
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



CLUSTER REPORT

Family and Community Services

RESPONSE RATE

66%

6,894 OF 10,495 RESPONDENTS

EMPLOYEE ENGAGEMENT

62%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM PUBLIC SECTOR -3

ENGAGEMENT WITH WORK

70%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR -2

SENIOR MANAGERS

47%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM PUBLIC SECTOR -2

COMMUNICATION

62%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +1

HIGH PERFORMANCE

63%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR -1

PUBLIC SECTOR VALUES

62%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR 0

DIVERSITY & INCLUSION

71%

DIFFERENCE FROM PUBLIC SECTOR +3

FLEXIBLE WORKING SATISFACTION

68%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM PUBLIC SECTOR +10

ACTION ON RESULTS

37%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +1



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	87%	88%
2a.	My workgroup strives to achieve customer/client satisfaction	87%	87%
2c.	I receive help and support from other members of my workgroup	85%	83%
1g.	I know how to address a health and safety issue I have identified	84%	-
2b.	My workgroup works collaboratively to achieve its objectives	81%	80%
2e.	People in my workgroup treat each other with respect	80%	79%
5b.	My manager listens to what I have to say	79%	78%
5a.	My manager encourages people in my workgroup to keep improving the work they do	77%	74%
5d.	My manager encourages and values employee input	76%	74%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	76%	74%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	31%	29%
7g.	I have confidence in the way recruitment decisions are made	33%	29%
9a.	I have confidence in the ways my organisation resolves grievances	34%	32%
14.	I believe action will be taken on the results from this survey by my organisation	37%	34%
6h.	I feel that senior managers listen to employees	41%	36%
6b.	I feel that senior managers effectively lead and manage change	43%	40%
7e.	People in my organisation take responsibility for their own actions	44%	40%
6d.	Senior managers encourage innovation by employees	45%	41%
6g.	I feel that senior managers keep employees informed about what's going on	45%	41%
7d.	There is good co-operation between teams across our organisation	45%	41%



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

7f.	My organisation is committed to developing its employees	49%	41%
3g.	I am satisfied with the opportunities available for career development in my organisation	46%	41%
7g.	I have confidence in the way recruitment decisions are made	33%	29%
6h.	I feel that senior managers listen to employees	41%	36%
7d.	There is good co-operation between teams across our organisation	45%	41%
6g.	I feel that senior managers keep employees informed about what's going on	45%	41%
6a.	I believe senior managers provide clear direction for the future of the organisation	47%	43%
6i.	Senior managers in my organisation support the career advancement of women	59%	55%
7b.	My organisation is making the necessary improvements to meet our future challenges	55%	51%
3e.	My performance is assessed against clear criteria	49%	45%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	70%	72%
1c.	My job gives me a feeling of personal accomplishment	72%	73%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



Q6d. Senior managers encourage innovation by employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



Q6d. Senior managers encourage innovation by employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



Q6d. Senior managers encourage innovation by employees



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.

37%

of employees replied favourably to:

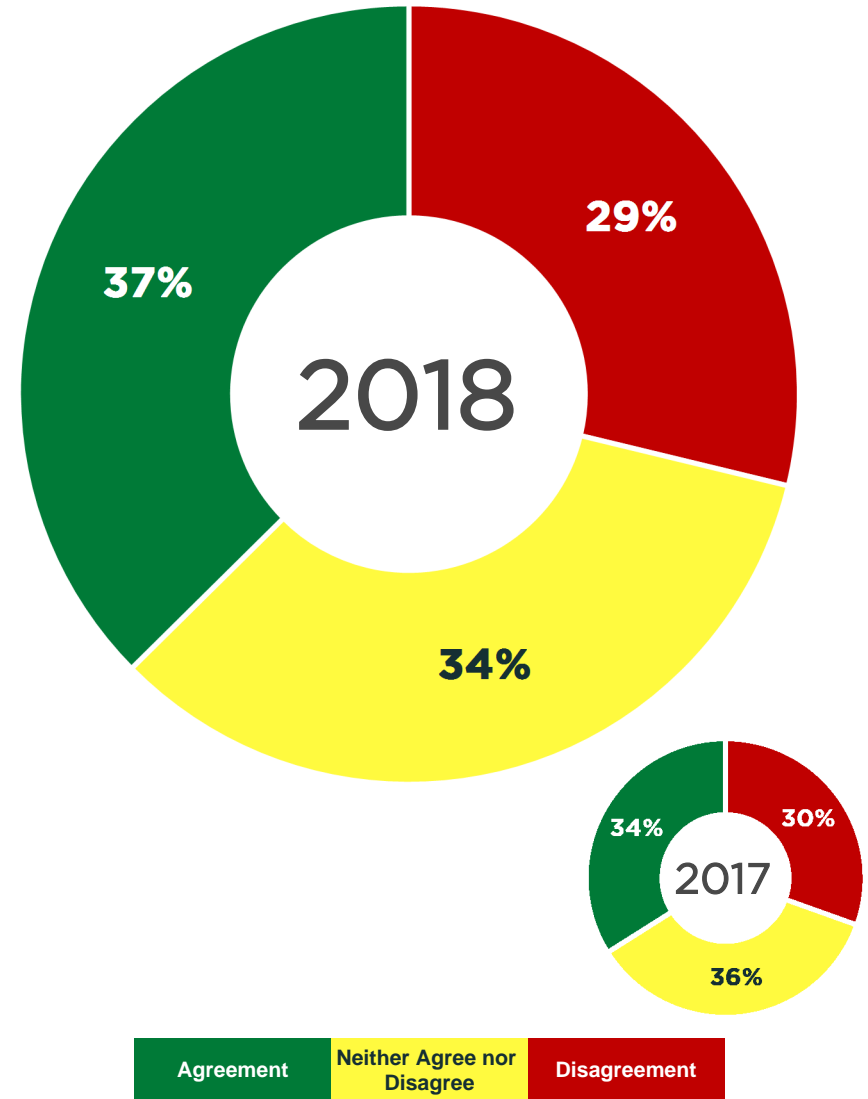
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

34%

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 PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	49%	41%	52%
2	Q7c. I feel that change is managed well in my organisation	31%	29%	40%
3	Q7a. My organisation focuses on improving the work we do	70%	67%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	55%	51%	57%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	46%	41%	50%
6	Q1b. I am provided with the support I need to do my best at work	62%	62%	65%

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for Family and Community Services

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 Public Sector	Family and Community Services	Education	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Transport	Treasury
NUMBER OF RESPONDENTS	170832	6894	35880	8481	65677	5238	15510	6680	950	19869	734
EMPLOYEE ENGAGEMENT	65%	62%	68%	66%	65%	67%	62%	69%	71%	64%	70%
ENGAGEMENT WITH WORK	72%	70%	74%	72%	73%	73%	66%	74%	75%	70%	77%
SENIOR MANAGERS	49%	47%	56%	55%	46%	55%	40%	50%	63%	46%	61%
COMMUNICATION	61%	62%	64%	67%	59%	68%	54%	66%	73%	61%	73%
HIGH PERFORMANCE	64%	63%	68%	68%	64%	68%	56%	66%	74%	61%	73%
PUBLIC SECTOR VALUES	62%	62%	67%	68%	60%	68%	53%	65%	74%	60%	73%
DIVERSITY & INCLUSION	68%	71%	67%	74%	66%	77%	63%	75%	79%	69%	80%

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

AGENCY COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Family and Community Services

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.

	Family and Community Services	Department of Family & Community Services	Multicultural NSW
NUMBER OF RESPONDENTS	6894	6844	50
EMPLOYEE ENGAGEMENT	62%	62%	71%
ENGAGEMENT WITH WORK	70%	70%	77%
SENIOR MANAGERS	47%	47%	53%
COMMUNICATION	62%	62%	73%
HIGH PERFORMANCE	63%	63%	71%
PUBLIC SECTOR VALUES	62%	62%	68%
DIVERSITY & INCLUSION	71%	71%	80%

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	62% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	14	39	28	12	7	53%	50%	61%
Q7j. I am proud to tell others I work for my organisation	19	41	26	9		61%	60%	69%
Q7k. I feel a strong personal attachment to my organisation	19	40	27	10		59%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	38	28	13		53%	49%	55%
Q7m. My organisation inspires me to do the best in my job	16	36	29	13		52%	49%	55%

KEY





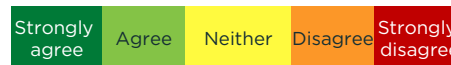
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ENGAGEMENT WITH WORK	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	27	46	15	9	72%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	30	43	15	9	73%	72%	72%
Q1e. I am satisfied with my job	22	43	19	12	65%	65%	69%

KEY





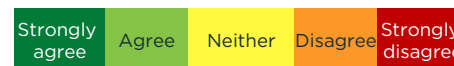
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SENIOR MANAGERS	47% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	35	26	17	10	47%	43%	49%
Q6b. I feel that senior managers effectively lead and manage change	12	31	26	18	13	43%	40%	46%
Q6c. I feel that senior managers model the values of my organisation	14	35	26	13	12	50%	46%	50%
Q6d. Senior managers encourage innovation by employees	11	33	31	16	9	45%	41%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	28	10		56%	52%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	47	22	9		63%	61%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	12	33	25	18	13	45%	41%	47%
Q6h. I feel that senior managers listen to employees	11	30	28	18	13	41%	36%	43%
Q7c. I feel that change is managed well in my organisation	8	24	28	25	16	31%	29%	40%

KEY





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COMMUNICATION	62% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q5c. My manager communicates effectively with me	32	42	13	8	74%	72%	72%	
Q5d. My manager encourages and values employee input	34	42	14		76%	74%	72%	
Q5e. My manager involves my workgroup in decisions about our work	30	40	17	9	69%	67%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	33	25	18	13	45%	41%	47%
Q6h. I feel that senior managers listen to employees	11	30	28	18	13	41%	36%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	48	16	9		69%	69%	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					63% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	35	52	7			87%	88%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	37	44	10			81%	80%	79%	
Q3f. I have received appropriate training and development to do my job well	15	41	23	15		56%	55%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	47	14			77%	74%	74%	
Q5f. I have confidence in the decisions my manager makes	33	39	16			72%	70%	68%	
Q6d. Senior managers encourage innovation by employees	11	33	31	16	9	45%	41%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	28	10		56%	52%	52%	
Q7a. My organisation focuses on improving the work we do	18	52	19	7		70%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	41	26	13		55%	51%	57%	

KEY

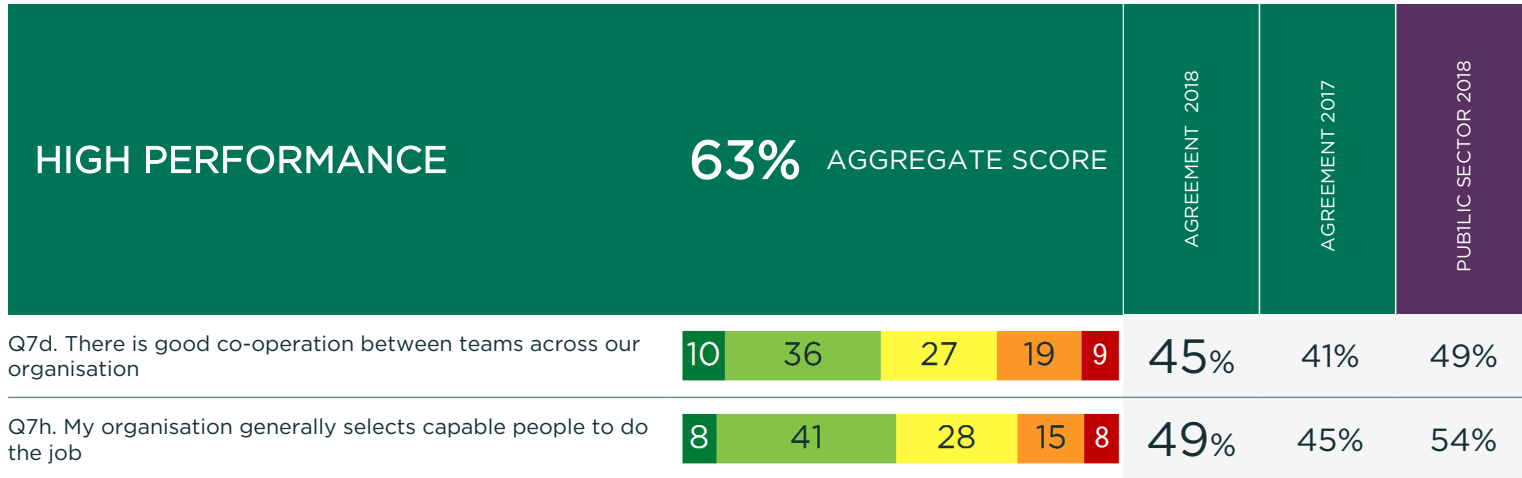




EXPLORE THE FULL RESULTS

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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





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PUBLIC SECTOR VALUES	62% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	40	47	8			87%	87%	86%
Q2e. People in my workgroup treat each other with respect	38	42	11			80%	79%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	47	14			77%	74%	74%
Q5b. My manager listens to what I have to say	35	44	12			79%	78%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	35	26	17	10	47%	43%	49%
Q6c. I feel that senior managers model the values of my organisation	14	35	26	13	12	50%	46%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	47	22	9		63%	61%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	12	33	25	18	13	45%	41%	47%
Q6h. I feel that senior managers listen to employees	11	30	28	18	13	41%	36%	43%

KEY

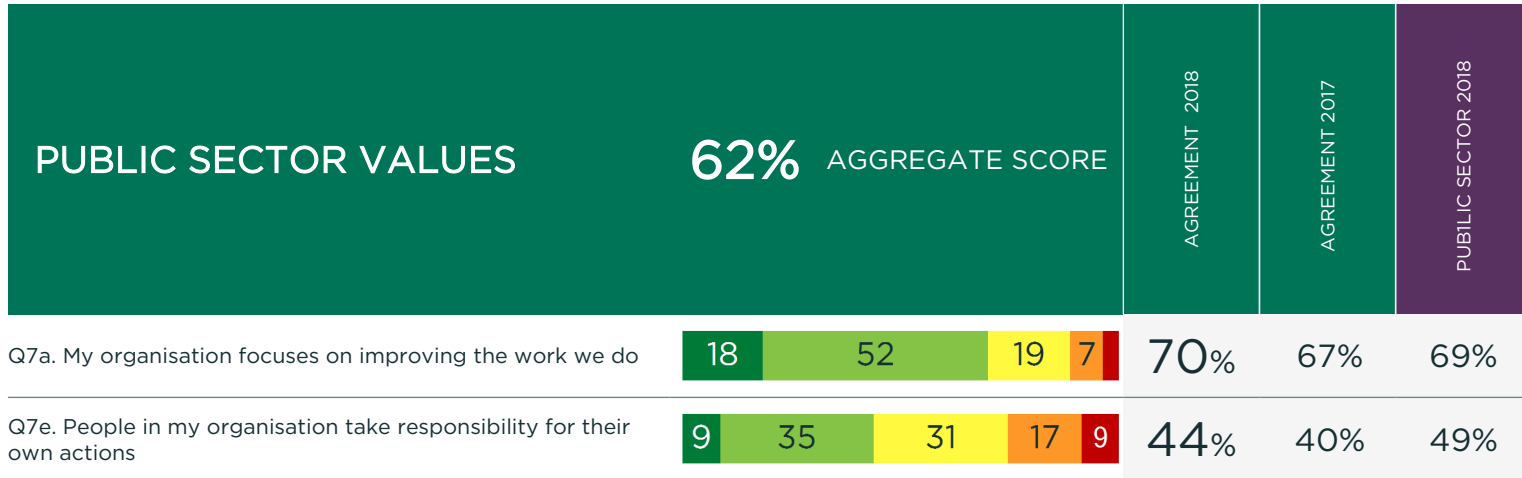




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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DIVERSITY & INCLUSION	71% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	19	43	18	15	62%	62%	65%
Q5b. My manager listens to what I have to say	35	44	12		79%	78%	76%
Q5d. My manager encourages and values employee input	34	42	14		76%	74%	72%
Q6i. Senior managers in my organisation support the career advancement of women	20	39	31		59%	55%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	51	14		75%	73%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	26	49	14		76%	74%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	48	16	9	69%	69%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	26	42	16	10	68%	67%	59%
Q8e. My manager supports flexible working in my team	31	42	16	7	73%	-	63%

KEY

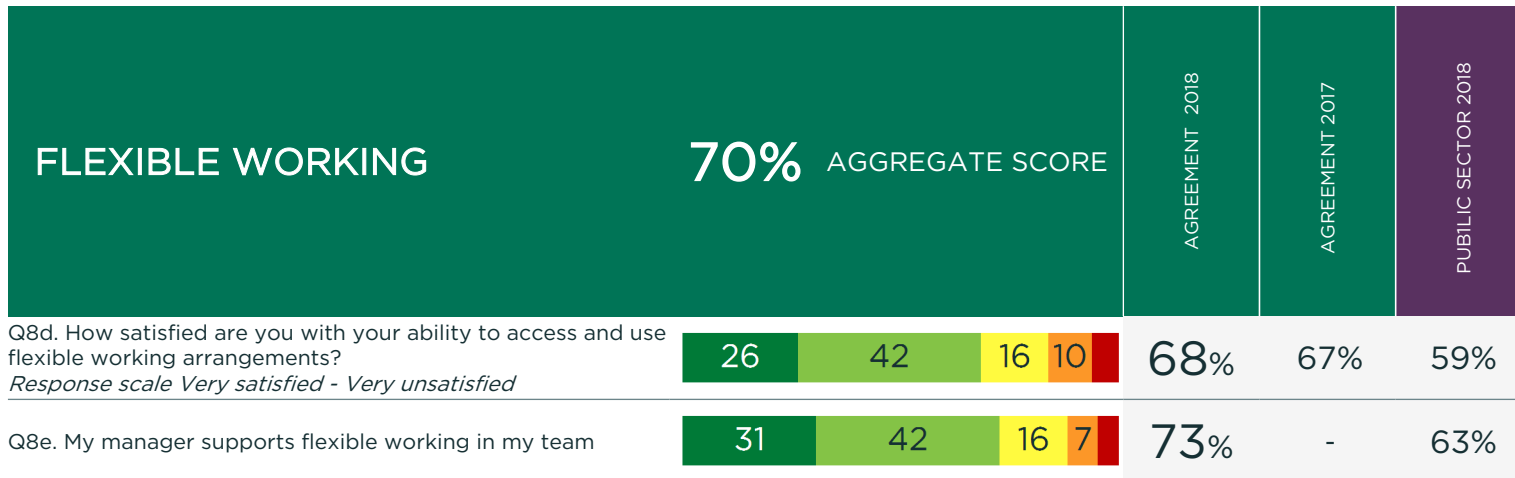




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KEY

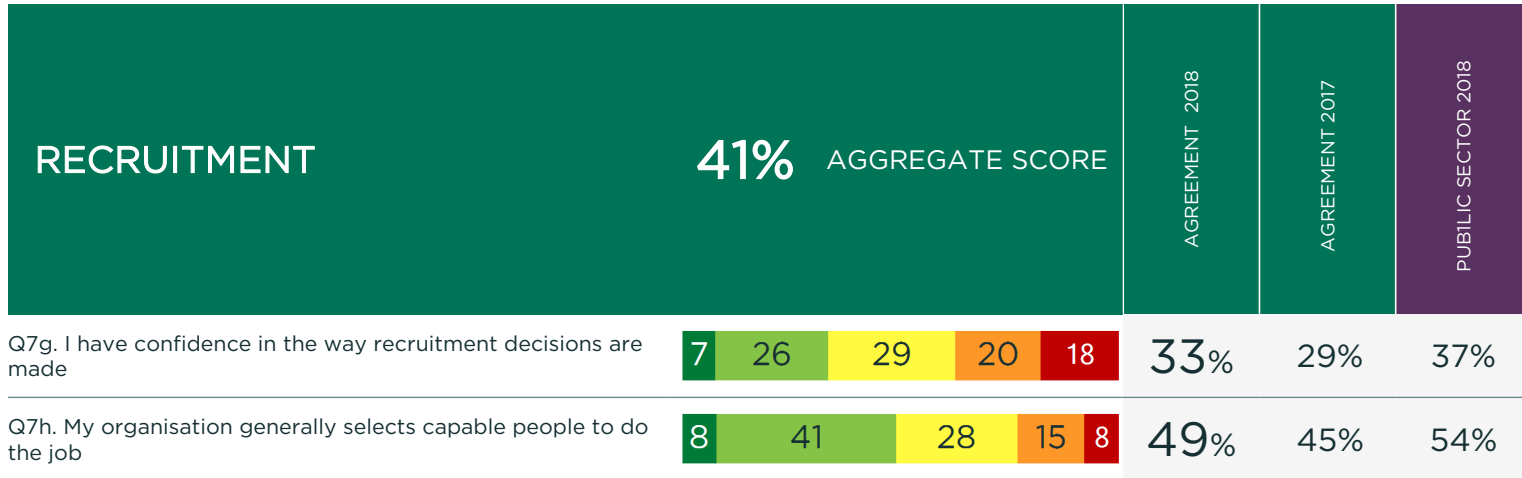




EXPLORE THE FULL RESULTS

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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





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PERFORMANCE FRAMEWORK & DEVELOPMENT

55% AGGREGATE SCORE

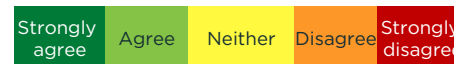
AGREEMENT 2018

AGREEMENT 2017

PUBLIC LIC SECTOR 2018

					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	44	18	12	65%	64%	65%
Q3e. My performance is assessed against clear criteria	13	35	28	17	49%	45%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14	32	24	18	46%	41%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33	40	15	8	72%	71%	69%
Q5h. My manager appropriately deals with employees who perform poorly	18	29	33	11	47%	44%	46%
Q7f. My organisation is committed to developing its employees	11	38	28	15	49%	41%	52%

KEY

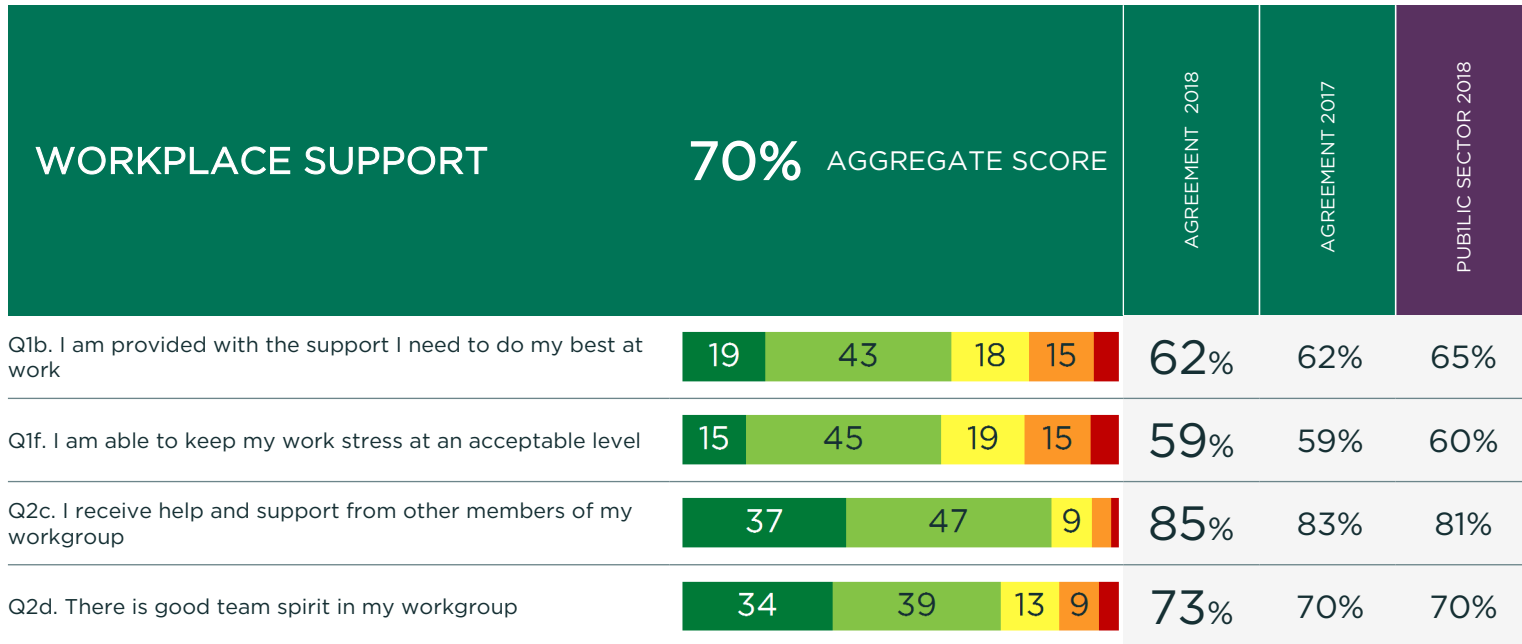




EXPLORE THE FULL RESULTS

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.



KEY

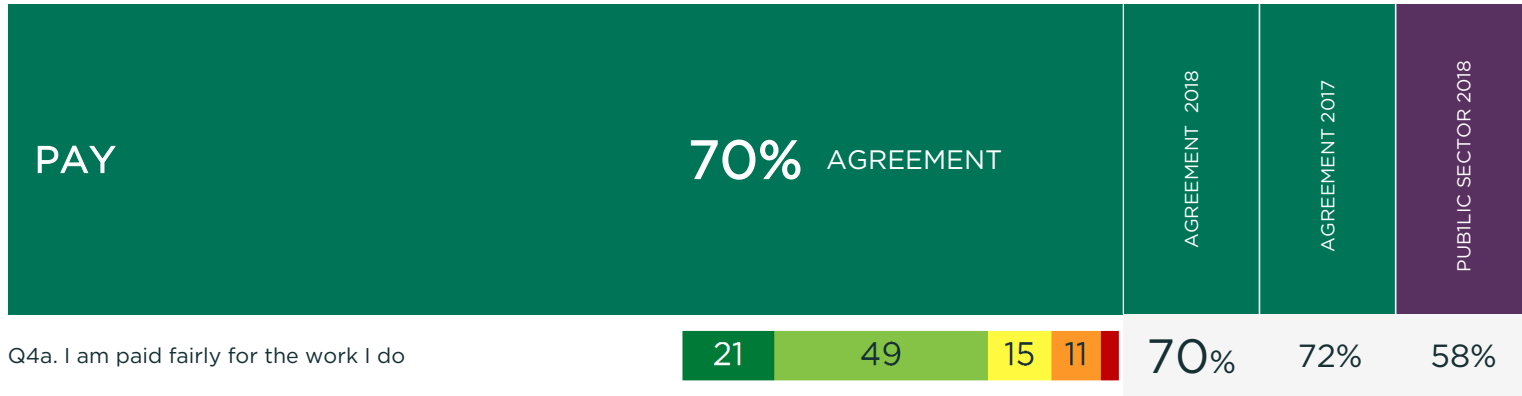




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KEY

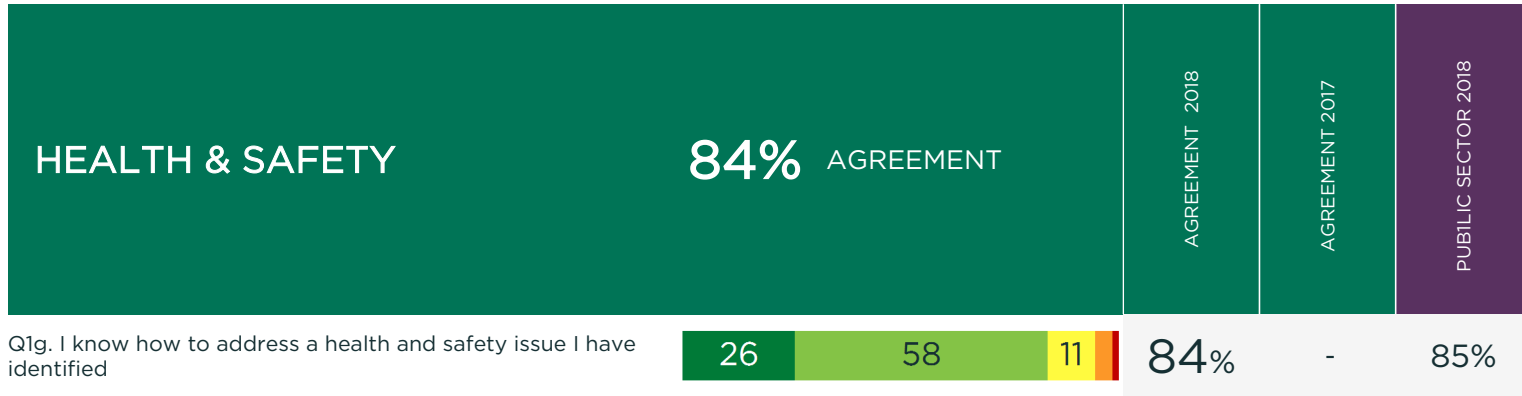




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KEY

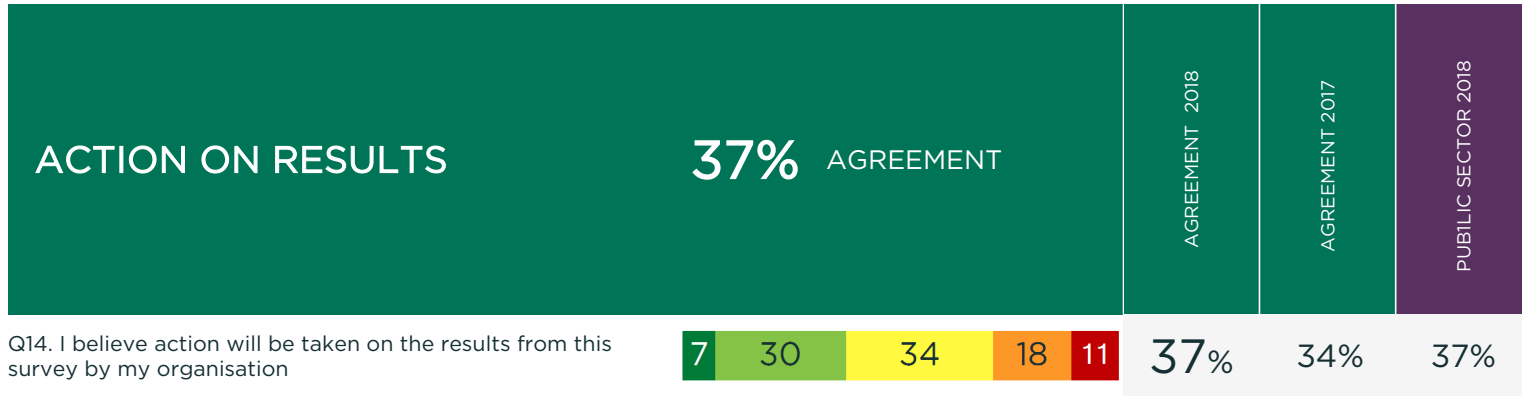




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KEY

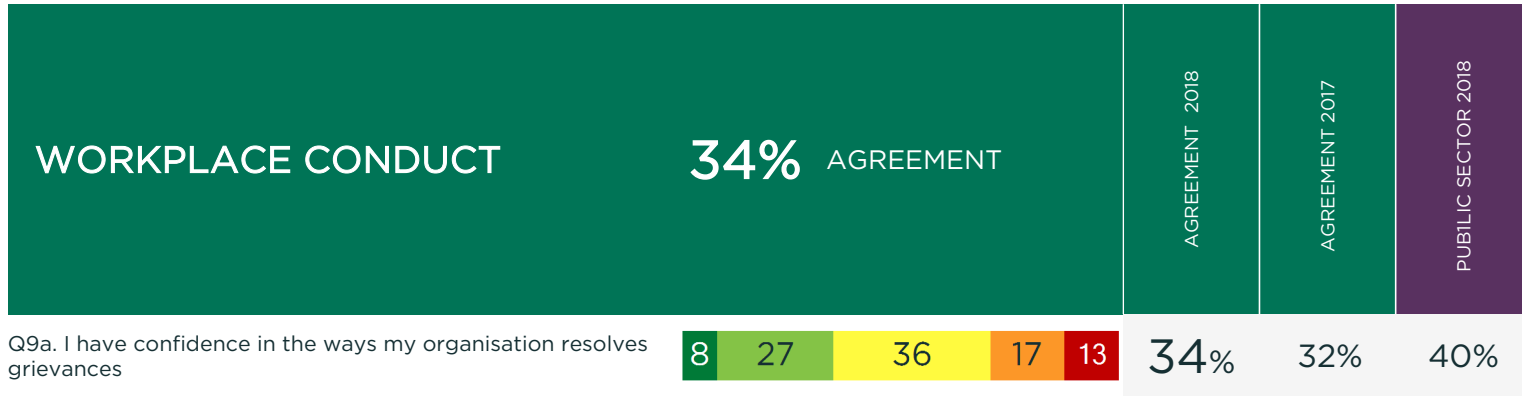




EXPLORE THE FULL RESULTS

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT

2018

2017

PUBLIC SECTOR 2018

Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



52%

48%

71%

No



48%

52%

29%

Q3b. I have informal feedback conversations with my manager

Yes



79%

77%

76%

No



21%

23%

24%

Q3c. I have scheduled feedback conversations with my manager

Yes



58%

57%

58%

No



42%

43%

42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

2018

2017

PUBLIC SECTOR 2018

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?

Yes		49%	52%	41%
No		51%	48%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?				
Lack of visible opportunities		30%	37%	30%
Geographic location considerations		30%	34%	26%
There are no major barriers to my career progression		30%	26%	32%
Personal/family considerations		29%	33%	30%
Lack of promotion opportunities		28%	32%	29%
The application/recruitment process is too cumbersome or time consuming		26%	30%	23%
Lack of support for temporary assignments/secondments		20%	22%	15%
Insufficient training and development		18%	19%	16%
Lack of support from my manager/supervisor		14%	15%	14%
Lack of required capabilities or experience		12%	12%	11%
Other		10%	10%	9%

% are calculated with the number of unique respondents (N = 6,612 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		26%	28%	24%
No		57%	60%	58%
Don't know		17%	13%	18%

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

Yes		65%	67%	66%
No		33%	31%	32%
Don't know		2%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018


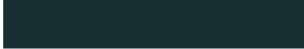

2017

PUBLIC SECTOR 2018

Q11a. In the last 12 months I have witnessed bullying at work

Yes		34%	34%	33%
No		56%	58%	57%
Don't know		10%	8%	10%

Q11b. In the last 12 months I have been subjected to bullying at work

Yes		17%	17%	18%
No		76%	77%	76%
Don't know		7%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

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

		2018	2017	PUBLIC SECTOR 2018
Your Immediate Manager/Supervisor		27%	29%	23%
A fellow worker at your level		25%	23%	27%
A senior manager		23%	23%	21%
Prefer not to say		13%	13%	14%
A subordinate		6%	8%	7%
Other		5%	3%	4%
A client or customer		1%	1%	2%
A member of the public other than a client or customer		0%	0%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

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		2%	-	3%
No		96%	-	94%
Don't know		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		50%	-	39%
A member of the public		31%	-	37%
Other		14%	-	19%
Prefer not to say		6%	-	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

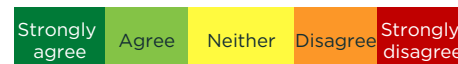
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

						AGREEMENT 2018	AGREEMENT 2017
Q1. My manager communicates the importance of customers / clients in achieving our business objectives	26	53	15			79%	-
Q2. I am equipped to provide advice and service that helps empower clients	23	58	14			81%	89%
Q3. I understand the most important aspect of my role is to provide quality customer service	40	50	7			90%	92%
Q4. I understand what I can do to promote a zero tolerance of violence against women	44	46	8			90%	86%
Q5. All things considered, I feel my organisation provides good support for my mental health and wellbeing	16	38	23	14	9	54%	50%
Q9. I understand how my work links to the priorities in the FACS Strategic Plan	16	50	23	8		66%	-
Q10. My manager has had a conversation with me / my team about how my work links to the new Strategic Plan	12	32	26	23	8	44%	-

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

2018

Q6. What is your job family?

Administration		12%
Business Enabler and Manager (Legal, IT, Finance, HR)		8%
Child Protection		30%
Client Service Officer and Manager		16%
Disability Services		3%
Policy/Project/Program Officer and Manager		14%
Property and Asset Management		4%
Psychologists		1%
Senior Executive		2%
Other		11%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

2018

Q7. What is your role?

Administration		11%
Asset Management		2%
Business Enabler (Legal, IT, Finance, HR)		5%
Business Manager (Legal, IT, Finance, HR)		1%
Casework Specialist		2%
Casework Support Worker		2%
Child Protection Caseworker		21%
Client Liaison Officer / Client Service Officer (field and HCC)		10%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

2018

Q7. What is your role?

Coordinator A&R		0%
Disability Case Manager		0%
Disability Clinician		0%
Disability Team Leader		0%
Disability Support Worker		1%
Housing Manager / Housing Team Leader		2%
Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)		0%
Manager - Child Protection (MCW and MCS)	█	5%
Manager / RUNM / NUM		1%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

2018

Q7. What is your role?

Policy/Program/Project Manager		5%
Policy/Program/Project Officer		11%
Property Management		1%
Psychologist		1%
Registered Nurse / Enrolled Nurse / AIN		1%
Senior Executive Band 1		2%
Senior Executive Band 2 and 3		1%
Other		15%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FAMILY AND COMMUNITY SERVICES

CUSTOMISED QUESTIONS

2018

Q8. When completing this survey, I believed that the term "Senior Managers" referred to the following people

The Secretary and the Deputy Secretaries		4%
My Executive Director and above		13%
My Director and above		30%
My Manager's Manager and above		32%
My Manager and above		21%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		26%
Female		72%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		3%
25 -29		8%
30 - 34		12%
35 - 39		15%
40 - 44		14%
45 - 49		15%
50 - 54		13%
55 - 59		11%
60 - 64		6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

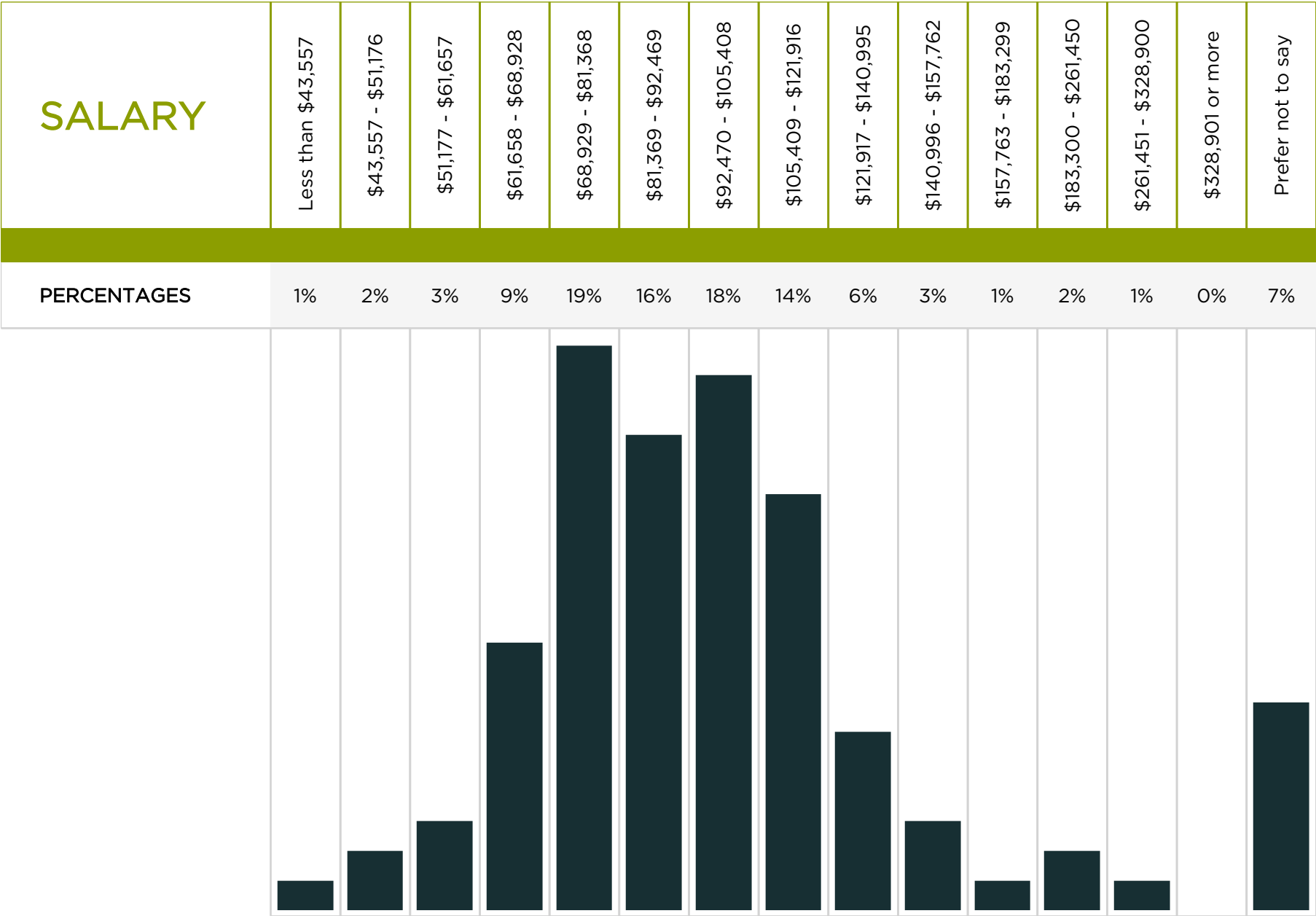
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	43%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	7%
Administrative support (e.g. executive/personal assistant, receptionist)	8%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	10%
Policy	3%
Research	1%
Program and project management support	14%
Legal (including developing and/or reviewing legislation)	1%
Other	13%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		11%
2 - 5 years		19%
5 - 10 years		19%
10 - 20 years		27%
More than 20 years		9%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		59%
None of the above		23%
Working additional hours to make up for time off		15%
Working from home		12%
Working from different locations		12%
Part-time work		8%
Working more hours over fewer days		6%

% are calculated with the number of unique respondents (N = 6,335 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	5%
Flexible scheduling for rostered workers	4%
Study leave	3%
Other	2%
Purchasing annual leave	1%
Job sharing	1%

% are calculated with the number of unique respondents (N = 6,335 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.

	Family and Community Services	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	6894	2776	459	492	668	175	55	879	94	822
EMPLOYEE ENGAGEMENT	62%	60%	63%	69%	65%	64%	67%	65%	59%	63%
ENGAGEMENT WITH WORK	70%	68%	71%	75%	75%	71%	70%	73%	75%	71%
SENIOR MANAGERS	47%	42%	48%	55%	57%	50%	56%	53%	42%	43%
COMMUNICATION	62%	58%	63%	68%	72%	70%	76%	68%	65%	60%
HIGH PERFORMANCE	63%	61%	64%	68%	69%	65%	72%	66%	61%	60%
PUBLIC SECTOR VALUES	62%	59%	63%	67%	70%	67%	73%	68%	60%	58%
DIVERSITY & INCLUSION	71%	66%	72%	78%	79%	79%	82%	77%	71%	68%

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.

	Family and Community Services	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	6894	55	116	191	565	1222	1016	1163	864	365	166	40	149	37
EMPLOYEE ENGAGEMENT	62%	65%	65%	69%	68%	62%	59%	59%	63%	66%	66%	72%	73%	84%
ENGAGEMENT WITH WORK	70%	70%	68%	74%	74%	70%	67%	65%	74%	77%	82%	84%	86%	98%
SENIOR MANAGERS	47%	51%	51%	54%	51%	45%	43%	41%	50%	59%	56%	67%	74%	85%
COMMUNICATION	62%	65%	61%	66%	65%	60%	59%	59%	66%	73%	72%	77%	83%	87%
HIGH PERFORMANCE	63%	66%	62%	69%	65%	63%	60%	60%	66%	71%	70%	76%	80%	89%
PUBLIC SECTOR VALUES	62%	64%	61%	66%	65%	61%	59%	58%	65%	72%	71%	78%	83%	90%
DIVERSITY & INCLUSION	71%	70%	65%	74%	72%	69%	68%	68%	76%	79%	79%	82%	85%	92%

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.

	Family and Community Services	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	6894	6	423
EMPLOYEE ENGAGEMENT	62%	(r)	58%
ENGAGEMENT WITH WORK	70%	(r)	64%
SENIOR MANAGERS	47%	(r)	38%
COMMUNICATION	62%	(r)	57%
HIGH PERFORMANCE	63%	(r)	56%
PUBLIC SECTOR VALUES	62%	(r)	56%
DIVERSITY & INCLUSION	71%	(r)	66%

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.

	Family and Community Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	6894	952	711	1182	1217	1690	603
EMPLOYEE ENGAGEMENT	62%	71%	67%	62%	60%	59%	60%
ENGAGEMENT WITH WORK	70%	79%	76%	71%	67%	67%	70%
SENIOR MANAGERS	47%	61%	51%	46%	43%	43%	43%
COMMUNICATION	62%	74%	67%	63%	59%	59%	59%
HIGH PERFORMANCE	63%	73%	67%	63%	60%	61%	60%
PUBLIC SECTOR VALUES	62%	74%	66%	62%	58%	60%	59%
DIVERSITY & INCLUSION	71%	78%	75%	71%	67%	69%	70%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Family and Community Services	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	6894	3717	378	946	227	535	52	737	754	66	336	175	140	1474
EMPLOYEE ENGAGEMENT	62%	63%	65%	64%	64%	60%	63%	68%	68%	55%	63%	62%	64%	61%
ENGAGEMENT WITH WORK	70%	72%	73%	72%	69%	66%	74%	80%	80%	63%	68%	69%	66%	68%
SENIOR MANAGERS	47%	48%	48%	49%	46%	43%	48%	58%	58%	39%	50%	43%	52%	44%
COMMUNICATION	62%	65%	67%	66%	63%	61%	63%	74%	75%	57%	66%	61%	62%	58%
HIGH PERFORMANCE	63%	65%	65%	66%	64%	61%	66%	72%	72%	55%	66%	62%	63%	60%
PUBLIC SECTOR VALUES	62%	64%	65%	65%	62%	61%	66%	72%	73%	57%	66%	61%	65%	58%
DIVERSITY & INCLUSION	71%	75%	77%	76%	72%	71%	75%	82%	85%	63%	75%	71%	68%	63%

*multiple types may be chosen.

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Family and Community Services	Sydney West	Sydney East	Sydney - Inner West	Sydney - South West	Sydney - Parramatta	Newcastle and Lake Macquarie	Sydney - City and Inner South	Central Coast	Sydney - Blacktown	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Illawarra
NUMBER OF RESPONDENTS	6894	1928	1906	1236	819	558	441	410	195	192	186	172	163
EMPLOYEE ENGAGEMENT	62%	67%	65%	65%	66%	68%	52%	65%	59%	70%	67%	68%	61%
ENGAGEMENT WITH WORK	70%	76%	74%	74%	73%	76%	61%	73%	64%	82%	78%	77%	67%
SENIOR MANAGERS	47%	53%	52%	52%	50%	56%	30%	51%	37%	60%	52%	50%	49%
COMMUNICATION	62%	68%	68%	69%	66%	69%	50%	65%	57%	70%	68%	68%	60%
HIGH PERFORMANCE	63%	68%	66%	66%	66%	69%	53%	66%	58%	73%	68%	68%	65%
PUBLIC SECTOR VALUES	62%	67%	67%	68%	65%	69%	49%	66%	56%	72%	66%	67%	63%
DIVERSITY & INCLUSION	71%	75%	76%	76%	74%	76%	61%	75%	69%	76%	74%	76%	71%

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

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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.

	Family and Community Services	Sydney - Inner South West	New England and North West	Richmond - Tweed	Capital Region	Central West	Far West and Orana	Hunter Valley exc Newcastle	Riverina	Coffs Harbour - Grafton	Mid North Coast	Southern Highlands and Shoalhaven	Murray	Sydney - Ryde
NUMBER OF RESPONDENTS	6894	160	155	144	129	128	106	103	98	96	93	58	54	29
EMPLOYEE ENGAGEMENT	62%	65%	68%	58%	61%	51%	58%	58%	63%	61%	57%	60%	55%	(r)
ENGAGEMENT WITH WORK	70%	76%	78%	68%	72%	55%	66%	63%	72%	72%	54%	63%	70%	(r)
SENIOR MANAGERS	47%	48%	60%	47%	49%	27%	41%	43%	35%	52%	39%	44%	35%	(r)
COMMUNICATION	62%	64%	67%	59%	59%	40%	52%	62%	59%	64%	61%	60%	59%	(r)
HIGH PERFORMANCE	63%	66%	71%	62%	64%	47%	56%	61%	60%	65%	57%	63%	56%	(r)
PUBLIC SECTOR VALUES	62%	63%	70%	60%	63%	44%	54%	62%	56%	63%	56%	59%	53%	(r)
DIVERSITY & INCLUSION	71%	72%	74%	68%	65%	53%	66%	68%	72%	72%	66%	59%	65%	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
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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.

	Family and Community Services	Sydney - North Sydney and Hornsby	Sydney - Sutherland	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Sydney - Baulkham Hills and Hawkesbury	OUTSIDE NSW
NUMBER OF RESPONDENTS	6894	23	22	17	9	1	0
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	47%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Family and Community Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	6894	21	186	531	789	942	912	940	830	717	374	139
EMPLOYEE ENGAGEMENT	62%	(r)	70%	68%	64%	63%	62%	61%	60%	60%	59%	62%
ENGAGEMENT WITH WORK	70%	(r)	73%	75%	71%	71%	69%	71%	70%	67%	67%	72%
SENIOR MANAGERS	47%	(r)	58%	52%	48%	49%	48%	44%	45%	46%	41%	45%
COMMUNICATION	62%	(r)	70%	68%	66%	66%	63%	61%	59%	60%	59%	59%
HIGH PERFORMANCE	63%	(r)	72%	69%	66%	65%	63%	62%	61%	61%	60%	61%
PUBLIC SECTOR VALUES	62%	(r)	72%	67%	64%	64%	62%	60%	60%	61%	59%	61%
DIVERSITY & INCLUSION	71%	(r)	78%	76%	74%	73%	70%	70%	68%	68%	69%	70%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Family and Community Services	Male	Female	Other
NUMBER OF RESPONDENTS	6894	1670	4624	115
EMPLOYEE ENGAGEMENT	62%	63%	63%	44%
ENGAGEMENT WITH WORK	70%	70%	71%	48%
SENIOR MANAGERS	47%	49%	47%	25%
COMMUNICATION	62%	66%	62%	44%
HIGH PERFORMANCE	63%	64%	64%	44%
PUBLIC SECTOR VALUES	62%	65%	62%	43%
DIVERSITY & INCLUSION	71%	73%	71%	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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



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.

	Family and Community Services	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	6894	446	5651	348
EMPLOYEE ENGAGEMENT	62%	63%	63%	52%
ENGAGEMENT WITH WORK	70%	71%	71%	56%
SENIOR MANAGERS	47%	46%	48%	34%
COMMUNICATION	62%	59%	64%	48%
HIGH PERFORMANCE	63%	61%	64%	50%
PUBLIC SECTOR VALUES	62%	59%	63%	49%
DIVERSITY & INCLUSION	71%	65%	72%	54%

7% of respondents identified as Aboriginal and/or Torres Strait Islander.

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

LANGUAGE OTHER THAN ENGLISH



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.

	Family and Community Services	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	6894	1372	4748	345
EMPLOYEE ENGAGEMENT	62%	68%	62%	54%
ENGAGEMENT WITH WORK	70%	77%	70%	56%
SENIOR MANAGERS	47%	54%	46%	36%
COMMUNICATION	62%	69%	62%	51%
HIGH PERFORMANCE	63%	68%	63%	52%
PUBLIC SECTOR VALUES	62%	68%	62%	51%
DIVERSITY & INCLUSION	71%	74%	71%	56%

21% of respondents speak a language other than English at home.

KEY

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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.

	Family and Community Services	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	6894	302	5844	304
EMPLOYEE ENGAGEMENT	62%	58%	63%	51%
ENGAGEMENT WITH WORK	70%	63%	72%	52%
SENIOR MANAGERS	47%	40%	48%	33%
COMMUNICATION	62%	55%	64%	48%
HIGH PERFORMANCE	63%	58%	64%	49%
PUBLIC SECTOR VALUES	62%	57%	63%	48%
DIVERSITY & INCLUSION	71%	64%	72%	54%

5% of respondents identified as having a disability.

KEY

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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.

	Family and Community Services	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	6894	566	5426	461
EMPLOYEE ENGAGEMENT	62%	54%	64%	53%
ENGAGEMENT WITH WORK	70%	56%	73%	55%
SENIOR MANAGERS	47%	34%	50%	34%
COMMUNICATION	62%	50%	65%	52%
HIGH PERFORMANCE	63%	52%	65%	52%
PUBLIC SECTOR VALUES	62%	51%	64%	51%
DIVERSITY & INCLUSION	71%	60%	73%	59%

9% of respondents identified as having a mental health condition.

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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.

	Family and Community Services	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	6894	384	5587	433
EMPLOYEE ENGAGEMENT	62%	61%	63%	54%
ENGAGEMENT WITH WORK	70%	70%	72%	57%
SENIOR MANAGERS	47%	46%	48%	36%
COMMUNICATION	62%	63%	64%	52%
HIGH PERFORMANCE	63%	62%	64%	52%
PUBLIC SECTOR VALUES	62%	62%	63%	52%
DIVERSITY & INCLUSION	71%	72%	72%	58%

6% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

KEY

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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.

	Family and Community Services	Administration	Business Enabler and Manager (Legal, IT, Finance, HR)	Child Protection	Client Service Officer and Manager	Disability Services	Policy/Project/Program Officer and Manager	Property and Asset Management	Psychologists	Senior Executive	Other
NUMBER OF RESPONDENTS	6894	786	489	1936	1007	216	931	247	40	128	691
EMPLOYEE ENGAGEMENT	62%	66%	66%	59%	64%	56%	65%	62%	63%	78%	61%
ENGAGEMENT WITH WORK	70%	72%	76%	66%	71%	68%	74%	65%	80%	93%	69%
SENIOR MANAGERS	47%	51%	58%	41%	49%	34%	52%	44%	54%	78%	42%
COMMUNICATION	62%	65%	72%	58%	61%	50%	68%	63%	69%	85%	60%
HIGH PERFORMANCE	63%	66%	69%	61%	63%	54%	66%	61%	72%	84%	59%
PUBLIC SECTOR VALUES	62%	65%	70%	58%	62%	50%	68%	61%	70%	85%	59%
DIVERSITY & INCLUSION	71%	75%	79%	66%	69%	59%	77%	74%	80%	88%	68%

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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.

	Family and Community Services	Administration	Asset Management	Business Enabler (Legal, IT, Finance, HR)	Business Manager (Legal, IT, Finance, HR)	Casework Specialist	Casework Support Worker	Child Protection Caseworker	Client Liaison Officer / Client Service Officer (field and HCC)	Coordinator A&R	Disability Case Manager	Disability Clinician	Disability Team Leader	Disability Support Worker
NUMBER OF RESPONDENTS	6894	736	139	345	82	118	103	1380	663	9	3	15	8	56
EMPLOYEE ENGAGEMENT	62%	65%	57%	67%	67%	65%	67%	56%	65%	(r)	(r)	(r)	(r)	52%
ENGAGEMENT WITH WORK	70%	71%	59%	76%	82%	85%	77%	62%	70%	(r)	(r)	(r)	(r)	69%
SENIOR MANAGERS	47%	51%	40%	60%	60%	47%	50%	37%	48%	(r)	(r)	(r)	(r)	29%
COMMUNICATION	62%	65%	60%	74%	76%	66%	62%	56%	61%	(r)	(r)	(r)	(r)	48%
HIGH PERFORMANCE	63%	65%	56%	69%	71%	67%	64%	59%	62%	(r)	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	62%	64%	57%	71%	73%	63%	64%	56%	61%	(r)	(r)	(r)	(r)	47%
DIVERSITY & INCLUSION	71%	75%	70%	79%	80%	77%	72%	63%	69%	(r)	(r)	(r)	(r)	54%

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

	Family and Community Services	Housing Manager / Housing Team Leader	Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	Manager - Child Protection (MCW and MCS)	Manager / RUNM / NUM	Policy/Program/Project Manager	Policy/Program/Project Officer	Property Management	Psychologist	Registered Nurse / Enrolled Nurse / AIN	Senior Executive Band 1	Senior Executive Band 2 and 3	Other
NUMBER OF RESPONDENTS	6894	120	5	296	36	293	711	39	40	89	136	35	985
EMPLOYEE ENGAGEMENT	62%	65%	(r)	65%	76%	65%	65%	61%	63%	50%	75%	87%	62%
ENGAGEMENT WITH WORK	70%	75%	(r)	76%	79%	76%	72%	71%	77%	55%	90%	99%	70%
SENIOR MANAGERS	47%	53%	(r)	49%	70%	57%	50%	42%	51%	20%	75%	89%	44%
COMMUNICATION	62%	61%	(r)	62%	81%	72%	67%	55%	66%	37%	83%	93%	61%
HIGH PERFORMANCE	63%	69%	(r)	68%	81%	69%	65%	60%	69%	45%	82%	94%	60%
PUBLIC SECTOR VALUES	62%	65%	(r)	64%	80%	72%	66%	58%	68%	37%	84%	93%	60%
DIVERSITY & INCLUSION	71%	74%	(r)	70%	87%	80%	76%	67%	76%	45%	88%	96%	70%

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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

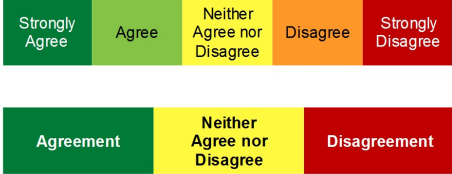
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.