
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Ministry of Health

Health System Support Group

RESPONSE RATE

50%

65 OF 129 RESPONDENTS

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM PARENT* -1
 DIFFERENCE FROM PUBLIC SECTOR +3

ENGAGEMENT WITH WORK

73%

DIFFERENCE FROM 2017 -1
 DIFFERENCE FROM PARENT* -2
 DIFFERENCE FROM PUBLIC SECTOR +1

SENIOR MANAGERS

59%

DIFFERENCE FROM 2017 +6
 DIFFERENCE FROM PARENT* -3
 DIFFERENCE FROM PUBLIC SECTOR +10

COMMUNICATION

70%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM PARENT* -2
 DIFFERENCE FROM PUBLIC SECTOR +9

HIGH PERFORMANCE

71%

DIFFERENCE FROM 2017 +3
 DIFFERENCE FROM PARENT* -1
 DIFFERENCE FROM PUBLIC SECTOR +6

PUBLIC SECTOR VALUES

70%

DIFFERENCE FROM 2017 +4
 DIFFERENCE FROM PARENT* -3
 DIFFERENCE FROM PUBLIC SECTOR +8

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM PARENT* -1
 DIFFERENCE FROM PUBLIC SECTOR +5

FLEXIBLE WORKING SATISFACTION

59%

DIFFERENCE FROM 2017 +8
 DIFFERENCE FROM PARENT* 0
 DIFFERENCE FROM PUBLIC SECTOR 0

ACTION ON RESULTS

57%

DIFFERENCE FROM 2017 +13
 DIFFERENCE FROM PARENT* +2
 DIFFERENCE FROM PUBLIC SECTOR +20



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

*Parent refers to Ministry of Health

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
1a. I understand what is expected of me to do well in my role	88%	86%
2c. I receive help and support from other members of my workgroup	86%	86%
2a. My workgroup strives to achieve customer/client satisfaction	84%	88%
2b. My workgroup works collaboratively to achieve its objectives	83%	84%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	83%	76%
1d. I feel motivated to contribute more than what is normally required at work	80%	79%
8c. I am able to speak up and share a different view to my colleagues and manager	80%	75%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	77%
7a. My organisation focuses on improving the work we do	79%	75%
5b. My manager listens to what I have to say	78%	76%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	39%	44%
7c. I feel that change is managed well in my organisation	41%	43%
7g. I have confidence in the way recruitment decisions are made	47%	52%
5h. My manager appropriately deals with employees who perform poorly	47%	44%
3e. My performance is assessed against clear criteria	53%	41%
7d. There is good co-operation between teams across our organisation	53%	46%
6b. I feel that senior managers effectively lead and manage change	55%	44%
3g. I am satisfied with the opportunities available for career development in my organisation	57%	52%
14. I believe action will be taken on the results from this survey by my organisation	57%	44%
6h. I feel that senior managers listen to employees	58%	51%



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

1f.	I am able to keep my work stress at an acceptable level	72%	57%
14.	I believe action will be taken on the results from this survey by my organisation	57%	44%
3e.	My performance is assessed against clear criteria	53%	41%
6a.	I believe senior managers provide clear direction for the future of the organisation	62%	51%
6b.	I feel that senior managers effectively lead and manage change	55%	44%
7b.	My organisation is making the necessary improvements to meet our future challenges	63%	55%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	59%	51%
7d.	There is good co-operation between teams across our organisation	53%	46%
6c.	I feel that senior managers model the values of my organisation	61%	53%
6g.	I feel that senior managers keep employees informed about what's going on	61%	53%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

5d.	My manager encourages and values employee input	73%	86%
2d.	There is good team spirit in my workgroup	73%	81%
4a.	I am paid fairly for the work I do	64%	71%
5f.	I have confidence in the decisions my manager makes	75%	81%
9a.	I have confidence in the ways my organisation resolves grievances	39%	44%
1c.	My job gives me a feeling of personal accomplishment	69%	74%
7g.	I have confidence in the way recruitment decisions are made	47%	52%
7h.	My organisation generally selects capable people to do the job	64%	68%
7j.	I am proud to tell others I work for my organisation	72%	75%
2a.	My workgroup strives to achieve customer/client satisfaction	84%	88%



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



Q7c. I feel that change is managed well in my organisation



Q7g. I have confidence in the way recruitment decisions are made



Q5h. My manager appropriately deals with employees who perform poorly



Q7f. My organisation is committed to developing its employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q7c. I feel that change is managed well in my organisation



Q7g. I have confidence in the way recruitment decisions are made



Q5h. My manager appropriately deals with employees who perform poorly



Q7f. My organisation is committed to developing its employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q7c. I feel that change is managed well in my organisation



Q7g. I have confidence in the way recruitment decisions are made



Q5h. My manager appropriately deals with employees who perform poorly



Q7f. My organisation is committed to developing its 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.

57%

of employees replied favourably to:

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

37%

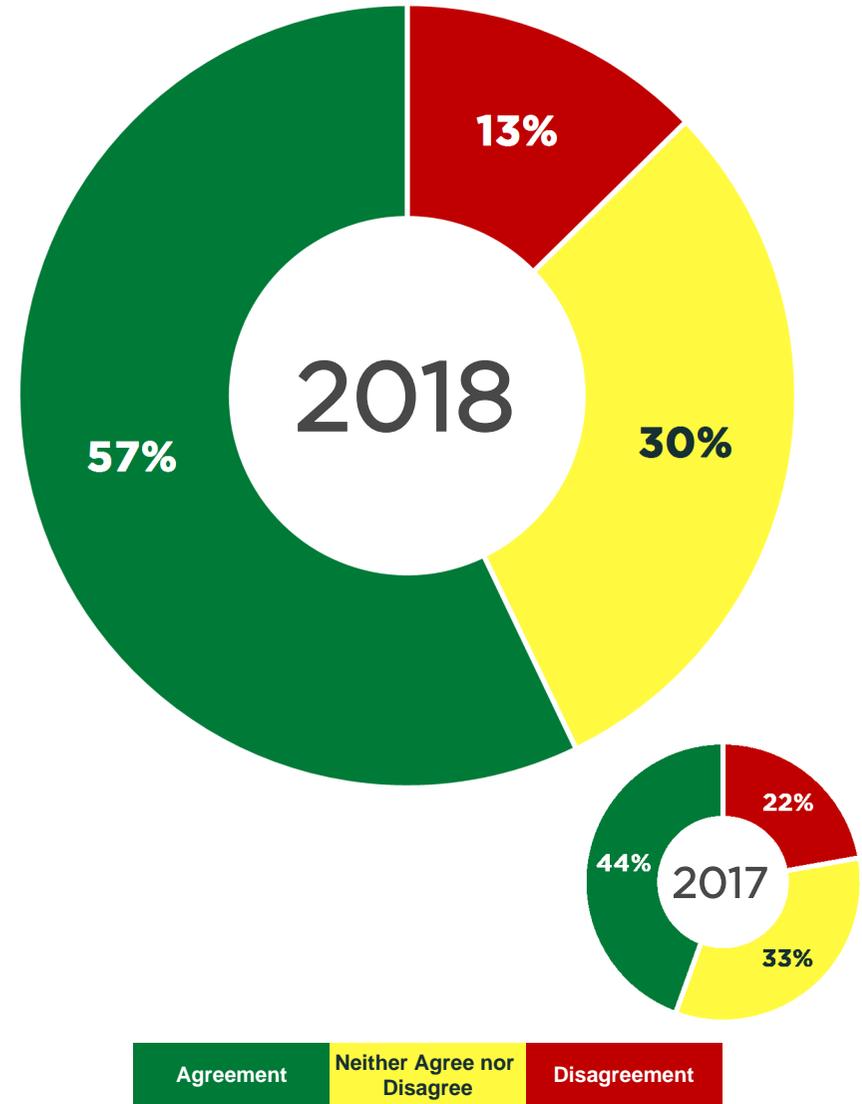
SECTOR

36%

CLUSTER

44%

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.

*Parent refers to Ministry of Health

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	58%	55%	59%	52%
2	Q6b. I feel that senior managers effectively lead and manage change	55%	44%	61%	46%
3	Q7e. People in my organisation take responsibility for their own actions	64%	62%	57%	49%
4	Q6a. I believe senior managers provide clear direction for the future of the organisation	62%	51%	66%	49%
5	Q6c. I feel that senior managers model the values of my organisation	61%	53%	66%	50%
6	Q7a. My organisation focuses on improving the work we do	79%	75%	79%	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	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	25	45	17	8	70%	63%	68%	61%	61%
Q7j. I am proud to tell others I work for my organisation	30	42	20		72%	75%	78%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	29	37	24		65%	61%	63%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	45	19	11	66%	60%	65%	54%	55%
Q7m. My organisation inspires me to do the best in my job	19	40	26	8	60%	61%	63%	55%	55%

KEY





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ENGAGEMENT WITH WORK	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	29	40	15	11	69%	74%	77%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	32	48	9	9	80%	79%	78%	72%	72%
Q1e. I am satisfied with my job	28	43	15	9	71%	71%	72%	70%	69%

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.

SENIOR MANAGERS	59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	42	22	9	8	62%	51%	66%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	20	34	19	19	8	55%	44%	61%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	23	38	27	9	1	61%	53%	66%	47%	50%
Q6d. Senior managers encourage innovation by employees	14	44	25	16	1	58%	51%	56%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	48	23	9	1	66%	64%	67%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	44	20	9	1	67%	61%	73%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	20	41	20	13	1	61%	53%	62%	44%	47%
Q6h. I feel that senior managers listen to employees	19	39	20	14	8	58%	51%	60%	40%	43%
Q7c. I feel that change is managed well in my organisation	14	27	34	17	8	41%	43%	47%	42%	40%

KEY





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COMMUNICATION	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	41	34	13	8	75%	78%	78%	70%	72%	
Q5d. My manager encourages and values employee input	38	36	14	8	73%	86%	81%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	35	38	11	11	74%	73%	75%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	20	41	20	13	61%	53%	62%	44%	47%	
Q6h. I feel that senior managers listen to employees	19	39	20	14	8	58%	51%	60%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	55	13		80%	75%	77%	66%	67%	

KEY





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Questions are grouped by topics in this report.

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

	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	45	43	88%	86%	88%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	39	44	83%	84%	82%	79%	79%
Q3f. I have received appropriate training and development to do my job well	22	49	71%	64%	66%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	35	40	75%	71%	80%	71%	74%
Q5f. I have confidence in the decisions my manager makes	40	35	75%	81%	78%	65%	68%
Q6d. Senior managers encourage innovation by employees	14	44	58%	51%	56%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	48	66%	64%	67%	48%	52%
Q7a. My organisation focuses on improving the work we do	29	51	79%	75%	79%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	44	63%	55%	66%	56%	57%

KEY





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Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE				71% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	14	39	28	13	53%	46%	55%	50%	49%	
Q7h. My organisation generally selects capable people to do the job	14	50	19	14	64%	68%	69%	54%	54%	

KEY





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

PUBLIC SECTOR VALUES		70% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction				84%	88%	89%	87%	86%
Q2e. People in my workgroup treat each other with respect				78%	78%	84%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				75%	71%	80%	71%	74%
Q5b. My manager listens to what I have to say				78%	76%	84%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation				62%	51%	66%	46%	49%
Q6c. I feel that senior managers model the values of my organisation				61%	53%	66%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				67%	61%	73%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on				61%	53%	62%	44%	47%
Q6h. I feel that senior managers listen to employees				58%	51%	60%	40%	43%

KEY





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Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	70% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018		
	Q7a. My organisation focuses on improving the work we do	29	51	13	79%	75%	79%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	22	42	22	9	64%	62%	57%	49%	49%

KEY





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Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	73% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	34	38	11	9	8	72%	76%	72%	66%	65%
Q5b. My manager listens to what I have to say	42	36	11			78%	76%	84%	73%	76%
Q5d. My manager encourages and values employee input	38	36	14	8		73%	86%	81%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	25	44	25			70%	64%	71%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	34	45	17			80%	77%	79%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	34	48	14			83%	76%	78%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	55	13			80%	75%	77%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	22	37	22	14		59%	51%	59%	58%	59%
Q8e. My manager supports flexible working in my team	27	33	27	10		60%	-	66%	61%	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.

FLEXIBLE WORKING		60% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC LIC SECTOR 2018	
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	22	37	22	14	59%	51%	59%	58%	59%
Q8e. My manager supports flexible working in my team	27	33	27	10	60%	-	66%	61%	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.

RECRUITMENT	55% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	17	30	34	14	47%	52%	52%	39%	37%
Q7h. My organisation generally selects capable people to do the job	14	50	19	14	64%	68%	69%	54%	54%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC LIC SECTOR 2018
	25	42	18	12						
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	25	42	18	12		66%	69%	73%	65%	65%
Q3e. My performance is assessed against clear criteria	20	33	23	16	8	53%	41%	58%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	23	34	23	9	11	57%	52%	53%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	40	35	12	8		75%	76%	78%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	28	19	31	14	8	47%	44%	48%	46%	46%
Q7f. My organisation is committed to developing its employees	19	39	31			58%	55%	59%	51%	52%

KEY





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Questions are grouped by topics in this report.

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

WORKPLACE SUPPORT	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018			
Q1b. I am provided with the support I need to do my best at work	34	38	11	9	8	72%	76%	72%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	20	52	14	13		72%	57%	71%	62%	60%
Q2c. I receive help and support from other members of my workgroup	41	45	11			86%	86%	85%	80%	81%
Q2d. There is good team spirit in my workgroup	44	30	14	8		73%	81%	77%	68%	70%

KEY

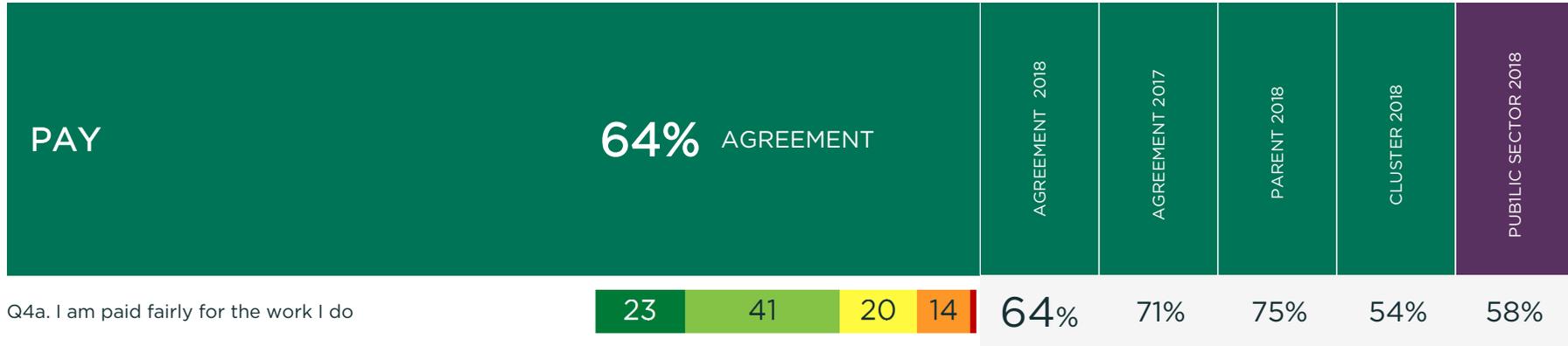




EXPLORE THE FULL RESULTS

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

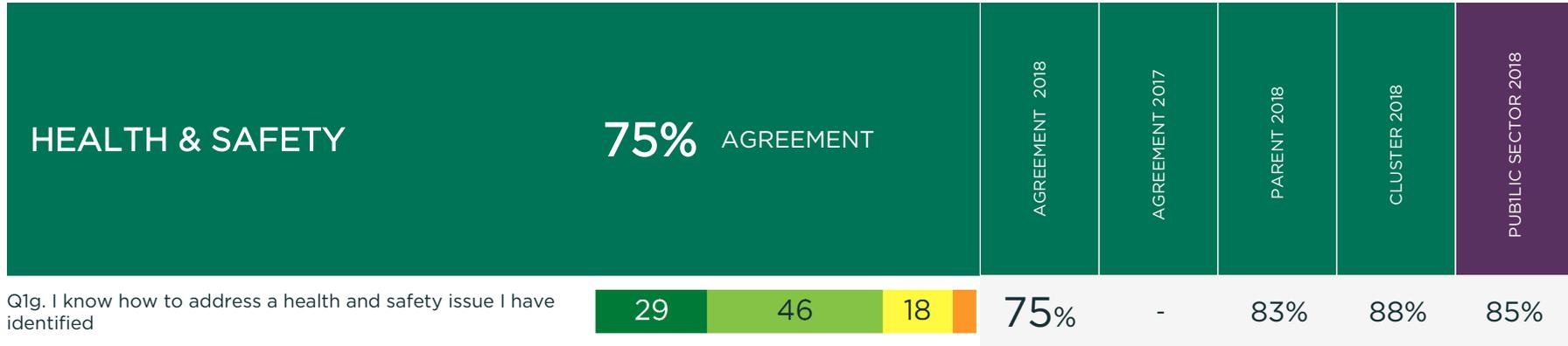




EXPLORE THE FULL RESULTS

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

ACTION ON RESULTS

57% AGREEMENT

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



KEY

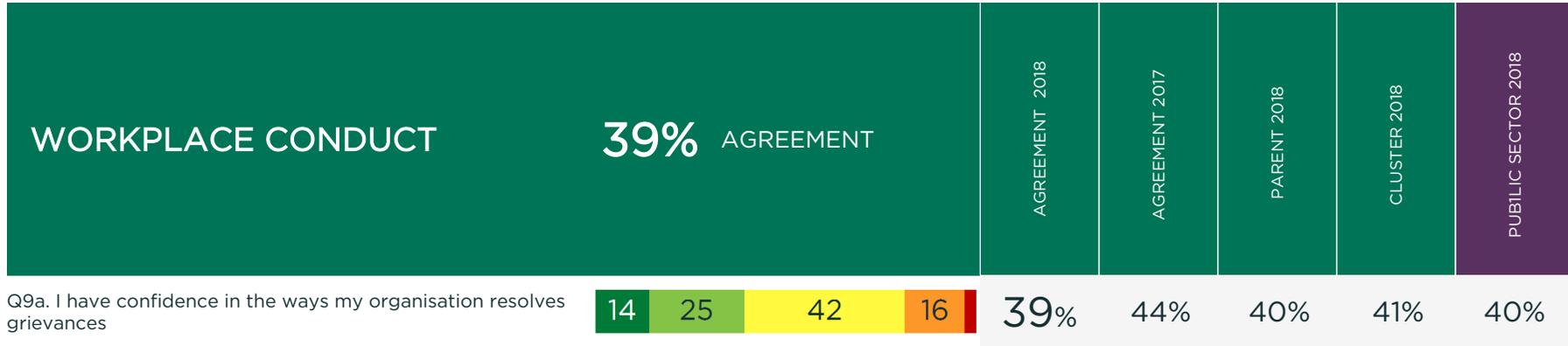




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		65%	66%	68%	71%
No		35%	34%	32%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		77%	78%	83%	76%
No		23%	22%	17%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		63%	54%	69%	58%
No		37%	46%	31%	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	PARENT 2018	PUBLIC SECTOR 2018
Yes		38%	39%	48%	41%
No		63%	61%	52%	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	PARENT 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		38%	27%	34%	30%
There are no major barriers to my career progression		33%	31%	35%	32%
Lack of promotion opportunities		32%	29%	31%	29%
Personal/family considerations		27%	27%	22%	30%
Geographic location considerations		17%	24%	16%	26%
Lack of required capabilities or experience		15%	10%	12%	11%
The application/recruitment process is too cumbersome or time consuming		15%	20%	18%	23%
Lack of support from my manager/supervisor		13%	10%	10%	14%
Insufficient training and development		13%	12%	10%	16%
Lack of support for temporary assignments/secondments		10%	10%	15%	15%
Other		7%	19%	9%	9%

% are calculated with the number of unique respondents (N = 60 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		20%	17%	14%	24%
No		69%	63%	71%	58%
Don't know		11%	19%	15%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		62%	29%	54%	66%
No		38%	71%	43%	32%
Don't know	(r)				



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		27%	20%	25%	33%
No		69%	69%	67%	57%
Don't know		5%	11%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		11%	9%	13%	18%
No		83%	83%	81%	76%
Don't know		6%	7%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PARENT 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

PARENT 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	PARENT 2018	PUBLIC SECTOR 2018
Yes	0%	-	1%	3%
No	98%	-	98%	94%
Don't know	2%	-	1%	2%

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

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018
Q1. Morale is good in my team		30	40	16	10	70%	69%	72%	62%
Q2. I believe I am valued for what I can offer at my workplace		30	48	10	8	78%	81%	80%	70%
Q3. In my workplace, we recognise our successes and innovations		29	46	13	8	75%	70%	75%	66%
Q4. Staff are treated respectfully regardless of their job		34	44	13	8	77%	80%	80%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		24	40	16	13	63%	59%	67%	53%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	22	44	17	8	8	67%	70%	70%	52%
Q7. I have a say in decisions which affect my work	26	45	16	8	8	71%	62%	70%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	33	35	17	11	8	68%	68%	68%	68%
Q9. My team's objectives/work plans are clearly outlined	29	46	13	8	8	75%	72%	68%	66%
Q10. Our objectives/work plans help us to deliver a quality service	26	47	13	8	8	73%	68%	68%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	25	32	24	11	8	57%	42%	50%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		32%
Female		68%
Other		-

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		-
25 -29		5%
30 - 34		11%
35 - 39		14%
40 - 44		17%
45 - 49		14%
50 - 54		16%
55 - 59		14%
60 - 64		6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

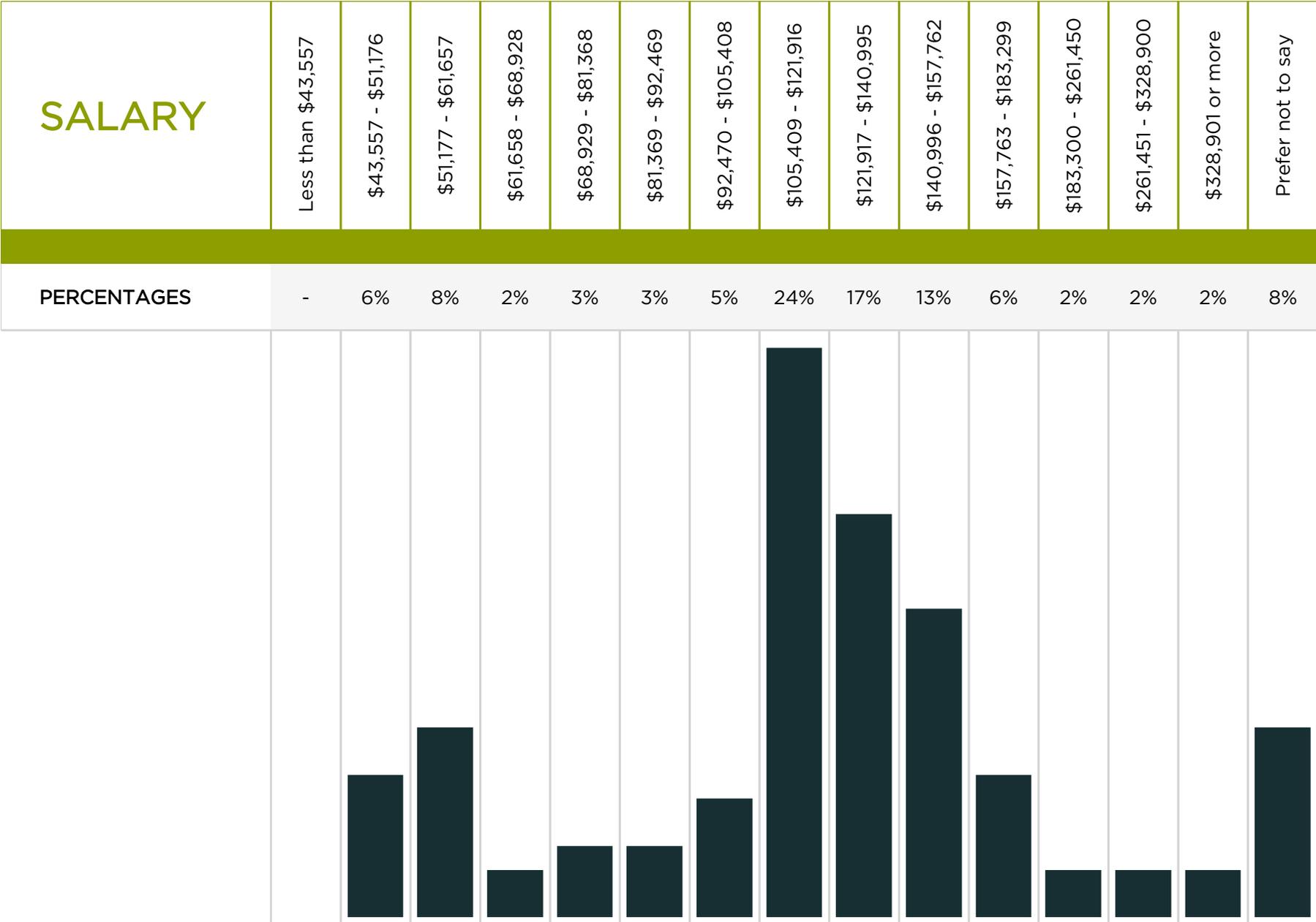
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	2%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	10%
Administrative support (e.g. executive/personal assistant, receptionist)	11%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	21%
Policy	13%
Research	3%
Program and project management support	32%
Legal (including developing and/or reviewing legislation)	-
Other	10%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		21%
1 - 2 years		15%
2 - 5 years		24%
5 - 10 years		23%
10 - 20 years		15%
More than 20 years		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		56%
None of the above		29%
Working from home		25%
Working additional hours to make up for time off		16%
Working from different locations		13%
Study leave		11%
Part-time work		10%

% are calculated with the number of unique respondents (N = 63 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	8%
Flexible scheduling for rostered workers	3%
Working more hours over fewer days	2%

% are calculated with the number of unique respondents (N = 63 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	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	65	1	6	7	13	8	2	20	0	6
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	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	65	0	4	5	1	2	2	3	15	11	8	4	1	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	65	1	5
EMPLOYEE ENGAGEMENT	69%	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)
COMMUNICATION	70%	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)
DIVERSITY & INCLUSION	73%	(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.

	Health System Support Group	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	65	13	9	15	14	9	2
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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.

	Health System Support Group	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	65	35	1	10	2	6	0	8	16	0	5	7	0	18
EMPLOYEE ENGAGEMENT	69%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	79%	(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.

	Health System Support Group	Sydney East	Sydney - North Sydney and Hornsby	Sydney West	Central Coast	Sydney - Parramatta	Capital Region	Riverina	Sydney - Blacktown	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West
NUMBER OF RESPONDENTS	65	51	50	3	3	2	1	1	1	1	0	0	0
EMPLOYEE ENGAGEMENT	69%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	79%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	77%	77%	(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

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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.

	Health System Support Group	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	65	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	65	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	65	0	0	3	7	9	11	9	10	9	4	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)									
ENGAGEMENT WITH WORK	73%	(r)	(r)									
SENIOR MANAGERS	59%	(r)	(r)									
COMMUNICATION	70%	(r)	(r)									
HIGH PERFORMANCE	71%	(r)	(r)									
PUBLIC SECTOR VALUES	70%	(r)	(r)									
DIVERSITY & INCLUSION	73%	(r)	(r)									

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	Male	Female	Other
NUMBER OF RESPONDENTS	65	20	43	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	65	0	0	0	0	0	0	0	0	0	0	2	3	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	65	5	7	8	1	0	3	0	1	0	1	0	0	7
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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	Health System Support Group	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	65	0	0	0	0	0	0	0	1	6	7	2	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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	Health System Support Group	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	65	0	0	0	0	0	0	6	3
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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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

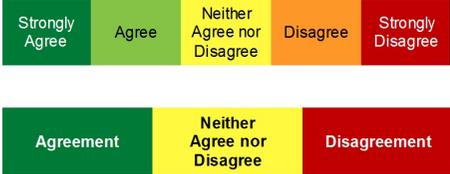
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.