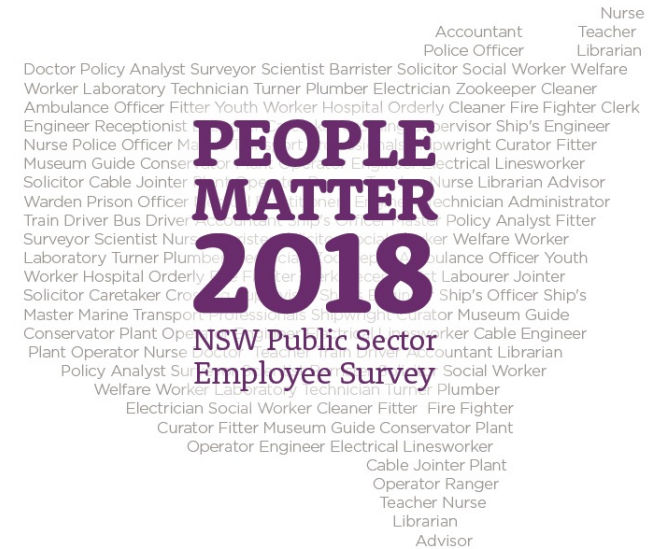


# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



## AGENCY REPORT

Family and Community Services

# Multicultural NSW

## RESPONSE RATE

**71%**

50 OF 70 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**71%**

DIFFERENCE FROM 2017 -7  
 DIFFERENCE FROM CLUSTER +9  
 DIFFERENCE FROM PUBLIC SECTOR +6

## ENGAGEMENT WITH WORK

**77%**

DIFFERENCE FROM 2017 -5  
 DIFFERENCE FROM CLUSTER +7  
 DIFFERENCE FROM PUBLIC SECTOR +5

## SENIOR MANAGERS

**53%**

DIFFERENCE FROM 2017 -18  
 DIFFERENCE FROM CLUSTER +6  
 DIFFERENCE FROM PUBLIC SECTOR +4

## COMMUNICATION

**73%**

DIFFERENCE FROM 2017 -5  
 DIFFERENCE FROM CLUSTER +10  
 DIFFERENCE FROM PUBLIC SECTOR +11

## HIGH PERFORMANCE

**71%**

DIFFERENCE FROM 2017 -4  
 DIFFERENCE FROM CLUSTER +7  
 DIFFERENCE FROM PUBLIC SECTOR +6

## PUBLIC SECTOR VALUES

**68%**

DIFFERENCE FROM 2017 -8  
 DIFFERENCE FROM CLUSTER +5  
 DIFFERENCE FROM PUBLIC SECTOR +6

## DIVERSITY & INCLUSION

**80%**

DIFFERENCE FROM CLUSTER +9  
 DIFFERENCE FROM PUBLIC SECTOR +12

## FLEXIBLE WORKING SATISFACTION

**81%**

DIFFERENCE FROM 2017 0  
 DIFFERENCE FROM CLUSTER +13  
 DIFFERENCE FROM PUBLIC SECTOR +22

## ACTION ON RESULTS

**48%**

DIFFERENCE FROM 2017 -20  
 DIFFERENCE FROM CLUSTER +11  
 DIFFERENCE FROM PUBLIC SECTOR +11



## 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   | 96% | 93% |
| 2a. | My workgroup strives to achieve customer/client satisfaction  | 90% | 89% |
| 2c. | I receive help and support from other members of my workgroup                                       | 90% | 86% |
| 5b. | My manager listens to what I have to say  | 90% | 84% |
| 5c. | My manager communicates effectively with me   | 88% | 78% |
| 5g. | My manager provides acknowledgement or other recognition for the work I do                          | 88% | 82% |
| 2e. | People in my workgroup treat each other with respect  | 88% | 78% |
| 8a. | My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 88% | 84% |
| 8e. | My manager supports flexible working in my team   | 85% | -   |
| 1g. | I know how to address a health and safety issue I have identified                                   | 84% | -   |

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

|     |   |     |     |
|-----|---|-----|-----|
| 3g. | I am satisfied with the opportunities available for career development in my organisation | 44% | 44% |
| 9a. | I have confidence in the ways my organisation resolves grievances                         | 45% | 58% |
| 7c. | I feel that change is managed well in my organisation                                     | 45% | 65% |
| 14. | I believe action will be taken on the results from this survey by my organisation         | 48% | 68% |
| 6a. | I believe senior managers provide clear direction for the future of the organisation      | 48% | 66% |
| 6b. | I feel that senior managers effectively lead and manage change                            | 48% | 68% |
| 6h. | I feel that senior managers listen to employees   | 49% | 73% |
| 6i. | Senior managers in my organisation support the career advancement of women                | 49% | 82% |
| 7f. | My organisation is committed to developing its employees                                  | 50% | 58% |
| 6c. | I feel that senior managers model the values of my organisation                           | 50% | 77% |



### 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

|     |   |     |     |
|-----|---|-----|-----|
| 1b. | I am provided with the support I need to do my best at work   | 84% | 71% |
| 2e. | People in my workgroup treat each other with respect  | 88% | 78% |
| 5c. | My manager communicates effectively with me   | 88% | 78% |
| 5g. | My manager provides acknowledgement or other recognition for the work I do                          | 88% | 82% |
| 5b. | My manager listens to what I have to say  | 90% | 84% |
| 3f. | I have received appropriate training and development to do my job well                              | 58% | 53% |
| 8a. | My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 88% | 84% |
| 2c. | I receive help and support from other members of my workgroup                                       | 90% | 86% |
| 7a. | My organisation focuses on improving the work we do   | 78% | 74% |
| 1a. | I understand what is expected of me to do well in my role   | 96% | 93% |

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

|     |  |     |     |
|-----|--|-----|-----|
| 6i. | Senior managers in my organisation support the career advancement of women                         | 49% | 82% |
| 6c. | I feel that senior managers model the values of my organisation                                    | 50% | 77% |
| 6h. | I feel that senior managers listen to employees  | 49% | 73% |
| 6e. | Senior managers promote collaboration between my organisation and other organisations we work with | 59% | 80% |
| 7c. | I feel that change is managed well in my organisation  | 45% | 65% |
| 6b. | I feel that senior managers effectively lead and manage change                                     | 48% | 68% |
| 14. | I believe action will be taken on the results from this survey by my organisation                  | 48% | 68% |
| 7l. | My organisation motivates me to help it achieve its objectives                                     | 55% | 74% |
| 7b. | My organisation is making the necessary improvements to meet our future challenges                 | 56% | 74% |
| 6a. | I believe senior managers provide clear direction for the future of the organisation               | 48% | 66% |



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

**Q71.** My organisation motivates me to help it achieve its objectives



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



**Q9.** I understand how my work links to the priorities in the FACS Strategic Plan



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



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q71.** My organisation motivates me to help it achieve its objectives



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



**Q9.** I understand how my work links to the priorities in the FACS Strategic Plan



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



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q71.** My organisation motivates me to help it achieve its objectives



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



**Q9.** I understand how my work links to the priorities in the FACS Strategic Plan



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



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



## 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.

# 48%

of employees replied favourably to:

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

## 37%

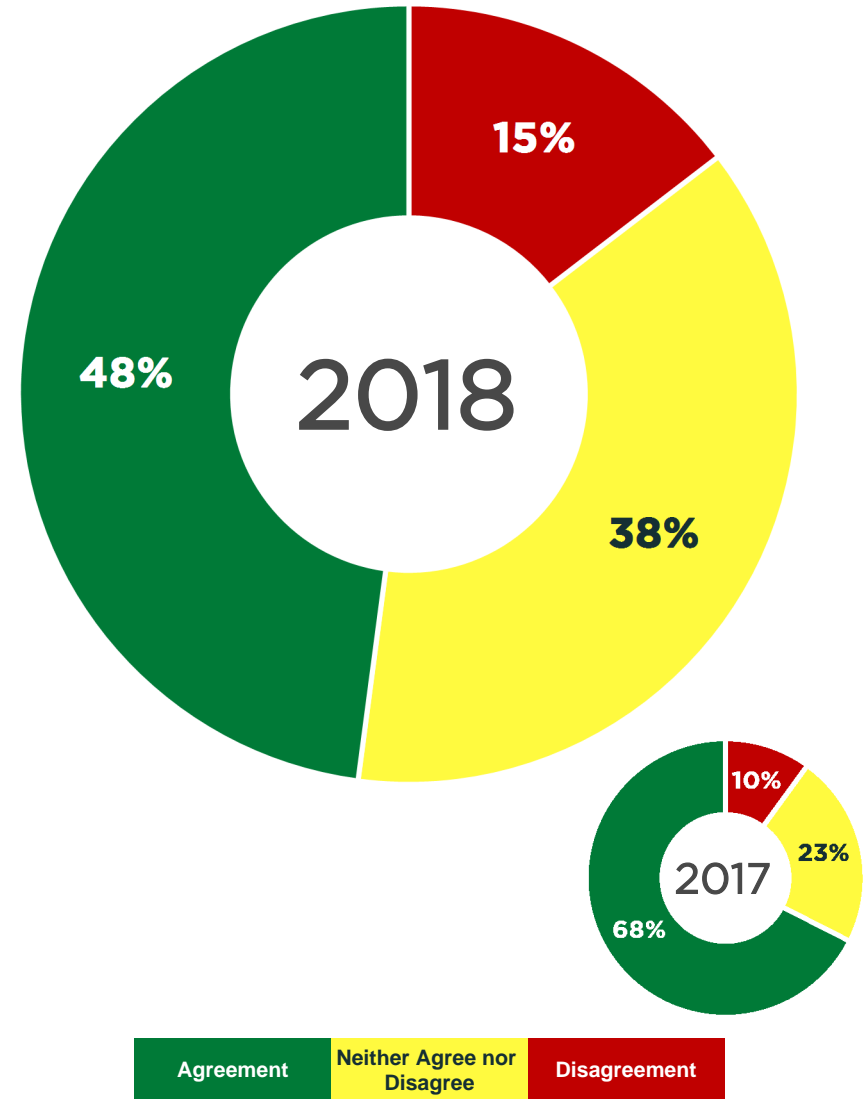
SECTOR

## 37%

CLUSTER

## 68%

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<br>2018 | % AGREEMENT<br>2017 | AGREEMENT<br>CLUSTER | % AGREEMENT<br>PUBLIC<br>SECTOR |
|----------|--|---------------------|---------------------|----------------------|---------------------------------|
| <b>1</b> | <b>Q6c.</b> I feel that senior managers model the values of my organisation            | <b>50%</b>          | 77%                 | 50%                  | 50%                             |
| <b>2</b> | <b>Q6b.</b> I feel that senior managers effectively lead and manage change             | <b>48%</b>          | 68%                 | 43%                  | 46%                             |
| <b>3</b> | <b>Q6h.</b> I feel that senior managers listen to employees                            | <b>49%</b>          | 73%                 | 41%                  | 43%                             |
| <b>4</b> | <b>Q6i.</b> Senior managers in my organisation support the career advancement of women | <b>49%</b>          | 82%                 | 59%                  | 60%                             |
| <b>5</b> | <b>Q6g.</b> I feel that senior managers keep employees informed about what's going on  | <b>53%</b>          | 68%                 | 45%                  | 47%                             |
| <b>6</b> | <b>Q7a.</b> My organisation focuses on improving the work we do                        | <b>78%</b>          | 74%                 | 70%                  | 69%                             |



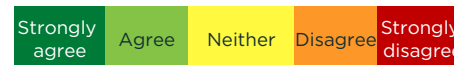
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| EMPLOYEE ENGAGEMENT   | 71% AGGREGATE SCORE |    |    | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|---|---------------------|----|----|----------------|----------------|--------------|--------------------|
| Q7i. I would recommend my organisation as a great place to work     | 21                  | 46 | 31 | 67%            | 84%            | 53%          | 61%                |
| Q7j. I am proud to tell others I work for my organisation           | 24                  | 53 | 20 | 78%            | 84%            | 61%          | 69%                |
| Q7k. I feel a strong personal attachment to my organisation         | 23                  | 48 | 27 | 71%            | 81%            | 59%          | 63%                |
| Q7l. My organisation motivates me to help it achieve its objectives | 16                  | 39 | 43 | 55%            | 74%            | 53%          | 55%                |
| Q7m. My organisation inspires me to do the best in my job           | 20                  | 41 | 35 | 61%            | 70%            | 52%          | 55%                |

KEY







## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| ENGAGEMENT WITH WORK  | 77% AGGREGATE SCORE |    |    | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|---|---------------------|----|----|----------------|----------------|--------------|--------------------|
| Q1c. My job gives me a feeling of personal accomplishment                       | 26                  | 52 | 18 | 78%            | 82%            | 72%          | 76%                |
| Q1d. I feel motivated to contribute more than what is normally required at work | 38                  | 44 | 18 | 82%            | 82%            | 73%          | 72%                |
| Q1e. I am satisfied with my job   | 24                  | 46 | 26 | 70%            | 80%            | 65%          | 69%                |

KEY





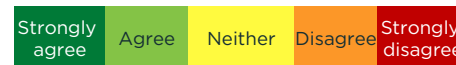
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| SENIOR MANAGERS   | 53% 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                 | 14                  | 34 | 28 | 12 | 12 | 48%            | 66%            | 47%          | 49%                |
| Q6b. I feel that senior managers effectively lead and manage change                                       | 14                  | 34 | 24 | 14 | 14 | 48%            | 68%            | 43%          | 46%                |
| Q6c. I feel that senior managers model the values of my organisation                                      | 12                  | 38 | 30 | 16 |    | 50%            | 77%            | 50%          | 50%                |
| Q6d. Senior managers encourage innovation by employees  | 14                  | 45 | 33 |    |    | 59%            | 58%            | 45%          | 50%                |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with   | 14                  | 45 | 35 |    |    | 59%            | 80%            | 56%          | 52%                |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 18                  | 49 | 27 |    |    | 67%            | 82%            | 63%          | 62%                |
| Q6g. I feel that senior managers keep employees informed about what's going on                            | 12                  | 41 | 33 |    | 8  | 53%            | 68%            | 45%          | 47%                |
| Q6h. I feel that senior managers listen to employees  | 14                  | 35 | 35 | 10 |    | 49%            | 73%            | 41%          | 43%                |
| Q7c. I feel that change is managed well in my organisation  | 10                  | 35 | 29 | 16 | 10 | 45%            | 65%            | 31%          | 40%                |

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| COMMUNICATION  | 73% AGGREGATE SCORE |    |    | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |     |
|--|---------------------|----|----|----------------|----------------|--------------|--------------------|-----|
| Q5c. My manager communicates effectively with me                                   | 42                  | 46 | 10 | 88%            | 78%            | 74%          | 72%                |     |
| Q5d. My manager encourages and values employee input                               | 44                  | 38 | 14 | 82%            | 80%            | 76%          | 72%                |     |
| Q5e. My manager involves my workgroup in decisions about our work                  | 40                  | 42 | 14 | 82%            | 80%            | 69%          | 67%                |     |
| Q6g. I feel that senior managers keep employees informed about what's going on     | 12                  | 41 | 33 | 8              | 53%            | 68%          | 45%                | 47% |
| Q6h. I feel that senior managers listen to employees                               | 14                  | 35 | 35 | 10             | 49%            | 73%          | 41%                | 43% |
| Q8c. I am able to speak up and share a different view to my colleagues and manager | 35                  | 47 | 16 |                | 82%            | 88%          | 69%                | 67% |

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

|   | 71% 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  | 36                  | 60 | 96%            | 93%            | 87%          | 90%                |     |     |
| Q2b. My workgroup works collaboratively to achieve its objectives                                       | 50                  | 32 | 16             | 82%            | 91%          | 81%                | 79% |     |
| Q3f. I have received appropriate training and development to do my job well                             | 10                  | 48 | 28             | 12             | 58%          | 53%                | 56% | 65% |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do                    | 38                  | 40 | 18             | 78%            | 77%          | 77%                | 74% |     |
| Q5f. I have confidence in the decisions my manager makes  | 38                  | 40 | 16             | 78%            | 80%          | 72%                | 68% |     |
| Q6d. Senior managers encourage innovation by employees  | 14                  | 45 | 33             | 59%            | 58%          | 45%                | 50% |     |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with | 14                  | 45 | 35             | 59%            | 80%          | 56%                | 52% |     |
| Q7a. My organisation focuses on improving the work we do  | 14                  | 63 | 14             | 8              | 78%          | 74%                | 70% | 69% |
| Q7b. My organisation is making the necessary improvements to meet our future challenges                 | 8                   | 48 | 25             | 15             | 56%          | 74%                | 55% | 57% |

KEY

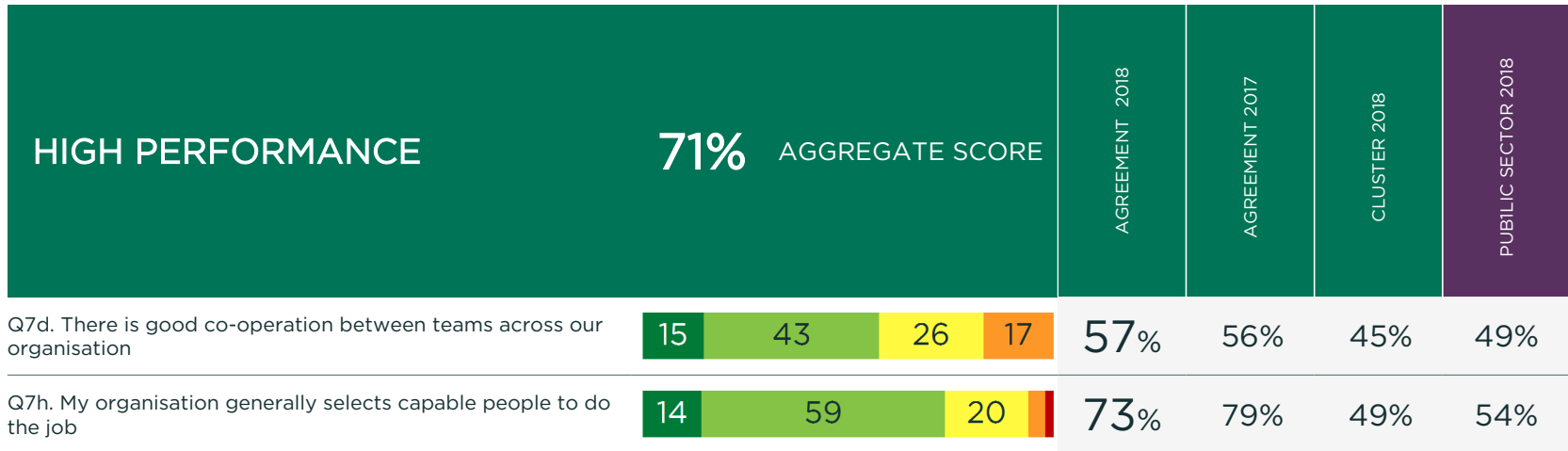




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| PUBLIC SECTOR VALUES  | 68% AGGREGATE SCORE   |    | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |     |     |     |
|---|---|----|----------------|----------------|--------------|--------------------|-----|-----|-----|
|   | Q2a. My workgroup strives to achieve customer/client satisfaction | 46 | 44             | 8              | 90%          | 89%                | 87% | 86% |     |
| Q2e. People in my workgroup treat each other with respect   | 62  | 26 | 8              | 88%            | 78%          | 80%                | 75% |     |     |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do                      | 38  | 40 | 18             | 78%            | 77%          | 77%                | 74% |     |     |
| Q5b. My manager listens to what I have to say   | 42  | 48 | 8              | 90%            | 84%          | 79%                | 76% |     |     |
| Q6a. I believe senior managers provide clear direction for the future of the organisation                 | 14  | 34 | 28             | 12             | 12           | 48%                | 66% | 47% | 49% |
| Q6c. I feel that senior managers model the values of my organisation                                      | 12  | 38 | 30             | 16             | 50%          | 77%                | 50% | 50% |     |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 18  | 49 | 27             | 67%            | 82%          | 63%                | 62% |     |     |
| Q6g. I feel that senior managers keep employees informed about what's going on                            | 12  | 41 | 33             | 8              | 53%          | 68%                | 45% | 47% |     |
| Q6h. I feel that senior managers listen to employees  | 14  | 35 | 35             | 10             | 49%          | 73%                | 41% | 43% |     |

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

| PUBLIC SECTOR VALUES   |  | 68% AGGREGATE SCORE |     | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|--|--|---------------------|-----|----------------|----------------|--------------|--------------------|
| Q7a. My organisation focuses on improving the work we do                 |  | 78%                 | 74% | 70%            | 69%            |              |                    |
| Q7e. People in my organisation take responsibility for their own actions |  | 51%                 | 63% | 44%            | 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  |  | 80% 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   |  | 20                  | 64 | 10             | 84%            | 71%          | 62%                | 65% |     |
| Q5b. My manager listens to what I have to say  |  | 42                  | 48 | 8              | 90%            | 84%          | 79%                | 76% |     |
| Q5d. My manager encourages and values employee input   |  | 44                  | 38 | 14             | 82%            | 80%          | 76%                | 72% |     |
| Q6i. Senior managers in my organisation support the career advancement of women  |  | 14                  | 35 | 41             | 8              | 49%          | 82%                | 59% | 60% |
| Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)   |  | 43                  | 45 | 10             | 88%            | 84%          | 75%                | 76% |     |
| Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)     |  | 39                  | 41 | 16             | 80%            | 88%          | 76%                | 75% |     |
| Q8c. I am able to speak up and share a different view to my colleagues and manager   |  | 35                  | 47 | 16             | 82%            | 88%          | 69%                | 67% |     |
| Q8d. How satisfied are you with your ability to access and use flexible working arrangements?<br><i>Response scale Very satisfied - Very unsatisfied</i> |  | 42                  | 40 | 13             | 81%            | 81%          | 68%                | 59% |     |
| Q8e. My manager supports flexible working in my team   |  | 44                  | 42 | 8              | 85%            | -            | 73%                | 63% |     |

### KEY



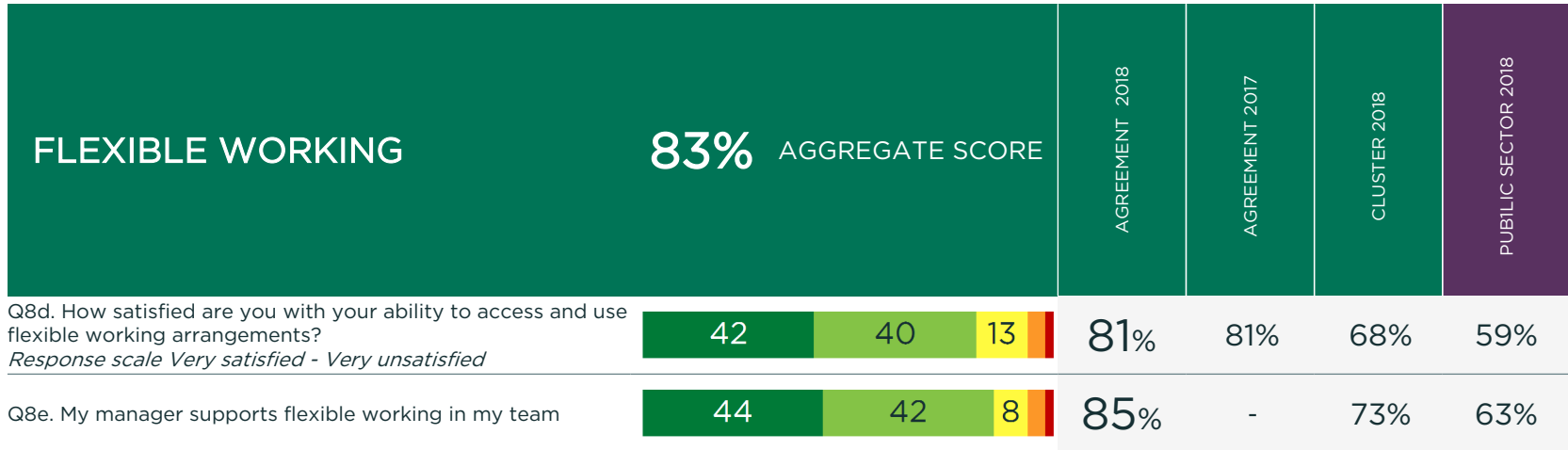




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

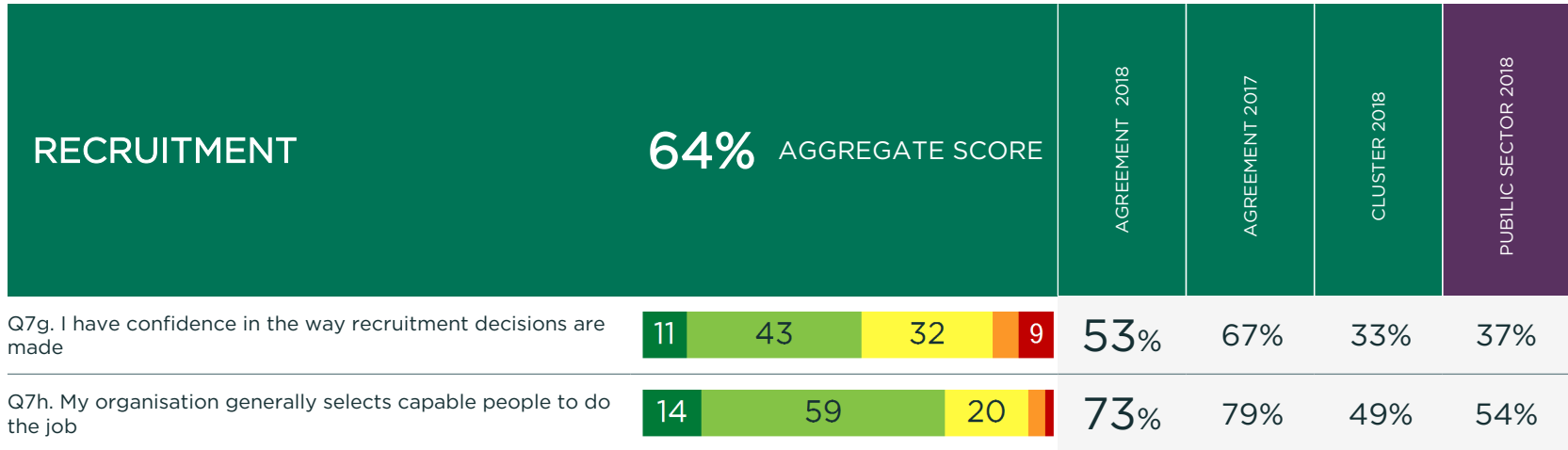




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

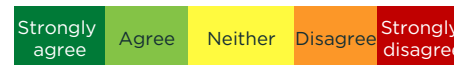
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**63%** 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 | 30 | 48 | 16 | 78%            | 76%            | 65%          | 65%                |     |
| Q3e. My performance is assessed against clear criteria  | 16 | 48 | 26 | 10             | 64%            | 64%          | 49%                | 56% |
| Q3g. I am satisfied with the opportunities available for career development in my organisation            | 10 | 34 | 24 | 26             | 44%            | 44%          | 46%                | 50% |
| Q5g. My manager provides acknowledgement or other recognition for the work I do                           | 40 | 48 |    |                | 88%            | 82%          | 72%                | 69% |
| Q5h. My manager appropriately deals with employees who perform poorly                                     | 29 | 24 | 33 | 8              | 53%            | 51%          | 47%                | 46% |
| Q7f. My organisation is committed to developing its employees   | 8  | 42 | 27 | 19             | 50%            | 58%          | 49%                | 52% |

KEY





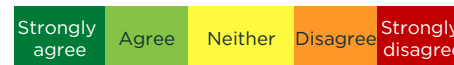
## EXPLORE THE FULL RESULTS

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.

| WORKPLACE SUPPORT  |  | 81% 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   |  | 20                  | 64 | 10             | 84%            | 71%          | 62%                | 65% |     |
| Q1f. I am able to keep my work stress at an acceptable level       |  | 16                  | 54 | 22             | 8              | 70%          | 71%                | 59% | 60% |
| Q2c. I receive help and support from other members of my workgroup |  | 50                  | 40 | 10             | 90%            | 86%          | 85%                | 81% |     |
| Q2d. There is good team spirit in my workgroup                     |  | 60                  | 20 | 14             | 80%            | 78%          | 73%                | 70% |     |

KEY

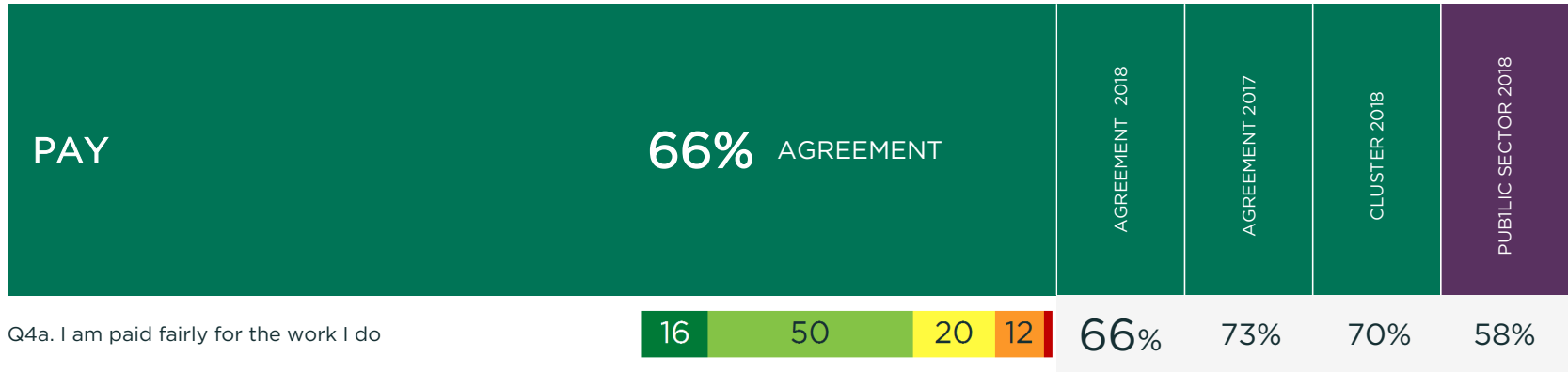




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

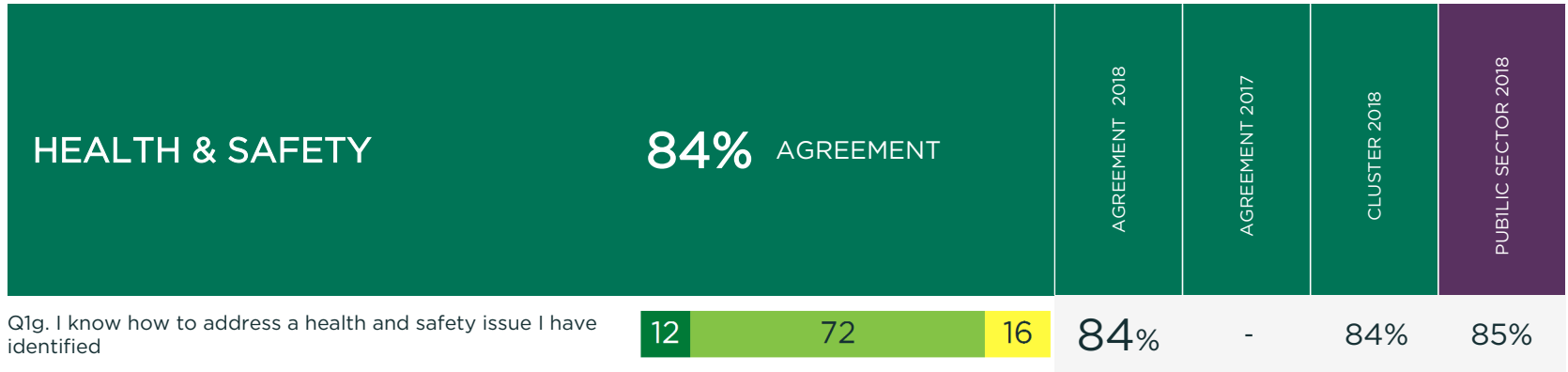




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### KEY

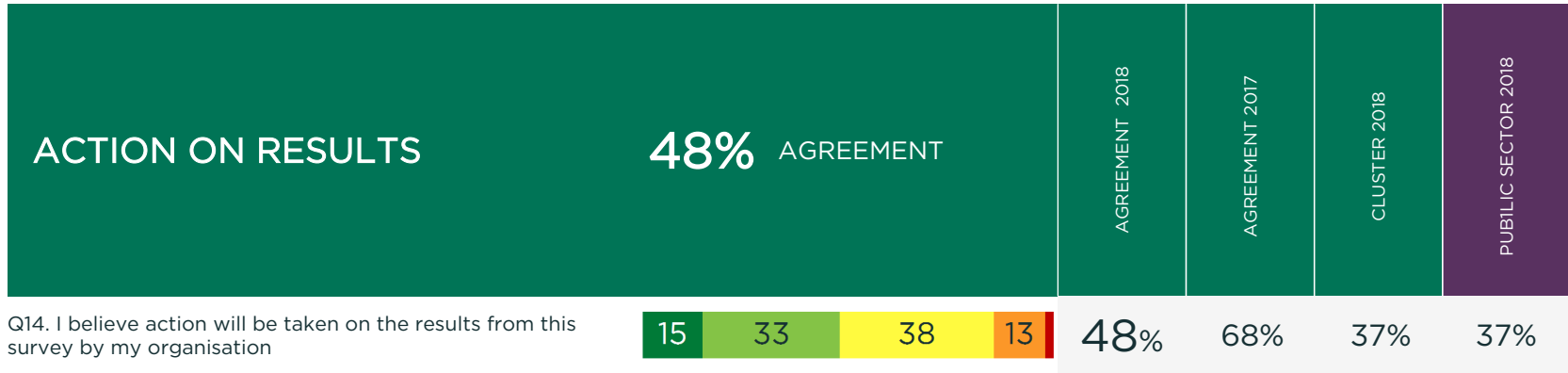




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### KEY

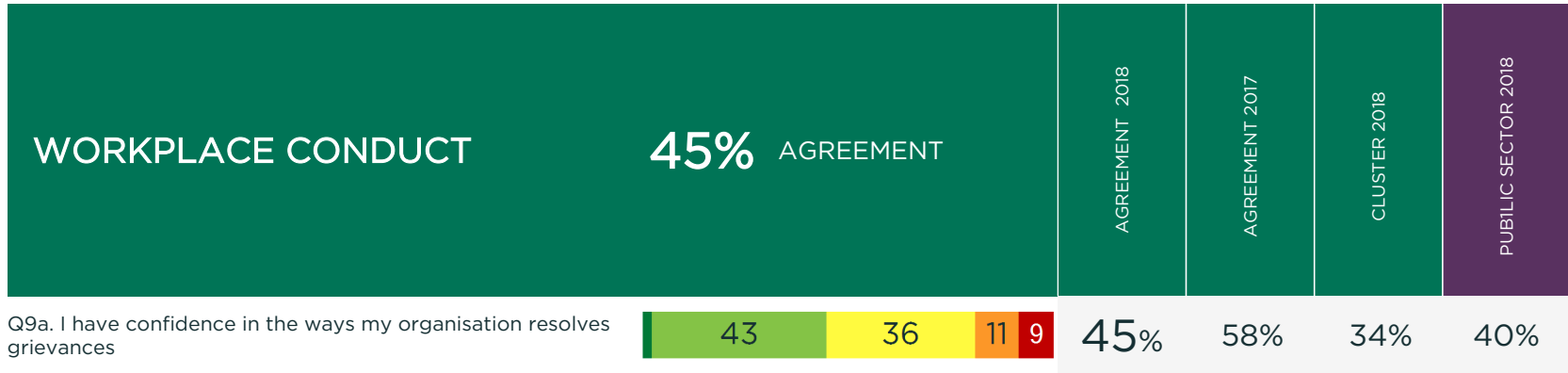




## EXPLORE THE FULL RESULTS

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 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|--|--|------|------|--------------|--------------------|
| <b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives |  |      |      |              |                    |
| Yes  |  | 72%  | 73%  | 52%          | 71%                |
| No   |  | 28%  | 27%  | 48%          | 29%                |
| <b>Q3b.</b> I have informal feedback conversations with my manager                                   |  |      |      |              |                    |
| Yes  |  | 78%  | 80%  | 79%          | 76%                |
| No   |  | 22%  | 20%  | 21%          | 24%                |
| <b>Q3c.</b> I have scheduled feedback conversations with my manager                                  |  |      |      |              |                    |
| Yes  |  | 74%  | 64%  | 58%          | 58%                |
| No   |  | 26%  | 36%  | 42%          | 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 |  | 53%  | 51%  | 49%          | 41%                |
| No  |  | 47%  | 49%  | 51%          | 59%                |



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

|   |  | 2018 | 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|---|--|------|------|--------------|--------------------|
| Lack of visible opportunities   |  | 39%  | 26%  | 30%          | 30%                |
| Lack of promotion opportunities   |  | 37%  | 30%  | 28%          | 29%                |
| There are no major barriers to my career progression                    |  | 35%  | 40%  | 30%          | 32%                |
| Geographic location considerations                                      |  | 22%  | 16%  | 30%          | 26%                |
| Insufficient training and development                                   |  | 20%  | 23%  | 18%          | 16%                |
| Personal/family considerations  |  | 17%  | 16%  | 29%          | 30%                |
| The application/recruitment process is too cumbersome or time consuming |  | 15%  | 21%  | 26%          | 23%                |
| Lack of support for temporary assignments/secondments                   |  | 13%  | 12%  | 20%          | 15%                |
| Other   |  | 9%   | 5%   | 10%          | 9%                 |
| Lack of required capabilities or experience                             |  | 4%   | 16%  | 12%          | 11%                |
| Lack of support from my manager/supervisor                              |  | 2%   | 14%  | 14%          | 14%                |

% are calculated with the number of unique respondents (N = 46 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

|            |  | 2018 | 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|------------|--|------|------|--------------|--------------------|
| Yes        |  | 15%  | 19%  | 26%          | 24%                |
| No         |  | 57%  | 64%  | 57%          | 58%                |
| Don't know |  | 28%  | 17%  | 17%          | 18%                |

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







|            |     |
|------------|-----|
| Yes        | (r) |
| No         | (r) |
| Don't know | (r) |



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

|  |   | 2018 | 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|--|---|------|------|--------------|--------------------|
| <b>Q11a. In the last 12 months I have witnessed bullying at work</b>         |   |      |      |              |                    |
| Yes  |    | 22%  | 24%  | 34%          | 33%                |
| No   |    | 61%  | 60%  | 56%          | 57%                |
| Don't know   |    | 16%  | 17%  | 10%          | 10%                |
| <b>Q11b. In the last 12 months I have been subjected to bullying at work</b> |   |      |      |              |                    |
| Yes  |    | 6%   | 17%  | 17%          | 18%                |
| No   |  | 88%  | 81%  | 76%          | 76%                |
| Don't know   |  | 6%   | 2%   | 7%           | 6%                 |



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q11c.** Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

|  |     |
|--|-----|
| A senior manager                                       | (r) |
| Your Immediate Manager/Supervisor                      | (r) |
| A fellow worker at your level                          | (r) |
| A subordinate  | (r) |
| A client or customer                                   | (r) |
| A member of the public other than a client or customer | (r) |
| Other  | (r) |
| Prefer not to say                                      | (r) |



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

|            | 2018 | 2017 | CLUSTER 2018 | PUBLIC SECTOR 2018 |
|------------|------|------|--------------|--------------------|
| Yes        | 0%   | -    | 2%           | 3%                 |
| No         | 98%  | -    | 96%          | 94%                |
| Don't know | 2%   | -    | 2%           | 2%                 |

**Q12b.** If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

|                        |     |
|------------------------|-----|
| A person at work       | (r) |
| A member of the public | (r) |
| Other                  | (r) |
| Prefer not to say      | (r) |



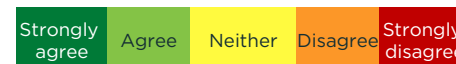
## EXPLORE THE FULL RESULTS

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| FAMILY AND COMMUNITY SERVICES<br>CUSTOMISED QUESTIONS  |  | AGREEMENT 2018 | AGREEMENT 2017 | CLUSTER 2018 |
|--|--|----------------|----------------|--------------|
| Q1. My manager communicates the importance of customers / clients in achieving our business objectives     |  | 85%            | -              | 79%          |
| Q2. I am equipped to provide advice and service that helps empower clients                                 |  | 85%            | 92%            | 81%          |
| Q3. I understand the most important aspect of my role is to provide quality customer service               |  | 90%            | 89%            | 90%          |
| Q4. I understand what I can do to promote a zero tolerance of violence against women                       |  | 87%            | 89%            | 90%          |
| Q5. All things considered, I feel my organisation provides good support for my mental health and wellbeing |  | 69%            | 81%            | 54%          |
| Q9. I understand how my work links to the priorities in the FACS Strategic Plan                            |  | 31%            | -              | 66%          |
| Q10. My manager has had a conversation with me / my team about how my work links to the new Strategic Plan |  | 31%            | -              | 44%          |

KEY







## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## FAMILY AND COMMUNITY SERVICES

### CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q6. What is your job family?

|   |  | 2018 | CLUSTER 2018 |
|---|--|------|--------------|
| Administration  |  | 27%  | 12%          |
| Business Enabler and Manager (Legal, IT, Finance, HR) |  | 13%  | 8%           |
| Child Protection                                      |  | 0%   | 30%          |
| Client Service Officer and Manager                    |  | 4%   | 16%          |
| Disability Services                                   |  | 0%   | 3%           |
| Policy/Project/Program Officer and Manager            |  | 22%  | 14%          |
| Property and Asset Management                         |  | 0%   | 4%           |
| Psychologists   |  | 0%   | 1%           |
| Senior Executive                                      |  | 2%   | 2%           |
| Other   |  | 31%  | 11%          |



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## FAMILY AND COMMUNITY SERVICES

### CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q7. What is your role?

| Role  | 2018 | CLUSTER 2018 |
|---|------|--------------|
| Administration  | 28%  | 11%          |
| Asset Management  | 0%   | 2%           |
| Business Enabler (Legal, IT, Finance, HR)                       | 9%   | 5%           |
| Business Manager (Legal, IT, Finance, HR)                       | 2%   | 1%           |
| Casework Specialist   | 0%   | 2%           |
| Casework Support Worker   | 0%   | 2%           |
| Child Protection Caseworker                                     | 0%   | 21%          |
| Client Liaison Officer / Client Service Officer (field and HCC) | 4%   | 10%          |



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## FAMILY AND COMMUNITY SERVICES

### CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q7. What is your role?

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



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## FAMILY AND COMMUNITY SERVICES

### CUSTOMISED QUESTIONS

2018

CLUSTER 2018

#### Q7. What is your role?

| Role                                    | 2018 | CLUSTER 2018 |
|---|------|--------------|
| Policy/Program/Project Manager          | 4%   | 5%           |
| Policy/Program/Project Officer          | 17%  | 11%          |
| Property Management                     | 0%   | 1%           |
| Psychologist                            | 0%   | 1%           |
| Registered Nurse / Enrolled Nurse / AIN | 0%   | 1%           |
| Senior Executive Band 1                 | 6%   | 2%           |
| Senior Executive Band 2 and 3           | 0%   | 1%           |
| Other                                   | 28%  | 15%          |



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

### FAMILY AND COMMUNITY SERVICES

### CUSTOMISED QUESTIONS

2018

CLUSTER 2018

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

|  |  | 2018 | CLUSTER 2018 |
|--|--|------|--------------|
| The Secretary and the Deputy Secretaries |  | 0%   | 4%           |
| My Executive Director and above          |  | 11%  | 13%          |
| My Director and above                    |  | 43%  | 30%          |
| My Manager's Manager and above           |  | 17%  | 32%          |
| My Manager and above                     |  | 30%  | 21%          |

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|               |  | PERCENTAGE |
|---------------|--|------------|
| <b>GENDER</b> |  |            |
| Male          |  | 31%        |
| Female        |  | 69%        |
| Other         |  | -          |

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|            |  | PERCENTAGE |
|------------|--|------------|
| <b>AGE</b> |  |            |
| 15 - 19    |  | 2%         |
| 20 - 24    |  | -          |
| 25 -29     |  | 9%         |
| 30 - 34    |  | 20%        |
| 35 - 39    |  | 11%        |
| 40 - 44    |  | 16%        |
| 45 - 49    |  | 13%        |
| 50 - 54    |  | 9%         |
| 55 - 59    |  | 13%        |
| 60 - 64    |  | 2%         |
| 65+        |  | 4%         |

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|  | PERCENTAGE |
|--|------------|
| <b>TYPE OF WORK</b>  |            |
| Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)  | 13%        |
| 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) | 2%         |
| Administrative support (e.g. executive/personal assistant, receptionist)   | 20%        |
| Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)  | 22%        |
| Policy   | 9%         |
| Research   | 2%         |
| Program and project management support   | 11%        |
| Legal (including developing and/or reviewing legislation)  | -          |
| Other  | 22%        |

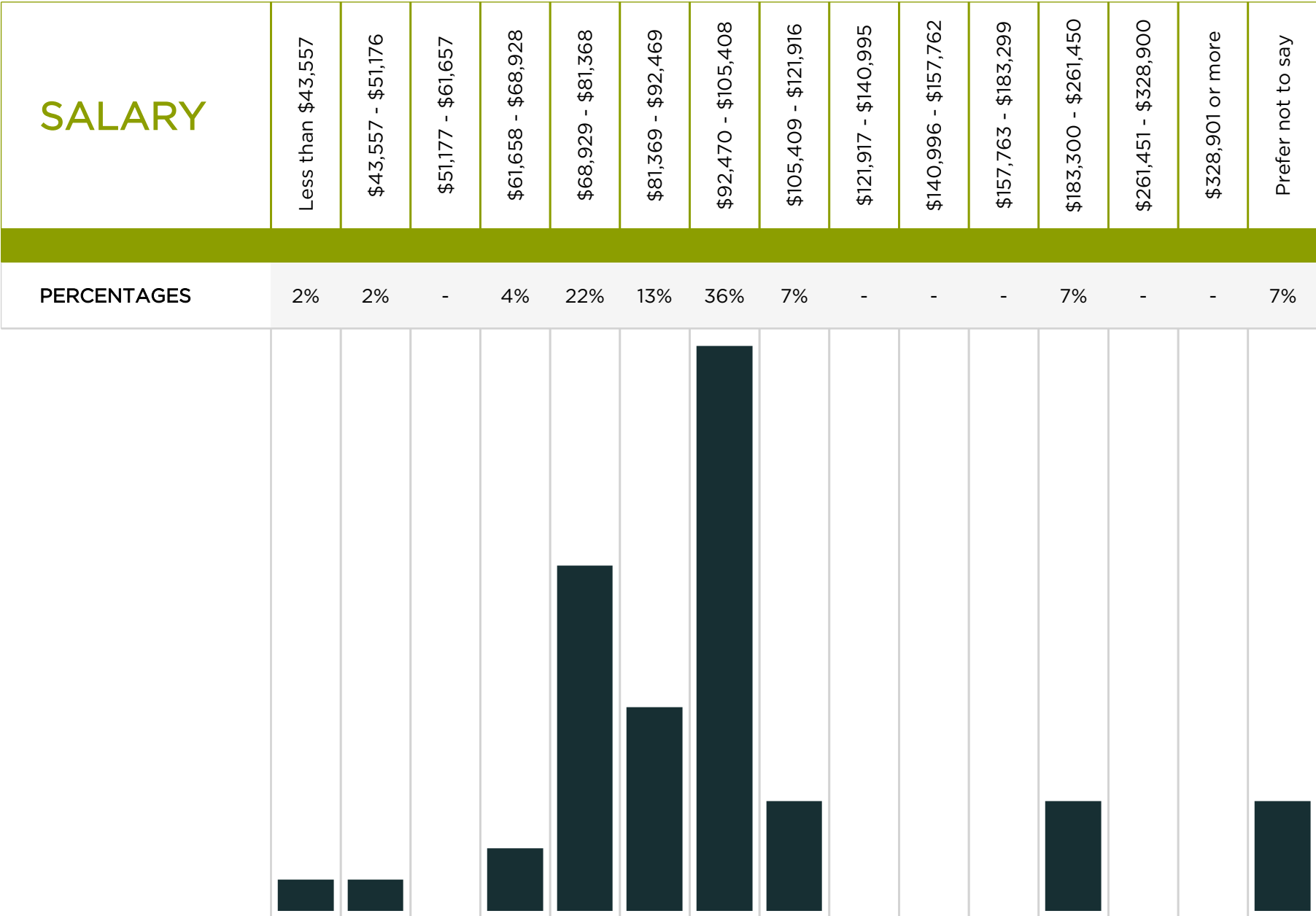


# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|                               |  | PERCENTAGE |
|-------------------------------|--|------------|
| <b>TENURE IN ORGANISATION</b> |  |            |
| Less than 1 year              |  | 25%        |
| 1 - 2 years                   |  | 32%        |
| 2 - 5 years                   |  | 27%        |
| 5 - 10 years                  |  | 7%         |
| 10 - 20 years                 |  | 5%         |
| More than 20 years            |  | 5%         |

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|  |  | PERCENTAGE |
|--|--|------------|
| <b>FLEXIBLE WORKING</b>                          |  |            |
| Flexible start and finish times                  |  | 85%        |
| Working from home                                |  | 29%        |
| Working more hours over fewer days               |  | 17%        |
| Working additional hours to make up for time off |  | 17%        |
| Leave without pay                                |  | 6%         |
| None of the above                                |  | 6%         |
| Other  |  | 4%         |

% are calculated with the number of unique respondents (N = 48 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

|  | PERCENTAGE |
|--|------------|
| <b>FLEXIBLE WORKING</b>                  |            |
| Flexible scheduling for rostered workers | 2%         |
| Part-time work                           | 2%         |
| Working from different locations         | 2%         |

% are calculated with the number of unique respondents (N = 48 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.

|                                  | Multicultural NSW | Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing) | Other service delivery work (work that does not involve contact with the public, but it is critical to the | Administrative support (e.g. executive/personal assistant, receptionist) | Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes) | Policy | Research | Program and project management support | Legal (including developing and/or reviewing legislation) | Other |
|----------------------------------|-------------------|--|--|--|---|--------|----------|--|---|-------|
| <b>NUMBER OF RESPONDENTS</b>     | 50                | 6  | 1  | 9  | 10  | 4      | 1        | 5                                      | 0   | 10    |
| <b>EMPLOYEE ENGAGEMENT</b>       | 71%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>ENGAGEMENT WITH WORK</b>      | 77%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>SENIOR MANAGERS</b>           | 53%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>COMMUNICATION</b>             | 73%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>HIGH PERFORMANCE</b>          | 71%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>PUBLIC SECTOR VALUES</b>      | 68%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |
| <b>DIVERSITY &amp; INCLUSION</b> | 80%               | (r)  | (r)  | (r)  | (r)   | (r)    | (r)      | (r)                                    | (r)   | (r)   |

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                       | Multicultural NSW | 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 | 50                | 1                  | 1                   | 0                   | 2                   | 10                  | 6                   | 16                   | 3                     | 0                     | 0                     | 0                     | 3                     | 0                     |
| EMPLOYEE ENGAGEMENT   | 71%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| ENGAGEMENT WITH WORK  | 77%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| SENIOR MANAGERS       | 53%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| COMMUNICATION         | 73%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| HIGH PERFORMANCE      | 71%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| PUBLIC SECTOR VALUES  | 68%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |
| DIVERSITY & INCLUSION | 80%               | (r)                | (r)                 | (r)                 | (r)                 | (r)                 | (r)                 | (r)                  | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   | (r)                   |

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                              | Multicultural NSW | \$328,901 or more | Prefer not to say |
|------------------------------|-------------------|-------------------|-------------------|
| <b>NUMBER OF RESPONDENTS</b> | <b>50</b>         | <b>0</b>          | <b>3</b>          |
| <b>EMPLOYEE ENGAGEMENT</b>   | 71%               | (r)               | (r)               |
| ENGAGEMENT WITH WORK         | 77%               | (r)               | (r)               |
| SENIOR MANAGERS              | 53%               | (r)               | (r)               |
| COMMUNICATION                | 73%               | (r)               | (r)               |
| HIGH PERFORMANCE             | 71%               | (r)               | (r)               |
| PUBLIC SECTOR VALUES         | 68%               | (r)               | (r)               |
| DIVERSITY & INCLUSION        | 80%               | (r)               | (r)               |

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                              | Multicultural NSW | Less than 1 year | 1 - 2 years | 2 - 5 years | 5 - 10 years | 10 - 20 years | More than 20 years |
|------------------------------|-------------------|------------------|-------------|-------------|--------------|---------------|--------------------|
| <b>NUMBER OF RESPONDENTS</b> | 50                | 11               | 14          | 12          | 3            | 2             | 2                  |
| <b>EMPLOYEE ENGAGEMENT</b>   | 71%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| ENGAGEMENT WITH WORK         | 77%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| SENIOR MANAGERS              | 53%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| COMMUNICATION                | 73%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| HIGH PERFORMANCE             | 71%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| PUBLIC SECTOR VALUES         | 68%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |
| DIVERSITY & INCLUSION        | 80%               | (r)              | (r)         | (r)         | (r)          | (r)           | (r)                |

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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



# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                                  | Multicultural NSW | Flexible start and finish times | Working more hours over fewer days | Working additional hours to make up for time off | Flexible scheduling for rostered workers | Part-time work | Job sharing | Working from different locations | Working from home | Purchasing annual leave | Leave without pay | Study leave | Other | None of the above |
|----------------------------------|-------------------|---------------------------------|------------------------------------|--|--|----------------|-------------|----------------------------------|-------------------|-------------------------|-------------------|-------------|-------|-------------------|
| <b>NUMBER OF RESPONDENTS</b>     | 50                | 41                              | 8                                  | 8  | 1  | 1              | 0           | 1                                | 14                | 0                       | 3                 | 0           | 2     | 3                 |
| <b>EMPLOYEE ENGAGEMENT</b>       | 71%               | 69%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>ENGAGEMENT WITH WORK</b>      | 77%               | 75%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>SENIOR MANAGERS</b>           | 53%               | 50%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>COMMUNICATION</b>             | 73%               | 69%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>HIGH PERFORMANCE</b>          | 71%               | 68%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>PUBLIC SECTOR VALUES</b>      | 68%               | 64%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |
| <b>DIVERSITY &amp; INCLUSION</b> | 80%               | 77%                             | (r)                                | (r)  | (r)                                      | (r)            | (r)         | (r)                              | (r)               | (r)                     | (r)               | (r)         | (r)   | (r)               |

\*multiple types may be chosen.

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                       | Multicultural NSW | Sydney West | Sydney - Parramatta | Sydney East | Riverina | Sydney - Eastern Suburbs | Southern Highlands and Shoalhaven | Sydney - Inner South West | Sydney - Inner West | Sydney - North Sydney and Hornsby | Sydney - Northern Beaches | Sydney - Outer South West | Sydney - Outer West and Blue Mountains |
|-----------------------|-------------------|-------------|---------------------|-------------|----------|--------------------------|-----------------------------------|---------------------------|---------------------|-----------------------------------|---------------------------|---------------------------|--|
| NUMBER OF RESPONDENTS | 50                | 43          | 43                  | 1           | 1        | 1                        | 0                                 | 0                         | 0                   | 0                                 | 0                         | 0                         | 0                                      |
| EMPLOYEE ENGAGEMENT   | 71%               | 72%         | 72%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| ENGAGEMENT WITH WORK  | 77%               | 77%         | 77%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| SENIOR MANAGERS       | 53%               | 55%         | 55%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| COMMUNICATION         | 73%               | 73%         | 73%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| HIGH PERFORMANCE      | 71%               | 69%         | 69%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| PUBLIC SECTOR VALUES  | 68%               | 68%         | 68%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |
| DIVERSITY & INCLUSION | 80%               | 80%         | 80%                 | (r)         | (r)      | (r)                      | (r)                               | (r)                       | (r)                 | (r)                               | (r)                       | (r)                       | (r)                                    |

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

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                       | Multicultural NSW | Capital Region | Central Coast | Central West | Coffs Harbour - Grafton | Far West and Orana | Hunter Valley exc Newcastle | Illawarra | Sydney - Baulkham Hills and Hawkesbury | Sydney - Blacktown | Sydney - City and Inner South | Sydney - Ryde | Sydney - South West | Sydney - Sutherland |
|-----------------------|-------------------|----------------|---------------|--------------|-------------------------|--------------------|-----------------------------|-----------|--|--------------------|-------------------------------|---------------|---------------------|---------------------|
| NUMBER OF RESPONDENTS | 50                | 0              | 0             | 0            | 0                       | 0                  | 0                           | 0         | 0                                      | 0                  | 0                             | 0             | 0                   | 0                   |
| EMPLOYEE ENGAGEMENT   | 71%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| ENGAGEMENT WITH WORK  | 77%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| SENIOR MANAGERS       | 53%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| COMMUNICATION         | 73%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| HIGH PERFORMANCE      | 71%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| PUBLIC SECTOR VALUES  | 68%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |
| DIVERSITY & INCLUSION | 80%               | (r)            | (r)           | (r)          | (r)                     | (r)                | (r)                         | (r)       | (r)                                    | (r)                | (r)                           | (r)           | (r)                 | (r)                 |

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

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

|                       | Multicultural NSW | Mid North Coast | Murray | New England and North West | Newcastle and Lake Macquarie | OUTSIDE NSW | Richmond - Tweed |
|-----------------------|-------------------|-----------------|--------|----------------------------|------------------------------|-------------|------------------|
| NUMBER OF RESPONDENTS | 50                | 0               | 0      | 0                          | 0                            | 0           | 0                |
| EMPLOYEE ENGAGEMENT   | 71%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| ENGAGEMENT WITH WORK  | 77%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| SENIOR MANAGERS       | 53%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| COMMUNICATION         | 73%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| HIGH PERFORMANCE      | 71%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| PUBLIC SECTOR VALUES  | 68%               | (r)             | (r)    | (r)                        | (r)                          | (r)         | (r)              |
| DIVERSITY & INCLUSION | 80%               | (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.

|                              | Multicultural NSW | 15 - 19 | 20 - 24 | 25 - 29 | 30 - 34 | 35 - 39 | 40 - 44 | 45 - 49 | 50 - 54 | 55 - 59 | 60 - 64 | 65+ |
|------------------------------|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----|
| <b>NUMBER OF RESPONDENTS</b> | 50                | 1       | 0       | 4       | 9       | 5       | 7       | 6       | 4       | 6       | 1       | 2   |
| <b>EMPLOYEE ENGAGEMENT</b>   | 71%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| ENGAGEMENT WITH WORK         | 77%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| SENIOR MANAGERS              | 53%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| COMMUNICATION                | 73%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| HIGH PERFORMANCE             | 71%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| PUBLIC SECTOR VALUES         | 68%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |
| DIVERSITY & INCLUSION        | 80%               | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r)     | (r) |

### KEY

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GREATER THAN REPORT SCORE

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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.

|                              | Multicultural NSW | Male      | Female    | Other    |
|------------------------------|-------------------|-----------|-----------|----------|
| <b>NUMBER OF RESPONDENTS</b> | <b>50</b>         | <b>15</b> | <b>33</b> | <b>0</b> |
| <b>EMPLOYEE ENGAGEMENT</b>   | 71%               | (r)       | (r)       | (r)      |
| ENGAGEMENT WITH WORK         | 77%               | (r)       | (r)       | (r)      |
| SENIOR MANAGERS              | 53%               | (r)       | (r)       | (r)      |
| COMMUNICATION                | 73%               | (r)       | (r)       | (r)      |
| HIGH PERFORMANCE             | 71%               | (r)       | (r)       | (r)      |
| PUBLIC SECTOR VALUES         | 68%               | (r)       | (r)       | (r)      |
| DIVERSITY & INCLUSION        | 80%               | (r)       | (r)       | (r)      |

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



## 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.

|                                  | Multicultural NSW | 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 |
|----------------------------------|-------------------|----------------|---|------------------|------------------------------------|---------------------|--|-------------------------------|---------------|------------------|-------|
| <b>NUMBER OF RESPONDENTS</b>     | 50                | 12             | 6   | 0                | 2                                  | 0                   | 10   | 0                             | 0             | 1                | 14    |
| <b>EMPLOYEE ENGAGEMENT</b>       | 71%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>ENGAGEMENT WITH WORK</b>      | 77%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>SENIOR MANAGERS</b>           | 53%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>COMMUNICATION</b>             | 73%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>HIGH PERFORMANCE</b>          | 71%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>PUBLIC SECTOR VALUES</b>      | 68%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |
| <b>DIVERSITY &amp; INCLUSION</b> | 80%               | (r)            | (r)   | (r)              | (r)                                | (r)                 | (r)  | (r)                           | (r)           | (r)              | (r)   |

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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.

|                                  | Multicultural NSW | 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 |
|----------------------------------|-------------------|----------------|------------------|---|---|---------------------|-------------------------|-----------------------------|---|-----------------|-------------------------|----------------------|------------------------|---------------------------|
| <b>NUMBER OF RESPONDENTS</b>     | 50                | 13             | 0                | 4   | 1   | 0                   | 0                       | 0                           | 2   | 0               | 0                       | 0                    | 0                      | 0                         |
| <b>EMPLOYEE ENGAGEMENT</b>       | 71%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>ENGAGEMENT WITH WORK</b>      | 77%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>SENIOR MANAGERS</b>           | 53%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>COMMUNICATION</b>             | 73%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>HIGH PERFORMANCE</b>          | 71%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>PUBLIC SECTOR VALUES</b>      | 68%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |
| <b>DIVERSITY &amp; INCLUSION</b> | 80%               | (r)            | (r)              | (r)                                       | (r)                                       | (r)                 | (r)                     | (r)                         | (r)   | (r)             | (r)                     | (r)                  | (r)                    | (r)                       |

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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





## 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.

|                                  | Multicultural NSW | 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 |
|----------------------------------|-------------------|---------------------------------------|--|--|----------------------|--------------------------------|--------------------------------|---------------------|--------------|---|-------------------------|-------------------------------|-------|
| <b>NUMBER OF RESPONDENTS</b>     | 50                | 0                                     | 0  | 0  | 1                    | 2                              | 8                              | 0                   | 0            | 0                                       | 3                       | 0                             | 13    |
| <b>EMPLOYEE ENGAGEMENT</b>       | 71%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>ENGAGEMENT WITH WORK</b>      | 77%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>SENIOR MANAGERS</b>           | 53%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>COMMUNICATION</b>             | 73%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>HIGH PERFORMANCE</b>          | 71%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>PUBLIC SECTOR VALUES</b>      | 68%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |
| <b>DIVERSITY &amp; INCLUSION</b> | 80%               | (r)                                   | (r)  | (r)                                      | (r)                  | (r)                            | (r)                            | (r)                 | (r)          | (r)                                     | (r)                     | (r)                           | (r)   |

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# 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

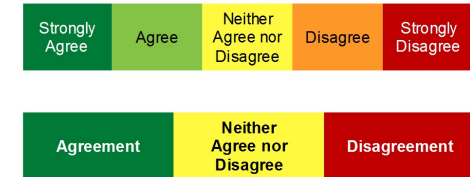
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.