
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

NSW Ambulance

RESPONSE RATE

46%

2,468 OF 5,419 RESPONDENTS

EMPLOYEE ENGAGEMENT

61%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -4

ENGAGEMENT WITH WORK

69%

DIFFERENCE FROM 2017 +6
DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -3

SENIOR MANAGERS

31%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER -15
DIFFERENCE FROM PUBLIC SECTOR -18

COMMUNICATION

49%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -10
DIFFERENCE FROM PUBLIC SECTOR -12

HIGH PERFORMANCE

51%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -12
DIFFERENCE FROM PUBLIC SECTOR -13

PUBLIC SECTOR VALUES

49%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -11
DIFFERENCE FROM PUBLIC SECTOR -13

DIVERSITY & INCLUSION

57%

DIFFERENCE FROM CLUSTER -9
DIFFERENCE FROM PUBLIC SECTOR -11

FLEXIBLE WORKING SATISFACTION

42%

DIFFERENCE FROM 2017 +6
DIFFERENCE FROM CLUSTER -16
DIFFERENCE FROM PUBLIC SECTOR -17

ACTION ON RESULTS

24%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -12
DIFFERENCE FROM PUBLIC SECTOR -12



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

1a.	I understand what is expected of me to do well in my role	92%	89%
1g.	I know how to address a health and safety issue I have identified	85%	-
2a.	My workgroup strives to achieve customer/client satisfaction	82%	76%
2c.	I receive help and support from other members of my workgroup	79%	72%
1c.	My job gives me a feeling of personal accomplishment	78%	73%
7j.	I am proud to tell others I work for my organisation	76%	70%
2b.	My workgroup works collaboratively to achieve its objectives	74%	68%
2e.	People in my workgroup treat each other with respect	72%	70%
1e.	I am satisfied with my job	69%	63%
5b.	My manager listens to what I have to say	68%	64%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	21%	16%
7c.	I feel that change is managed well in my organisation	22%	18%
6d.	Senior managers encourage innovation by employees	24%	21%
14.	I believe action will be taken on the results from this survey by my organisation	24%	19%
6h.	I feel that senior managers listen to employees	26%	19%
9a.	I have confidence in the ways my organisation resolves grievances	27%	22%
6b.	I feel that senior managers effectively lead and manage change	29%	24%
7f.	My organisation is committed to developing its employees	30%	23%
6g.	I feel that senior managers keep employees informed about what's going on	32%	28%
6a.	I believe senior managers provide clear direction for the future of the organisation	32%	29%



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

3f.	I have received appropriate training and development to do my job well	58%	47%
3e.	My performance is assessed against clear criteria	41%	32%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	66%	57%
7e.	People in my organisation take responsibility for their own actions	33%	25%
2c.	I receive help and support from other members of my workgroup	79%	72%
6h.	I feel that senior managers listen to employees	26%	19%
8c.	I am able to speak up and share a different view to my colleagues and manager	57%	50%
7m.	My organisation inspires me to do the best in my job	43%	36%
1b.	I am provided with the support I need to do my best at work	52%	45%
7f.	My organisation is committed to developing its employees	30%	23%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	43%	48%
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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

Q6i. Senior managers in my organisation support the career advancement of women



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



Q7i. My organisation motivates me to help it achieve its objectives



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q6i. Senior managers in my organisation support the career advancement of women



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



Q7i. My organisation motivates me to help it achieve its objectives



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q6i. Senior managers in my organisation support the career advancement of women



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6d. Senior managers encourage innovation by employees



Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives



Q7i. My organisation motivates me to help it achieve its objectives



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.

24%

of employees replied favourably to:

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

37%

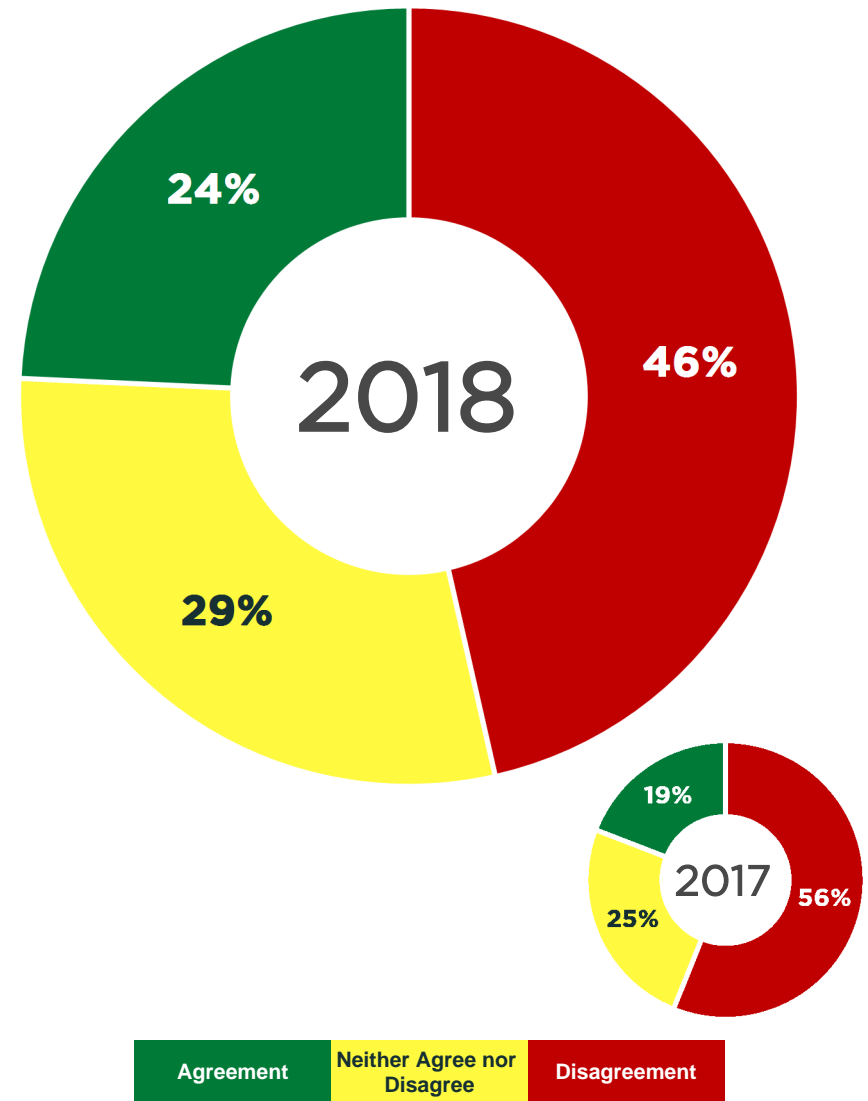
SECTOR

36%

CLUSTER

19%

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
1	Q7f. My organisation is committed to developing its employees	30%	23%	51%	52%
2	Q6b. I feel that senior managers effectively lead and manage change	29%	24%	44%	46%
3	Q6c. I feel that senior managers model the values of my organisation	34%	30%	47%	50%
4	Q6h. I feel that senior managers listen to employees	26%	19%	40%	43%
5	Q6a. I believe senior managers provide clear direction for the future of the organisation	32%	29%	46%	49%
6	Q6d. Senior managers encourage innovation by employees	24%	21%	47%	50%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Ambulance

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.

	NSW Ambulance	Central Coast Zone	Central West Zone 1	Central West Zone 2	Control Division	Hunter Zone 1	Hunter Zone 2	Illawarra Zone	Mid North Coast Zone	Murrumbidgee Zone	Nepean/Blue Mountain Zone	New England Zone	Northern NSW Zone	Northern Sydney Zone
NUMBER OF RESPONDENTS	2468	110	122	94	186	133	74	47	75	115	68	89	114	125
EMPLOYEE ENGAGEMENT	61%	55%	55%	77%	64%	55%	56%	50%	62%	56%	52%	64%	53%	58%
ENGAGEMENT WITH WORK	69%	62%	60%	90%	72%	62%	66%	56%	66%	64%	62%	75%	59%	65%
SENIOR MANAGERS	31%	18%	22%	63%	34%	24%	27%	19%	25%	25%	21%	29%	20%	27%
COMMUNICATION	49%	41%	40%	75%	46%	43%	44%	35%	48%	44%	37%	50%	42%	43%
HIGH PERFORMANCE	51%	40%	47%	74%	52%	46%	47%	39%	48%	46%	38%	57%	43%	48%
PUBLIC SECTOR VALUES	49%	37%	41%	72%	49%	43%	45%	35%	44%	41%	38%	49%	41%	47%
DIVERSITY & INCLUSION	57%	48%	50%	78%	57%	51%	51%	44%	57%	50%	42%	57%	49%	52%

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

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Ambulance

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

	NSW Ambulance	Aeromedical	South Eastern Sydney Zone	South Western Sydney Zone 1	South Western Sydney Zone 2	Southern NSW Zone	State Headquarters and Other Ambulance	Sydney Zone	Western Sydney Zone
NUMBER OF RESPONDENTS	2468	105	115	74	95	176	315	85	135
EMPLOYEE ENGAGEMENT	61%	70%	65%	58%	65%	62%	64%	64%	67%
ENGAGEMENT WITH WORK	69%	76%	80%	66%	72%	71%	69%	72%	78%
SENIOR MANAGERS	31%	43%	30%	26%	27%	28%	42%	36%	35%
COMMUNICATION	49%	54%	50%	44%	55%	50%	60%	48%	55%
HIGH PERFORMANCE	51%	62%	52%	44%	54%	53%	57%	57%	56%
PUBLIC SECTOR VALUES	49%	57%	53%	44%	52%	48%	58%	55%	55%
DIVERSITY & INCLUSION	57%	60%	60%	48%	58%	59%	68%	58%	63%

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



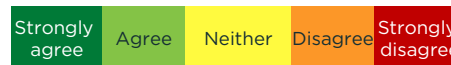
EXPLORE THE FULL RESULTS

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	61% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	14	40	27	12	8	54%	48%	61%	61%
Q7j. I am proud to tell others I work for my organisation	30	46	15			76%	70%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	25	38	20	11		63%	59%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	27	30	20	11	40%	34%	54%	55%
Q7m. My organisation inspires me to do the best in my job	14	29	28	19	10	43%	36%	55%	55%

KEY





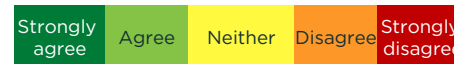
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ENGAGEMENT WITH WORK	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	29	49	12	7	78%	73%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	22	39	19	15	60%	54%	72%	72%
Q1e. I am satisfied with my job	21	49	16	10	69%	63%	70%	69%

KEY





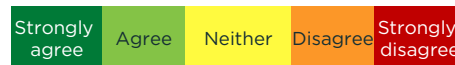
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SENIOR MANAGERS	31% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	26	26	25	17	32%	29%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	22	26	25	21	29%	24%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	8	26	26	20	34%	30%	47%	50%
Q6d. Senior managers encourage innovation by employees	19	32	26	18	24%	21%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	28	34	18	13	34%	30%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	8	35	30	16	43%	38%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	27	25	24	19	32%	28%	44%	47%
Q6h. I feel that senior managers listen to employees	21	26	22	26	26%	19%	40%	43%
Q7c. I feel that change is managed well in my organisation	19	26	32	20	22%	18%	42%	40%

KEY





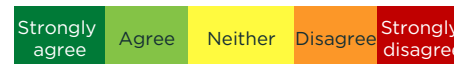
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

COMMUNICATION	49% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	21	43	17	11	7	64%	61%	70%	72%
Q5d. My manager encourages and values employee input	21	41	18	12	8	62%	56%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	16	37	21	17	9	53%	48%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	27	25	24	19		32%	28%	44%	47%
Q6h. I feel that senior managers listen to employees	21	26	22	26		26%	19%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	44	20	14	8	57%	50%	66%	67%

KEY





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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.

	51% 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	38	55	92%	89%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	24	50	74%	68%	79%	79%
Q3f. I have received appropriate training and development to do my job well	13	44	58%	47%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	17	42	59%	53%	71%	74%
Q5f. I have confidence in the decisions my manager makes	19	37	57%	52%	65%	68%
Q6d. Senior managers encourage innovation by employees	19	32	24%	21%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	28	34	34%	30%	48%	52%
Q7a. My organisation focuses on improving the work we do	10	46	56%	51%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	30	27	37%	33%	56%	57%

KEY





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	HIGH PERFORMANCE				51% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	30	28	24	12	35%	29%	50%	49%	
Q7h. My organisation generally selects capable people to do the job	32	26	24	13	37%	32%	54%	54%	

KEY





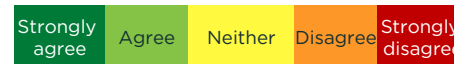
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES	49% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
	Q2a. My workgroup strives to achieve customer/client satisfaction	28	54	11		82%	76%	87%	86%
Q2e. People in my workgroup treat each other with respect	26	46	16	8	72%	70%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	17	42	21	14	59%	53%	71%	74%	
Q5b. My manager listens to what I have to say	23	45	16	10	68%	64%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		26	26	25	17	32%	29%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	8	26	26	20	20	34%	30%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	8	35	30	16	11	43%	38%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		27	25	24	19	32%	28%	44%	47%
Q6h. I feel that senior managers listen to employees		21	26	22	26	26%	19%	40%	43%

KEY





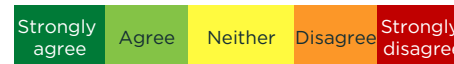
EXPLORE THE FULL RESULTS

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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		49% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				56%	51%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				33%	25%	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	57% 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	12	40	20	21	7	52%	45%	66%	65%
Q5b. My manager listens to what I have to say	23	45	16	10		68%	64%	73%	76%
Q5d. My manager encourages and values employee input	21	41	18	12	8	62%	56%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	16	33	37	7	8	48%	44%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	17	49	23	7		66%	57%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	20	47	20	8		67%	61%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	44	20	14	8	57%	50%	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>	13	29	28	18	13	42%	36%	58%	59%
Q8e. My manager supports flexible working in my team	15	34	28	13	10	49%	-	61%	63%

KEY

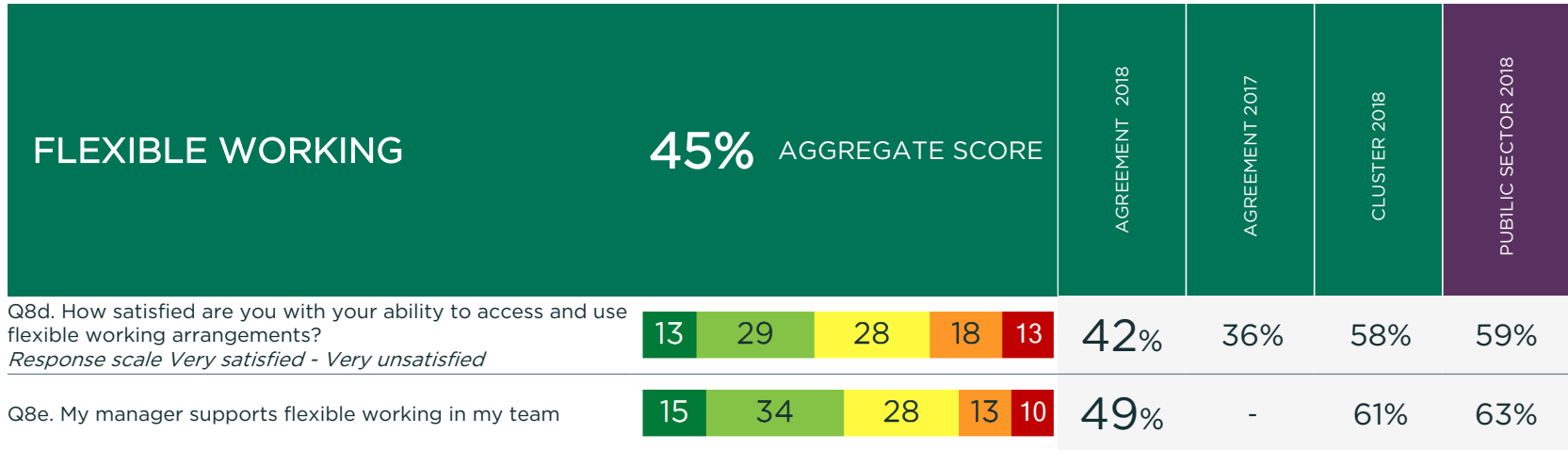




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KEY

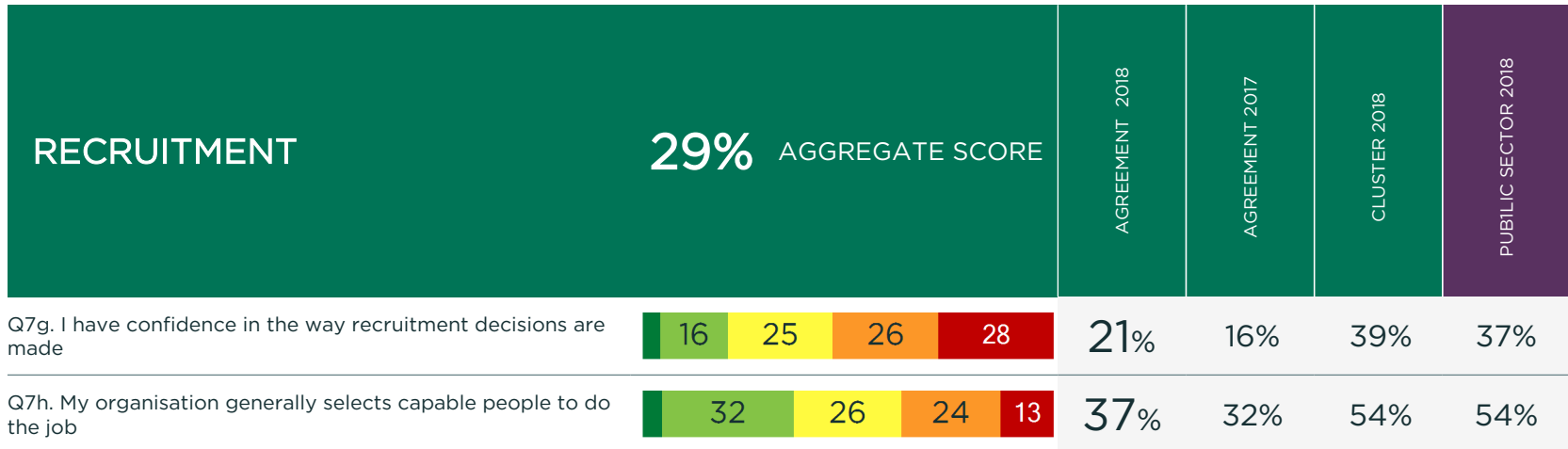




EXPLORE THE FULL RESULTS

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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.



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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	40% 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	13	34	19	21	12	47%	41%	65%	65%
Q3e. My performance is assessed against clear criteria	10	31	26	23	10	41%	32%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	24	19	23	25	33%	30%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	19	35	20	15	10	54%	50%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	11	24	30	18	18	35%	34%	46%	46%
Q7f. My organisation is committed to developing its employees		25	28	24	18	30%	23%	51%	52%

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.

	65% 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	12	40	20	21	7	52%	45%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	12	48	20	13		60%	55%	62%	60%
Q2c. I receive help and support from other members of my workgroup	28	51	12			79%	72%	80%	81%
Q2d. There is good team spirit in my workgroup	26	40	16	12		66%	63%	68%	70%

KEY

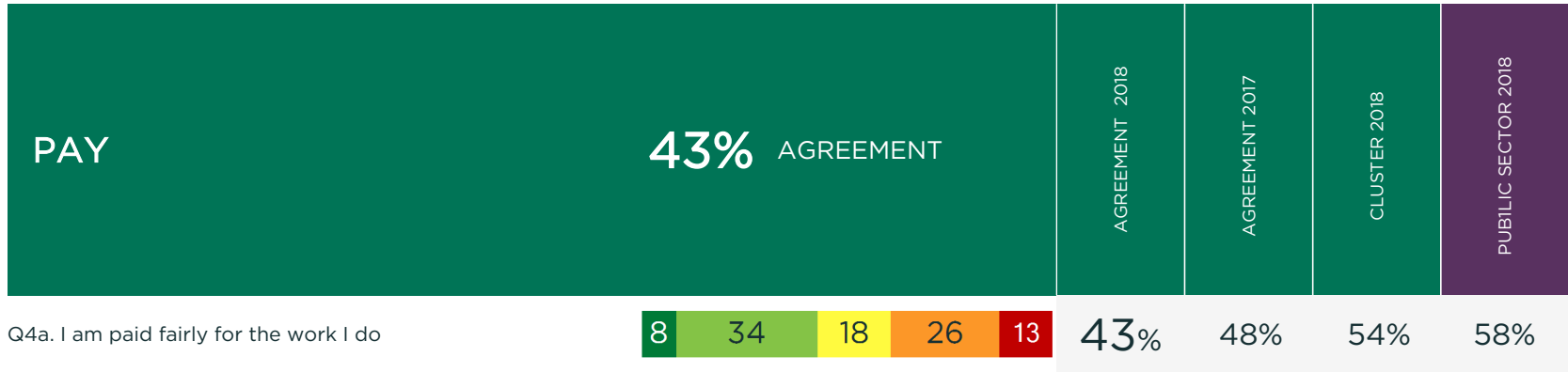




EXPLORE THE FULL RESULTS

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KEY

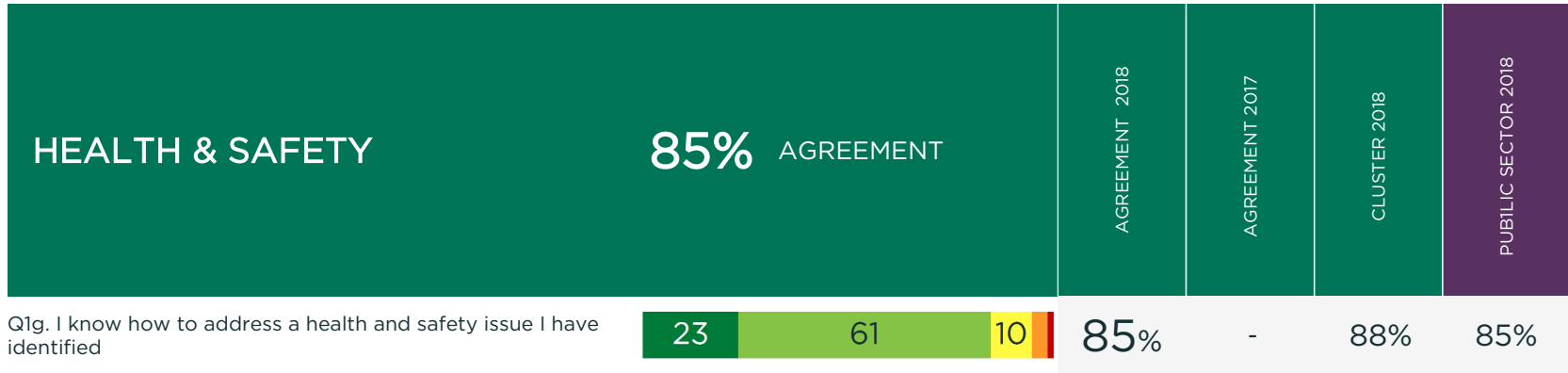




EXPLORE THE FULL RESULTS

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

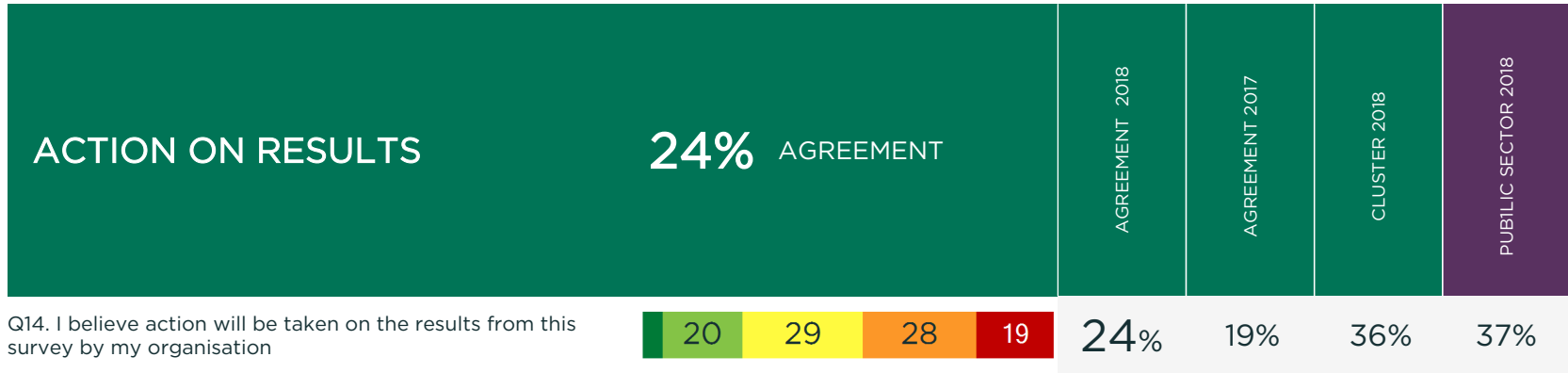




EXPLORE THE FULL RESULTS

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

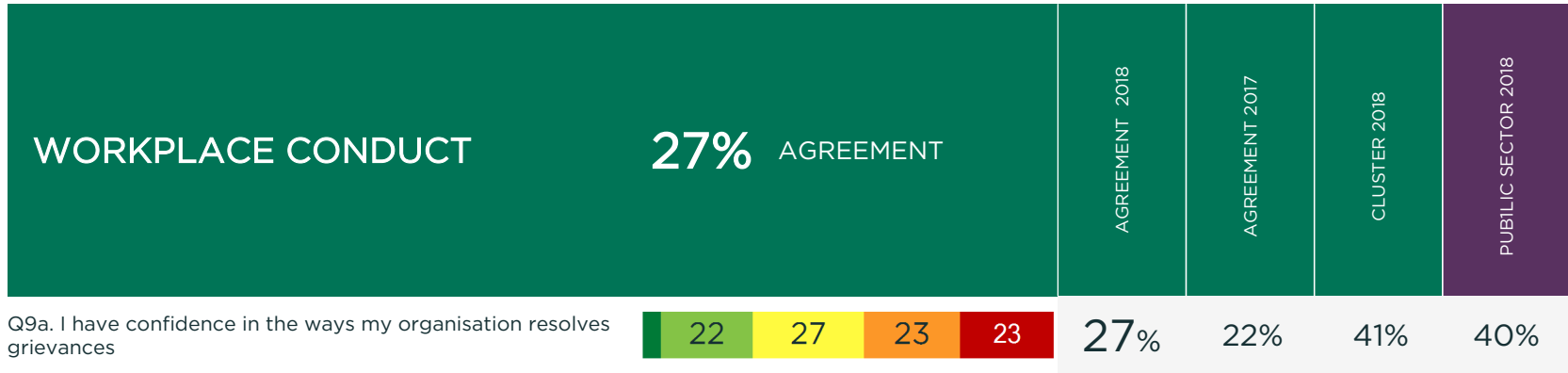




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		59%	47%	69%	71%
No		41%	53%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		61%	58%	74%	76%
No		39%	42%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		30%	28%	57%	58%
No		70%	73%	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		34%	35%	40%	41%
No		66%	65%	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
Geographic location considerations		43%	48%	23%	26%
Personal/family considerations		38%	43%	29%	30%
Lack of promotion opportunities		38%	40%	27%	29%
Lack of visible opportunities		35%	40%	29%	30%
The application/recruitment process is too cumbersome or time consuming		31%	33%	18%	23%
Insufficient training and development		30%	32%	15%	16%
Lack of support for temporary assignments/secondments		26%	27%	14%	15%
Lack of support from my manager/supervisor		21%	24%	15%	14%
There are no major barriers to my career progression		20%	16%	34%	32%
Lack of required capabilities or experience		14%	14%	10%	11%
Other		8%	7%	9%	9%

% are calculated with the number of unique respondents (N = 2,394 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		37%	43%	28%	24%
No		48%	46%	54%	58%
Don't know		15%	11%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		67%	66%	69%	66%
No		32%	32%	29%	32%
Don't know		2%	1%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		42%	47%	39%	33%
No		52%	48%	52%	57%
Don't know		6%	5%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		25%	29%	21%	18%
No		71%	68%	73%	76%
Don't know		4%	4%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Your Immediate Manager/Supervisor		26%	25%	23%	23%
A senior manager		25%	32%	18%	21%
A fellow worker at your level		23%	21%	32%	27%
Prefer not to say		10%	5%	13%	14%
A subordinate		8%	10%	6%	7%
Other		5%	3%	6%	4%
A client or customer		2%	1%	2%	2%
A member of the public other than a client or customer		2%	1%	1%	1%



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					
Yes		15%	-	5%	3%
No		83%	-	93%	94%
Don't know		1%	-	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		14%	-	28%	39%
A member of the public		81%	-	52%	37%
Other		3%	-	15%	19%
Prefer not to say		3%	-	5%	6%



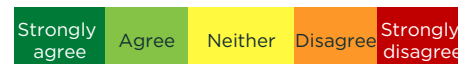
EXPLORE THE FULL RESULTS

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		56%	53%	62%
Q2. I believe I am valued for what I can offer at my workplace		57%	52%	70%
Q3. In my workplace, we recognise our successes and innovations		49%	44%	66%
Q4. Staff are treated respectfully regardless of their job		61%	54%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		40%	32%	53%

KEY





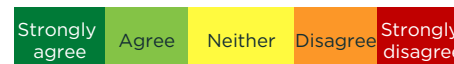
EXPLORE THE FULL RESULTS

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		37%	30%	52%
Q7. I have a say in decisions which affect my work		34%	30%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made		61%	57%	68%
Q9. My team's objectives/work plans are clearly outlined		55%	50%	66%
Q10. Our objectives/work plans help us to deliver a quality service		56%	49%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		38%	30%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		59%
Female		40%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		4%
25 -29		12%
30 - 34		13%
35 - 39		14%
40 - 44		15%
45 - 49		16%
50 - 54		13%
55 - 59		8%
60 - 64		4%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

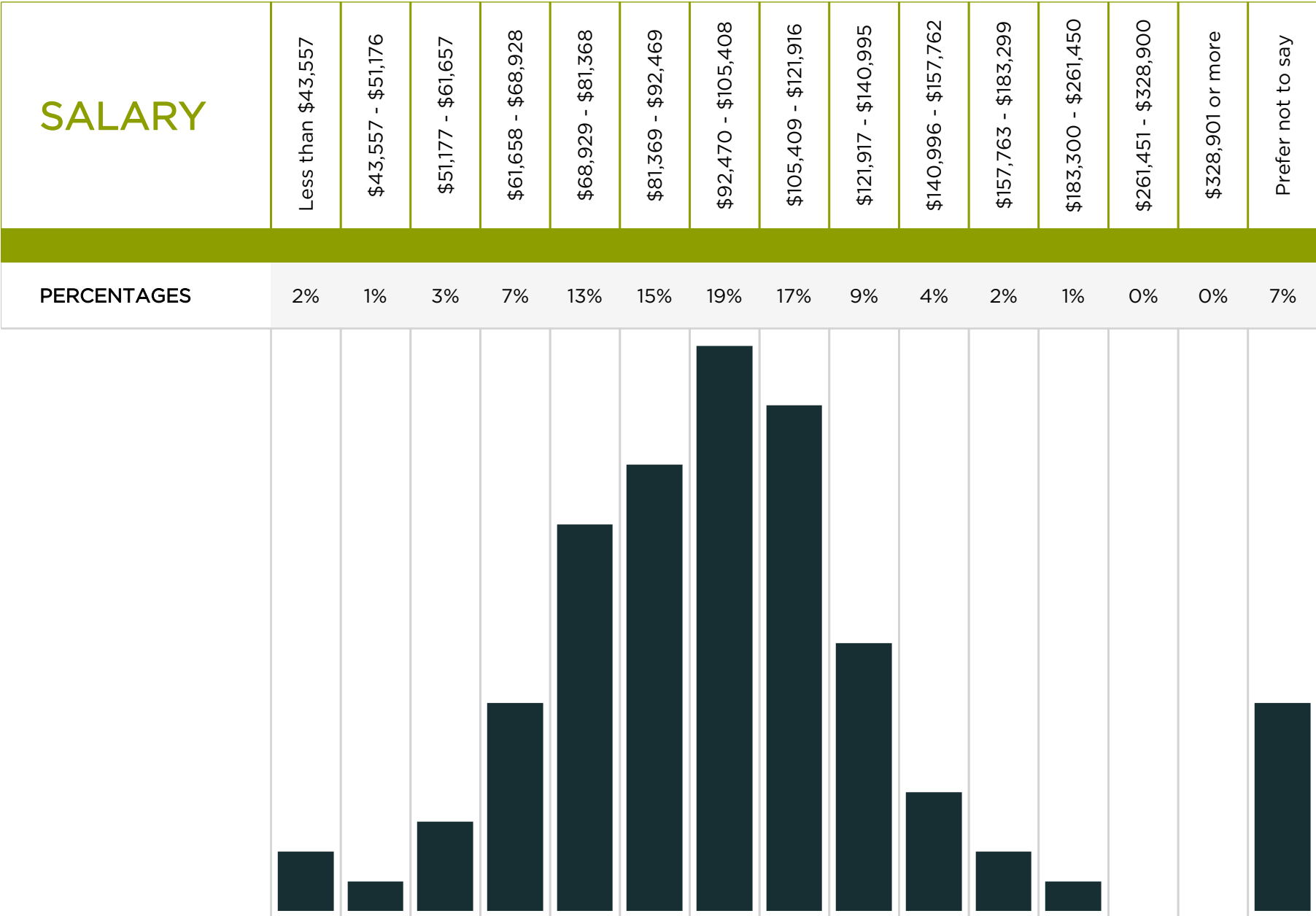
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	78%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	5%
Administrative support (e.g. executive/personal assistant, receptionist)	2%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	0%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS










PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		7%
1 - 2 years		7%
2 - 5 years		14%
5 - 10 years		21%
10 - 20 years		29%
More than 20 years		22%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		60%
Flexible start and finish times		15%
Working more hours over fewer days		10%
Flexible scheduling for rostered workers		9%
Working from different locations		9%
Working additional hours to make up for time off		8%
Part-time work		5%

% are calculated with the number of unique respondents (N = 2,261 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working from home	5%
Other	3%
Leave without pay	2%
Study leave	2%
Job sharing	2%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 2,261 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.

	NSW Ambulance	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
NUMBER OF RESPONDENTS	2468	1802	114	53	137	3	1	33	1	164
EMPLOYEE ENGAGEMENT	61%	60%	63%	70%	62%	(r)	(r)	69%	(r)	63%
ENGAGEMENT WITH WORK	69%	69%	71%	79%	67%	(r)	(r)	74%	(r)	66%
SENIOR MANAGERS	31%	29%	35%	51%	40%	(r)	(r)	42%	(r)	33%
COMMUNICATION	49%	47%	54%	67%	59%	(r)	(r)	68%	(r)	48%
HIGH PERFORMANCE	51%	50%	52%	62%	57%	(r)	(r)	62%	(r)	52%
PUBLIC SECTOR VALUES	49%	47%	51%	62%	55%	(r)	(r)	63%	(r)	50%
DIVERSITY & INCLUSION	57%	54%	63%	76%	66%	(r)	(r)	73%	(r)	58%

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.

	NSW Ambulance	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
NUMBER OF RESPONDENTS	2468	36	29	79	162	295	340	436	380	214	89	51	16	8
EMPLOYEE ENGAGEMENT	61%	63%	(r)	68%	68%	60%	59%	57%	60%	62%	70%	68%	(r)	(r)
ENGAGEMENT WITH WORK	69%	71%	(r)	77%	76%	66%	67%	64%	69%	70%	82%	79%	(r)	(r)
SENIOR MANAGERS	31%	38%	(r)	40%	39%	31%	26%	23%	27%	33%	45%	50%	(r)	(r)
COMMUNICATION	49%	58%	(r)	54%	56%	47%	46%	44%	48%	51%	61%	61%	(r)	(r)
HIGH PERFORMANCE	51%	58%	(r)	59%	61%	51%	49%	46%	48%	54%	61%	65%	(r)	(r)
PUBLIC SECTOR VALUES	49%	56%	(r)	57%	57%	48%	46%	42%	46%	51%	60%	61%	(r)	(r)
DIVERSITY & INCLUSION	57%	69%	(r)	63%	63%	52%	53%	52%	57%	60%	67%	68%	(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.

	NSW Ambulance	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	2468	3	164
EMPLOYEE ENGAGEMENT	61%	(r)	56%
ENGAGEMENT WITH WORK	69%	(r)	62%
SENIOR MANAGERS	31%	(r)	25%
COMMUNICATION	49%	(r)	45%
HIGH PERFORMANCE	51%	(r)	45%
PUBLIC SECTOR VALUES	49%	(r)	43%
DIVERSITY & INCLUSION	57%	(r)	52%

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.

	NSW Ambulance	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	2468	157	155	321	490	661	512
EMPLOYEE ENGAGEMENT	61%	80%	67%	68%	58%	56%	58%
ENGAGEMENT WITH WORK	69%	90%	75%	78%	68%	63%	62%
SENIOR MANAGERS	31%	58%	36%	36%	27%	26%	27%
COMMUNICATION	49%	72%	53%	57%	46%	44%	46%
HIGH PERFORMANCE	51%	74%	59%	59%	49%	46%	46%
PUBLIC SECTOR VALUES	49%	74%	54%	56%	45%	44%	44%
DIVERSITY & INCLUSION	57%	78%	60%	65%	54%	51%	53%

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.

	NSW Ambulance	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
NUMBER OF RESPONDENTS	2468	344	235	187	207	123	43	205	107	9	55	44	57	1359
EMPLOYEE ENGAGEMENT	61%	69%	65%	66%	67%	59%	50%	69%	68%	(r)	59%	72%	66%	58%
ENGAGEMENT WITH WORK	69%	76%	70%	74%	76%	61%	44%	78%	74%	(r)	62%	73%	73%	66%
SENIOR MANAGERS	31%	47%	36%	41%	40%	31%	26%	44%	48%	(r)	29%	42%	35%	25%
COMMUNICATION	49%	63%	57%	61%	58%	48%	43%	61%	63%	(r)	52%	59%	49%	44%
HIGH PERFORMANCE	51%	60%	55%	58%	59%	48%	40%	60%	61%	(r)	49%	57%	55%	47%
PUBLIC SECTOR VALUES	49%	62%	55%	58%	57%	49%	44%	60%	63%	(r)	48%	56%	51%	44%
DIVERSITY & INCLUSION	57%	73%	65%	70%	69%	58%	52%	70%	74%	(r)	59%	65%	59%	50%

*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.

	NSW Ambulance	Sydney East	Sydney - Inner West	Sydney West	Sydney - City and Inner South	Newcastle and Lake Macquarie	Far West and Orana	Sydney - Inner South West	Central West	Capital Region	Central Coast	Riverina	Richmond - Tweed
NUMBER OF RESPONDENTS	2468	717	268	264	204	180	120	110	104	97	97	74	68
EMPLOYEE ENGAGEMENT	61%	65%	65%	61%	62%	60%	73%	71%	56%	64%	56%	57%	56%
ENGAGEMENT WITH WORK	69%	72%	72%	69%	70%	66%	84%	80%	62%	72%	63%	64%	69%
SENIOR MANAGERS	31%	38%	44%	27%	35%	27%	54%	41%	23%	26%	19%	27%	22%
COMMUNICATION	49%	54%	61%	47%	48%	45%	64%	62%	42%	50%	41%	43%	46%
HIGH PERFORMANCE	51%	56%	59%	48%	52%	48%	66%	61%	48%	52%	40%	50%	47%
PUBLIC SECTOR VALUES	49%	55%	59%	47%	52%	44%	64%	61%	43%	48%	37%	43%	44%
DIVERSITY & INCLUSION	57%	62%	69%	53%	57%	54%	70%	65%	50%	58%	48%	51%	50%

*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

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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.

	NSW Ambulance	New England and North West	Sydney - North Sydney and Hornsby	Murray	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Illawarra	Hunter Valley exc Newcastle	Sydney - South West	Mid North Coast	Coffs Harbour - Grafton	Sydney - Blacktown	Sydney - Outer South West	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	2468	68	67	62	62	58	57	55	53	45	44	43	36	25
EMPLOYEE ENGAGEMENT	61%	65%	61%	62%	55%	64%	61%	56%	57%	63%	57%	70%	56%	(r)
ENGAGEMENT WITH WORK	69%	78%	64%	75%	58%	79%	64%	69%	64%	75%	58%	80%	62%	(r)
SENIOR MANAGERS	31%	30%	30%	34%	23%	34%	33%	25%	18%	27%	21%	34%	23%	(r)
COMMUNICATION	49%	53%	45%	53%	38%	48%	50%	47%	29%	49%	44%	59%	60%	(r)
HIGH PERFORMANCE	51%	57%	51%	55%	38%	54%	51%	50%	41%	52%	41%	57%	47%	(r)
PUBLIC SECTOR VALUES	49%	50%	48%	49%	39%	53%	49%	47%	37%	46%	39%	57%	48%	(r)
DIVERSITY & INCLUSION	57%	59%	53%	61%	46%	56%	62%	51%	43%	60%	49%	66%	54%	(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.

	NSW Ambulance	Sydney - Eastern Suburbs	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Ryde	Sydney - Sutherland	OUTSIDE NSW
NUMBER OF RESPONDENTS	2468	21	16	12	12	10	2
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(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.

	NSW Ambulance	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	2468	1	95	267	295	314	339	376	305	194	98	22
EMPLOYEE ENGAGEMENT	61%	(r)	77%	66%	63%	59%	58%	57%	60%	57%	63%	(r)
ENGAGEMENT WITH WORK	69%	(r)	90%	77%	70%	67%	65%	66%	66%	62%	68%	(r)
SENIOR MANAGERS	31%	(r)	50%	34%	34%	31%	26%	27%	31%	24%	30%	(r)
COMMUNICATION	49%	(r)	70%	54%	53%	50%	43%	46%	48%	41%	51%	(r)
HIGH PERFORMANCE	51%	(r)	73%	57%	55%	50%	47%	46%	50%	45%	52%	(r)
PUBLIC SECTOR VALUES	49%	(r)	69%	54%	52%	48%	45%	45%	47%	42%	49%	(r)
DIVERSITY & INCLUSION	57%	(r)	76%	61%	60%	57%	52%	53%	57%	48%	58%	(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.

	NSW Ambulance	Male	Female	Other
NUMBER OF RESPONDENTS	2468	1358	921	32
EMPLOYEE ENGAGEMENT	61%	60%	64%	37%
ENGAGEMENT WITH WORK	69%	68%	71%	41%
SENIOR MANAGERS	31%	28%	35%	17%
COMMUNICATION	49%	48%	52%	34%
HIGH PERFORMANCE	51%	49%	54%	35%
PUBLIC SECTOR VALUES	49%	47%	52%	32%
DIVERSITY & INCLUSION	57%	55%	59%	36%

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.

	NSW Ambulance	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	2468	3	1	21	0	1	0	1	15	1	2	16	2	1
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(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.

	NSW Ambulance	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
NUMBER OF RESPONDENTS	2468	52	84	34	68	1	3	6	0	0	9	1	0	8
EMPLOYEE ENGAGEMENT	61%	68%	59%	82%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	75%	64%	88%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	48%	38%	62%	21%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	62%	59%	74%	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	61%	53%	74%	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	60%	54%	74%	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	74%	65%	80%	52%	(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.

	NSW Ambulance	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	2468	1	0	1	0	0	1651	48	2	17	11	0	1	1
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	59%	84%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	67%	91%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	27%	75%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	(r)	(r)	(r)	45%	84%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	(r)	48%	76%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	(r)	45%	82%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	(r)	(r)	53%	89%	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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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.

	NSW Ambulance	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
NUMBER OF RESPONDENTS	2468	0	0	2	0	41	19	127	73
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	82%	(r)	63%	53%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	89%	(r)	70%	58%
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	54%	(r)	32%	22%
COMMUNICATION	49%	(r)	(r)	(r)	(r)	69%	(r)	52%	41%
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	76%	(r)	53%	45%
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	73%	(r)	50%	41%
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	(r)	76%	(r)	60%	50%

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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

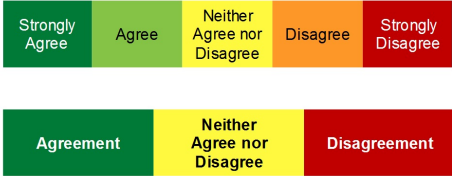
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.