| Topic | Definition | Resources |
| --- | --- | --- |
| Action on survey results | Staff confidence that action will be taken on survey results is important for employee experience. Employees can become disengaged if they are asked their opinion and then no action takes place as a result. |  |
| Autonomy and employee voice | Ensuring employees are empowered to make decisions and feel like they can speak up and be heard shifts the employee–employer relationship from a transactional one to an effective, dynamic one. Autonomy and employee voice can have major impacts on job satisfaction and employee engagement. | [SafeWork’s tips for increasing autonomy and giving employees a voice](http://www.safework.nsw.gov.au/resource-library/mental-health/mental-health-strategy-research/stress-tip-sheets/levels-of-control-and-work-related-stress-tip-sheet-6) |
| Bullying | Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities. | [Public Service Commission’s guide to understanding and preventing bullying during COVID-19](https://www.psc.nsw.gov.au/covid19/workplace-bullying-) |
| Communication and change management | Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them? Effective communication is always important, but is most critical before, during and after periods of change. | [SafeWork’s tips for managing change](https://www.safework.nsw.gov.au/resource-library/mental-health/mental-health-strategy-research/stress-tip-sheets/managing-change-and-work-related-stress-tip-sheet-11) |
| Customer service | A customer is anyone who received a good or service. In the public sector, customers can be external or internal. Examples include students and their parents; patients and their families; the general community; and another NSW public sector organisation. | [NSW public sector’s Customer Commitments published by Customer Services](https://www.nsw.gov.au/customer-experience-unit) |
| Decision making and accountability | Accountability is one of the four core NSW public sector values. It is about taking responsibility for decisions and actions. Accountability can add meaning to work and foster engagement. |  |
| Employee engagement | Employee engagement is about a person’s connection to their organisation. It is a global measure of employee experience. Many factors influence engagement: leadership, a positive and inclusive work culture, manager support, accountability, and flexible work to name a few. |  |
| Feedback and performance management | Underpinning a high-performance culture is an effective system for managing individual, team, and organisational performance. | [Public Service Commission’s Managing for Performance: Guide for Managers](https://www.psc.nsw.gov.au/ArticleDocuments/668/G2014-005_Managing_for_performance_Guide_for_managers.pdf.aspx) |
| Flexible working | Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW. | [Public Service Commission’s flexible teams resources for managers](https://www.psc.nsw.gov.au/workplace-culture---diversity/flexible-working/flexible-teams-resources-for-managers) |
| Grievance processes | A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual staff / management. |  |
| Inclusion and diversity | An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work. | [Public Service Commission’s resources for inclusion in the sector](https://www.psc.nsw.gov.au/workplace-culture---diversity/diversity-and-inclusion/inclusion-in-the-sector/inclusion-in-the-sector) |
| Intention to stay | Intention to stay refers to an employee’s desire and willingness to remain with their current organisation. Intention to stay can be influenced by many aspects of employee experience, including engagement. |  |
| Job satisfaction | Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level. Role clarity and support, autonomy and feedback are some factors that impact job satisfaction. |  |
| Learning and development | Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes. | [Public Service Commission’s Managing for Performance: Guide for Managers](https://www.psc.nsw.gov.au/ArticleDocuments/668/G2014-005_Managing_for_performance_Guide_for_managers.pdf.aspx) |
| Misconduct | Misconduct is behaviour that is unethical or illegal, or that breaches your organisation’s code of conduct. |  |
| Mobility | Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues. Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain ‘know-how’ in an organisation and the NSW public sector more broadly. |  |
| Recruitment | Recruitment and selection refer to the process of attracting, screening, selecting, and onboarding people. | [NSW public sector’s recruitment and selection guide](https://www.psc.nsw.gov.au/workforce-management/recruitment/recruitment-and-selection-guide/introduction-to-recruitment-and-selection/introduction-to-the-recruitment-and-selection-guide) |
| Risk and innovation | Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace. Innovation means creating new and better products, processes, services, and technologies to improve outcomes for the people of NSW. A healthy risk appetite can help foster innovation. |  |
| Role clarity and support | An employee has role clarity when they understand their goals, how to achieve these goals, and how the goals link to broader strategy. Even when an employee does have role clarity, they still need the right support to deliver. Support can come in the form of time, tools and technology, and training. | [SafeWork’s tips for improving role clarity and support](https://www.safework.nsw.gov.au/resource-library/mental-health/mental-health-strategy-research/stress-tip-sheets/role-clarity,-role-conflict-and-work-related-stress-tip-sheet-8) |
| Senior managers | Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results. The term ‘senior managers’ refers to the group of senior managers in your organisation, not an individual manager. |  |
| Sexual harassment | Sexual harassment is unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated. |  |
| Teamwork and collaboration | Delivering for the people of NSW requires agencies to work together and share knowledge internally and with other sectors. Well-executed collaboration enables agencies to share knowledge, ideas, resources, skills, networks, and assets, leading to better outcomes for customers. |  |
| Wellbeing, health and safety | Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life. | [Public Service Commission’s tips for managing employee wellbeing during COVID-19](https://www.psc.nsw.gov.au/covid19/employee-wellbeing-/managing-employee-wellbeing-during-covid-19) |