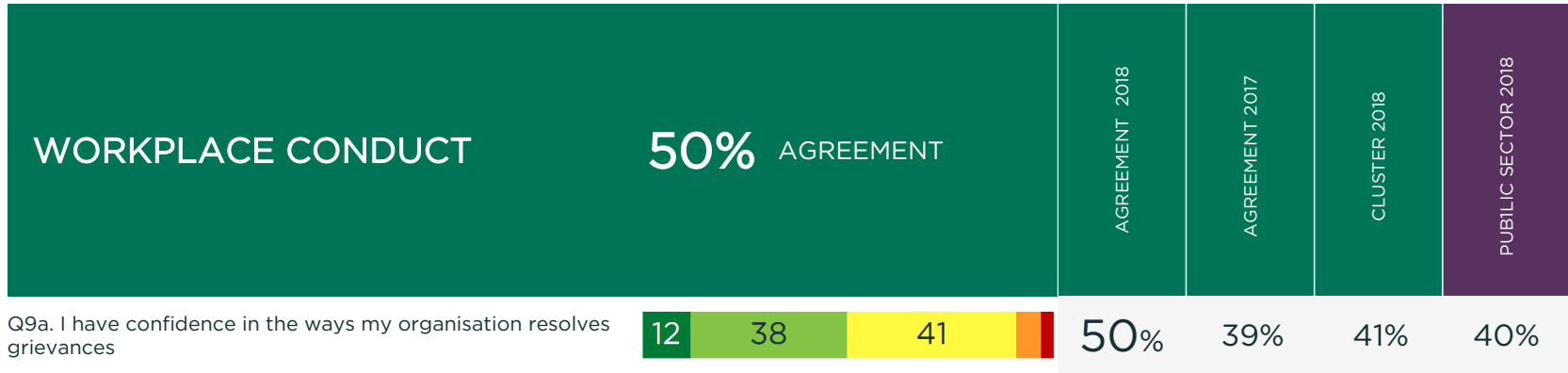




## EXPLORE THE FULL RESULTS

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### 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		83%	42%	69%	71%
No		17%	58%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		80%	70%	74%	76%
No		20%	30%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		72%	36%	57%	58%
No		28%	64%	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		27%	31%	40%	41%
No		73%	69%	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
There are no major barriers to my career progression		53%	34%	34%	32%
Lack of promotion opportunities		21%	36%	27%	29%
Lack of visible opportunities		21%	38%	29%	30%
Insufficient training and development		14%	17%	15%	16%
Lack of support from my manager/supervisor		13%	20%	15%	14%
Personal/family considerations		13%	16%	29%	30%
The application/recruitment process is too cumbersome or time consuming		13%	6%	18%	23%
Geographic location considerations		11%	6%	23%	26%
Lack of support for temporary assignments/secondments		10%	6%	14%	15%
Lack of required capabilities or experience		7%	7%	10%	11%
Other		7%	9%	9%	9%

% are calculated with the number of unique respondents (N = 168 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		13%	21%	28%	24%
No		66%	63%	54%	58%
Don't know		21%	17%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		52%	40%	69%	66%
No		38%	60%	29%	32%
Don't know		10%	-	2%	2%



## 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		21%	35%	39%	33%
No		70%	49%	52%	57%
Don't know		8%	16%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		7%	14%	21%	18%
No		89%	72%	73%	76%
Don't know		5%	14%	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

A senior manager		36%	53%	18%	21%
Your Immediate Manager/Supervisor		27%	-	23%	23%
A fellow worker at your level		18%	-	32%	27%
A client or customer		9%	-	2%	2%
Prefer not to say		9%	33%	13%	14%
A subordinate	(r)				
A member of the public other than a client or customer	(r)				
Other	(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		1%	-	5%	3%
No	████████████████████	97%	-	93%	94%
Don't know		2%	-	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)



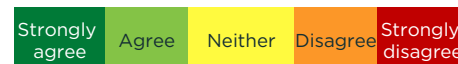
## EXPLORE THE FULL RESULTS

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		78%	75%	62%
Q2. I believe I am valued for what I can offer at my workplace		83%	67%	70%
Q3. In my workplace, we recognise our successes and innovations		81%	64%	66%
Q4. Staff are treated respectfully regardless of their job		82%	70%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		70%	56%	53%

KEY







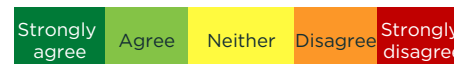
## EXPLORE THE FULL RESULTS

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	20	56	18			76%	62%	52%
Q7. I have a say in decisions which affect my work	21	52	19			73%	60%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	20	55	17			75%	63%	68%
Q9. My team's objectives/work plans are clearly outlined	16	57	20			73%	62%	66%
Q10. Our objectives/work plans help us to deliver a quality service	18	55	24			72%	63%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	21	44	28			65%	68%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		56%
Female		43%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		-
20 - 24		3%
25 -29		9%
30 - 34		13%
35 - 39		17%
40 - 44		14%
45 - 49		20%
50 - 54		12%
55 - 59		9%
60 - 64		1%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

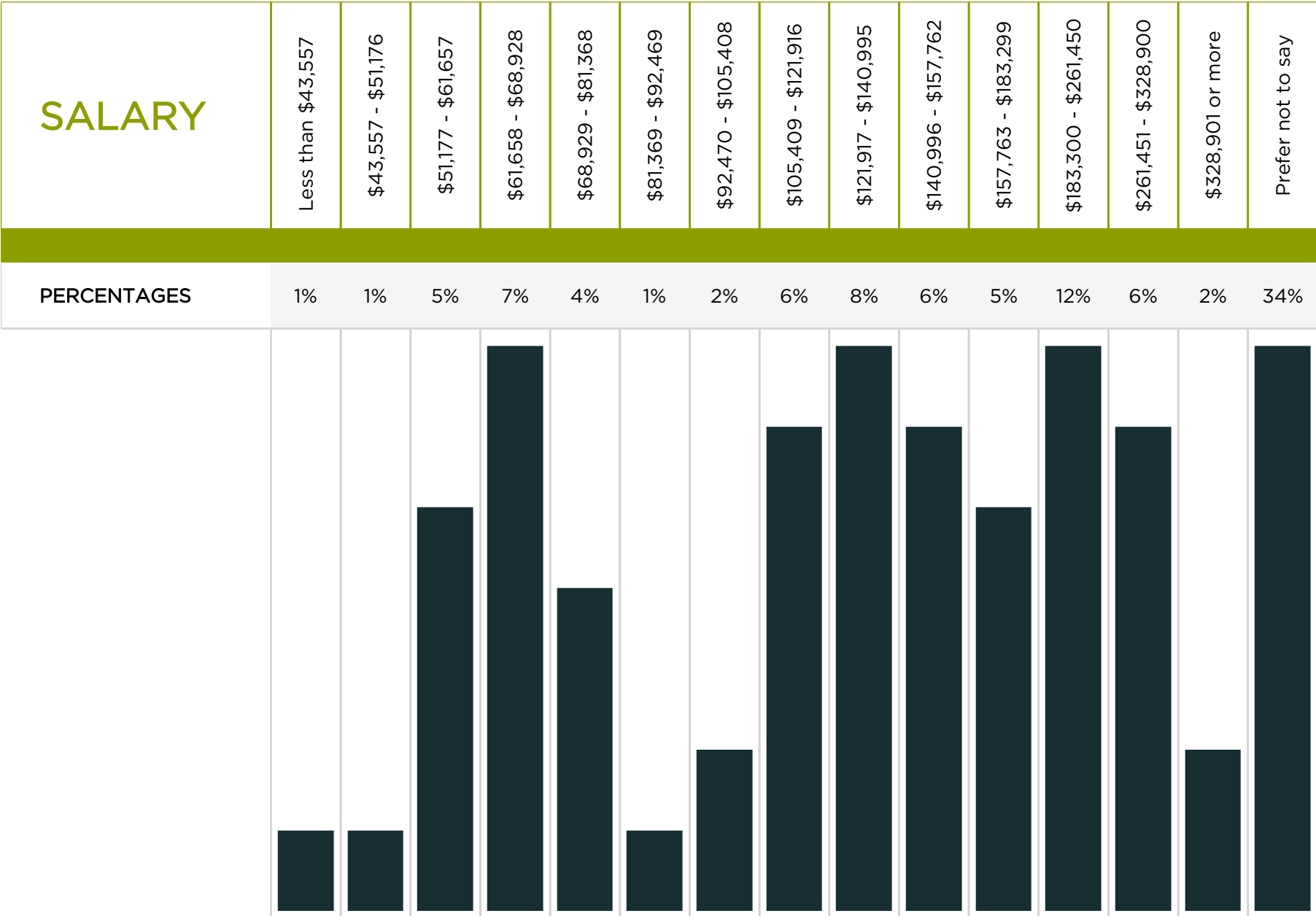
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	1%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	8%
Administrative support (e.g. executive/personal assistant, receptionist)	5%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19%
Policy	-
Research	-
Program and project management support	49%
Legal (including developing and/or reviewing legislation)	1%
Other	17%

# 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		28%
1 - 2 years		27%
2 - 5 years		25%
5 - 10 years		15%
10 - 20 years		4%
More than 20 years		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Flexible start and finish times	52%
Working from different locations	38%
Working from home	38%
None of the above	27%
Working additional hours to make up for time off	16%
Part-time work	10%
Leave without pay	7%

% are calculated with the number of unique respondents (N = 161 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working more hours over fewer days	7%
Other	3%
Job sharing	1%
Flexible scheduling for rostered workers	1%
Study leave	1%

% are calculated with the number of unique respondents (N = 161 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.

	Health Infrastructure	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>	174	2	13	9	31	0	0	80	1	28
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	74%	(r)	(r)	75%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	83%	(r)	(r)	(r)	79%	(r)	(r)	87%	(r)	(r)
<b>SENIOR MANAGERS</b>	66%	(r)	(r)	(r)	65%	(r)	(r)	66%	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	(r)	75%	(r)	(r)	74%	(r)	(r)
<b>HIGH PERFORMANCE</b>	75%	(r)	(r)	(r)	73%	(r)	(r)	77%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	76%	(r)	(r)	(r)	72%	(r)	(r)	77%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(r)	(r)	(r)	76%	(r)	(r)	79%	(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.

	Health Infrastructure	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>	174	1	1	8	12	6	2	4	10	13	10	8	19	10
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(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.

	Health Infrastructure	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>174</b>	<b>4</b>	<b>55</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	75%
ENGAGEMENT WITH WORK	83%	(r)	81%
SENIOR MANAGERS	66%	(r)	62%
COMMUNICATION	73%	(r)	70%
HIGH PERFORMANCE	75%	(r)	73%
PUBLIC SECTOR VALUES	76%	(r)	72%
DIVERSITY & INCLUSION	77%	(r)	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 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.

	Health Infrastructure	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>	174	44	43	40	23	7	1
<b>EMPLOYEE ENGAGEMENT</b>	75%	74%	73%	77%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	81%	80%	86%	(r)	(r)	(r)
SENIOR MANAGERS	66%	70%	69%	59%	(r)	(r)	(r)
COMMUNICATION	73%	83%	70%	67%	(r)	(r)	(r)
HIGH PERFORMANCE	75%	78%	72%	74%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	80%	77%	71%	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	86%	73%	72%	(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.

	Health Infrastructure	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>	174	84	11	25	1	16	2	61	61	0	12	1	5	43
<b>EMPLOYEE ENGAGEMENT</b>	75%	78%	(r)	(r)	(r)	(r)	(r)	77%	79%	(r)	(r)	(r)	(r)	68%
<b>ENGAGEMENT WITH WORK</b>	83%	88%	(r)	(r)	(r)	(r)	(r)	90%	90%	(r)	(r)	(r)	(r)	71%
<b>SENIOR MANAGERS</b>	66%	72%	(r)	(r)	(r)	(r)	(r)	70%	73%	(r)	(r)	(r)	(r)	53%
<b>COMMUNICATION</b>	73%	79%	(r)	(r)	(r)	(r)	(r)	79%	79%	(r)	(r)	(r)	(r)	62%
<b>HIGH PERFORMANCE</b>	75%	79%	(r)	(r)	(r)	(r)	(r)	80%	80%	(r)	(r)	(r)	(r)	68%
<b>PUBLIC SECTOR VALUES</b>	76%	80%	(r)	(r)	(r)	(r)	(r)	82%	81%	(r)	(r)	(r)	(r)	65%
<b>DIVERSITY &amp; INCLUSION</b>	77%	85%	(r)	(r)	(r)	(r)	(r)	86%	86%	(r)	(r)	(r)	(r)	64%

\*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.

	Health Infrastructure	Sydney East	Sydney - North Sydney and Hornsby	Sydney - Eastern Suburbs	Sydney West	Sydney - Parramatta	Richmond - Tweed	Sydney - City and Inner South	Capital Region	Central Coast	Illawarra	New England and North West	Newcastle and Lake Macquarie
NUMBER OF RESPONDENTS	174	136	127	5	4	3	2	2	1	1	1	1	1
EMPLOYEE ENGAGEMENT	75%	75%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	82%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	67%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	76%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	77%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	77%	78%	(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.

	Health Infrastructure	Central West	Coffs Harbour - Grafton	Far West and Orana	Sydney - Northern Beaches	Sydney - Ryde	Sydney - South West	Hunter Valley exc Newcastle	OUTSIDE NSW	Sydney - Inner South West	Sydney - Inner West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Sutherland
NUMBER OF RESPONDENTS	174	1	1	1	1	1	1	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Infrastructure	Mid North Coast	Murray	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown
<b>NUMBER OF RESPONDENTS</b>	174	0	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Infrastructure	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>	174	0	5	15	20	27	22	32	19	14	2	4
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	83%	(r)	(r)	(r)	(r)	(r)	(r)	88%	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(r)	(r)	(r)	(r)	(r)	(r)	76%	(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.

	Health Infrastructure	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	174	91	70	2
<b>EMPLOYEE ENGAGEMENT</b>	75%	74%	76%	(r)
ENGAGEMENT WITH WORK	83%	82%	86%	(r)
SENIOR MANAGERS	66%	62%	70%	(r)
COMMUNICATION	73%	71%	74%	(r)
HIGH PERFORMANCE	75%	72%	79%	(r)
PUBLIC SECTOR VALUES	76%	73%	80%	(r)
DIVERSITY & INCLUSION	77%	76%	78%	(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.

	Health Infrastructure	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)
NUMBER OF RESPONDENTS	174	0	0	2	0	0	0	0	0	0	0	1	4	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Health Infrastructure	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>	174	9	16	7	1	0	0	0	0	0	0	0	0	2
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	77%	(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.

	Health Infrastructure	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	174	2	0	0	0	0	0	0	56	7	13	0	0	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health Infrastructure	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>	174	0	0	0	0	0	0	21	24
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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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# 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

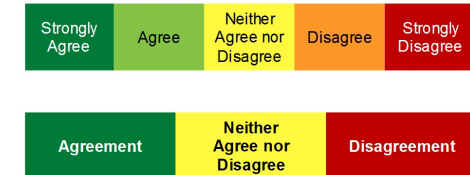
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.