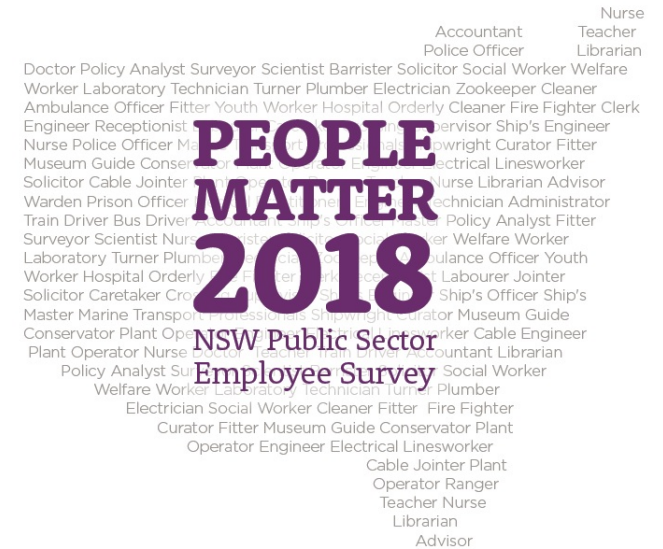


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Mid North Coast Local Health District

## RESPONSE RATE

# 50%

2,172 OF 4,325 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 60%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER -4  
DIFFERENCE FROM PUBLIC SECTOR -5

## ENGAGEMENT WITH WORK

# 68%

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -4  
DIFFERENCE FROM PUBLIC SECTOR -4

## SENIOR MANAGERS

# 36%

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -10  
DIFFERENCE FROM PUBLIC SECTOR -13

## COMMUNICATION

# 51%

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -8  
DIFFERENCE FROM PUBLIC SECTOR -11

## HIGH PERFORMANCE

# 56%

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER -8  
DIFFERENCE FROM PUBLIC SECTOR -8

## PUBLIC SECTOR VALUES

# 51%

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER -9  
DIFFERENCE FROM PUBLIC SECTOR -11

## DIVERSITY & INCLUSION

# 60%

DIFFERENCE FROM CLUSTER -6  
DIFFERENCE FROM PUBLIC SECTOR -8

## FLEXIBLE WORKING SATISFACTION

# 54%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER -3  
DIFFERENCE FROM PUBLIC SECTOR -4

## ACTION ON RESULTS

# 26%

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



## 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	90%	91%
1g.	I know how to address a health and safety issue I have identified	88%	-
2a.	My workgroup strives to achieve customer/client satisfaction	85%	86%
2c.	I receive help and support from other members of my workgroup	75%	77%
2b.	My workgroup works collaboratively to achieve its objectives	74%	75%
1c.	My job gives me a feeling of personal accomplishment	74%	74%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	70%	69%
5b.	My manager listens to what I have to say	68%	70%
1d.	I feel motivated to contribute more than what is normally required at work	68%	68%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	68%	67%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	26%	32%
7g.	I have confidence in the way recruitment decisions are made	27%	30%
9a.	I have confidence in the ways my organisation resolves grievances	29%	31%
6h.	I feel that senior managers listen to employees	29%	30%
6g.	I feel that senior managers keep employees informed about what's going on	32%	33%
7c.	I feel that change is managed well in my organisation	32%	35%
6b.	I feel that senior managers effectively lead and manage change	34%	35%
6a.	I believe senior managers provide clear direction for the future of the organisation	35%	38%
6c.	I feel that senior managers model the values of my organisation	36%	36%
5h.	My manager appropriately deals with employees who perform poorly	37%	39%



### 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



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	26%	32%
2e.	People in my workgroup treat each other with respect	64%	68%
7a.	My organisation focuses on improving the work we do	58%	62%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	57%	61%
3e.	My performance is assessed against clear criteria	53%	57%
6d.	Senior managers encourage innovation by employees	39%	42%
7b.	My organisation is making the necessary improvements to meet our future challenges	45%	49%
7h.	My organisation generally selects capable people to do the job	45%	48%
3g.	I am satisfied with the opportunities available for career development in my organisation	43%	47%
7i.	I would recommend my organisation as a great place to work	52%	55%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



**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



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



**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



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



**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



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



## 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.

# 26%

of employees replied favourably to:

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

## 37%

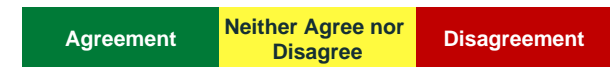
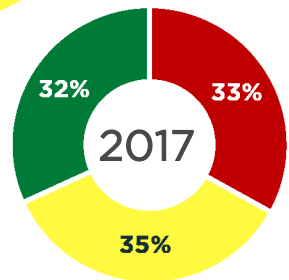
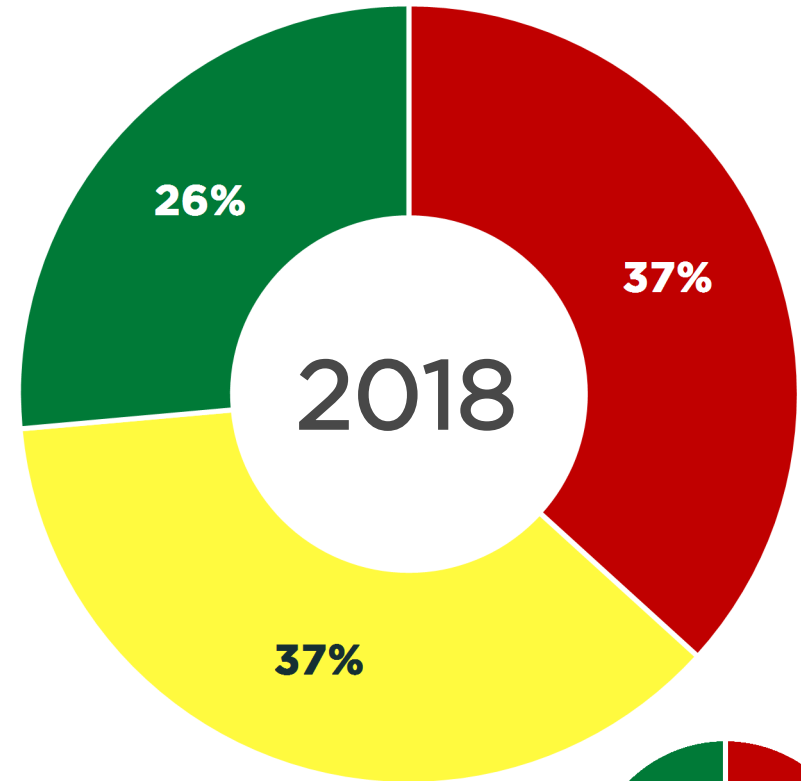
SECTOR

## 36%

CLUSTER

## 32%

2017



# KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

## RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>40%</b>	42%	51%	52%
<b>2</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>29%</b>	30%	40%	43%
<b>3</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>58%</b>	62%	68%	69%
<b>4</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>34%</b>	35%	44%	46%
<b>5</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>35%</b>	38%	46%	49%
<b>6</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>32%</b>	35%	42%	40%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Mid North Coast Local Health District

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

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

	Mid North Coast Local Health District	Aboriginal Health & Primary Partnerships	Bellinger River District Hospital	CCN Primary and Community Health Services	Coffs Harbour Base Hospital	Coffs Harbour Mental Health Services	Dorrigo Multi Purpose Service	Hastings Macleay Mental Health Services	HMCN Primary and Community Health Services	Kempsey District Hospital	Macksville District Hospital	MNC Cancer Institute	MNC Drug and Alcohol Services	MNC Integrated Care
NUMBER OF RESPONDENTS	2172	59	56	79	507	77	26	50	133	177	82	68	36	31
EMPLOYEE ENGAGEMENT	60%	68%	68%	60%	57%	49%	74%	53%	62%	63%	65%	60%	73%	67%
ENGAGEMENT WITH WORK	68%	80%	80%	71%	63%	57%	88%	71%	71%	69%	68%	72%	88%	76%
SENIOR MANAGERS	36%	60%	33%	36%	32%	21%	72%	27%	38%	40%	36%	42%	58%	49%
COMMUNICATION	51%	67%	52%	49%	48%	36%	69%	48%	56%	49%	51%	53%	57%	64%
HIGH PERFORMANCE	56%	74%	58%	56%	52%	37%	75%	52%	61%	56%	57%	61%	75%	70%
PUBLIC SECTOR VALUES	51%	66%	53%	51%	47%	34%	73%	43%	56%	52%	51%	55%	69%	64%
DIVERSITY & INCLUSION	60%	74%	61%	56%	57%	46%	78%	58%	66%	59%	62%	57%	72%	73%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Mid North Coast Local Health District

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

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

	Mid North Coast Local Health District	Clinical Governance and Information Technology Services	District Chief Executive Unit & Communications	District Finance, Capital Works & Asset Management	District Nursing Midwifery & Workforce	Port Macquarie Base Hospital	Public Health (includes HARP and Research operations)	Wauchope District Memorial Hospital
NUMBER OF RESPONDENTS	2172	29	15	24	34	500	53	63
EMPLOYEE ENGAGEMENT	60%	56%	75%	61%	66%	59%	59%	69%
ENGAGEMENT WITH WORK	68%	60%	93%	65%	70%	67%	64%	76%
SENIOR MANAGERS	36%	44%	75%	34%	57%	30%	36%	48%
COMMUNICATION	51%	53%	81%	62%	66%	49%	51%	61%
HIGH PERFORMANCE	56%	52%	81%	59%	72%	54%	56%	67%
PUBLIC SECTOR VALUES	51%	53%	81%	56%	67%	48%	49%	60%
DIVERSITY & INCLUSION	60%	66%	89%	73%	77%	58%	64%	71%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	60% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q7i. I would recommend my organisation as a great place to work	13	39	31	11	52%	55%	61%	61%	
Q7j. I am proud to tell others I work for my organisation	19	43	27	7	61%	62%	69%	69%	
Q7k. I feel a strong personal attachment to my organisation	16	37	30	11	53%	55%	62%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	13	31	35	15	44%	45%	54%	55%	
Q7m. My organisation inspires me to do the best in my job	13	31	34	14	8	45%	47%	55%	55%

KEY





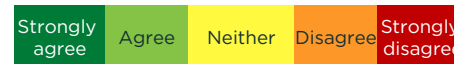
## EXPLORE THE FULL RESULTS

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ENGAGEMENT WITH WORK	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	28	46	15	8	74%	74%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	27	41	17	11	68%	68%	72%	72%
Q1e. I am satisfied with my job	20	43	20	12	64%	66%	70%	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	36% 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	8	27	32	19	13	35%	38%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	8	25	31	20	15	34%	35%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	9	27	33	16	15	36%	36%	47%	50%
Q6d. Senior managers encourage innovation by employees	9	30	35	16	10	39%	42%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	32	38	13	8	40%	41%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	11	37	31	13	9	47%	47%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		25	29	23	16	32%	33%	44%	47%
Q6h. I feel that senior managers listen to employees		22	30	22	19	29%	30%	40%	43%
Q7c. I feel that change is managed well in my organisation		26	36	21	12	32%	35%	42%	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	51% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	24	39	19	10	8	62%	65%	70%	72%
Q5d. My manager encourages and values employee input	25	39	20	9	7	64%	65%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	22	36	22	12	8	58%	60%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	25	29	23	16		32%	33%	44%	47%
Q6h. I feel that senior managers listen to employees	22	30	22	19		29%	30%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	45	20	13	9	59%	61%	66%	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.

	HIGH PERFORMANCE		56% 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	39	51		90%	91%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	29	45	14 9	74%	75%	79%	79%
Q3f. I have received appropriate training and development to do my job well	16	44	22 12	61%	63%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	21	44	20 9	65%	67%	71%	74%
Q5f. I have confidence in the decisions my manager makes	22	35	24 11 8	57%	61%	65%	68%
Q6d. Senior managers encourage innovation by employees	9	30	35 16 10	39%	42%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	32	38 13 8	40%	41%	48%	52%
Q7a. My organisation focuses on improving the work we do	13	45	26 11	58%	62%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	9	36	31 16 8	45%	49%	56%	57%

KEY

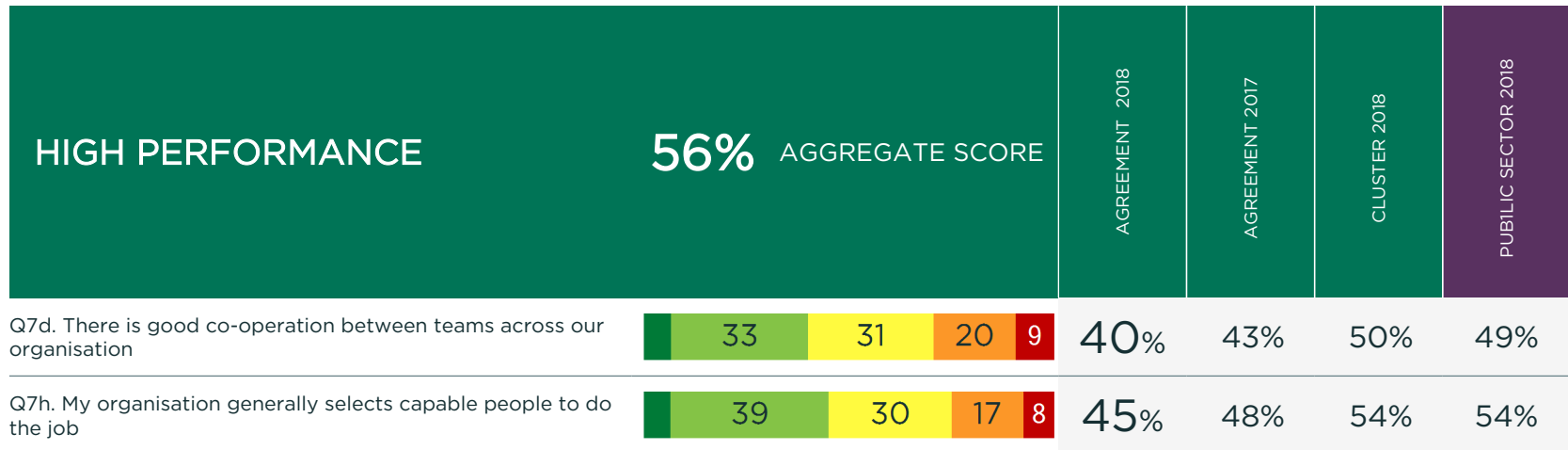




## EXPLORE THE FULL RESULTS

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





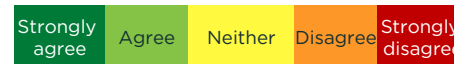
## EXPLORE THE FULL RESULTS

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	51% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	37	47	10	85%	86%	87%	86%	
Q2e. People in my workgroup treat each other with respect	25	39	18	12	64%	68%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	21	44	20	9	65%	67%	71%	74%	
Q5b. My manager listens to what I have to say	26	42	16	9	7	68%	70%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	27	32	19	13	35%	38%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	9	27	33	16	15	36%	36%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	11	37	31	13	9	47%	47%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	25	29	23	16		32%	33%	44%	47%
Q6h. I feel that senior managers listen to employees	22	30	22	19		29%	30%	40%	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		51% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				58%	62%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				39%	41%	49%	49%

### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION		60% 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		57%	59%	66%	65%				
Q5b. My manager listens to what I have to say		68%	70%	73%	76%				
Q5d. My manager encourages and values employee input		64%	65%	70%	72%				
Q6i. Senior managers in my organisation support the career advancement of women		47%	47%	54%	60%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		68%	67%	74%	76%				
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		70%	69%	75%	75%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		59%	61%	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>		54%	55%	58%	59%				
Q8e. My manager supports flexible working in my team		58%	-	61%	63%				

KEY

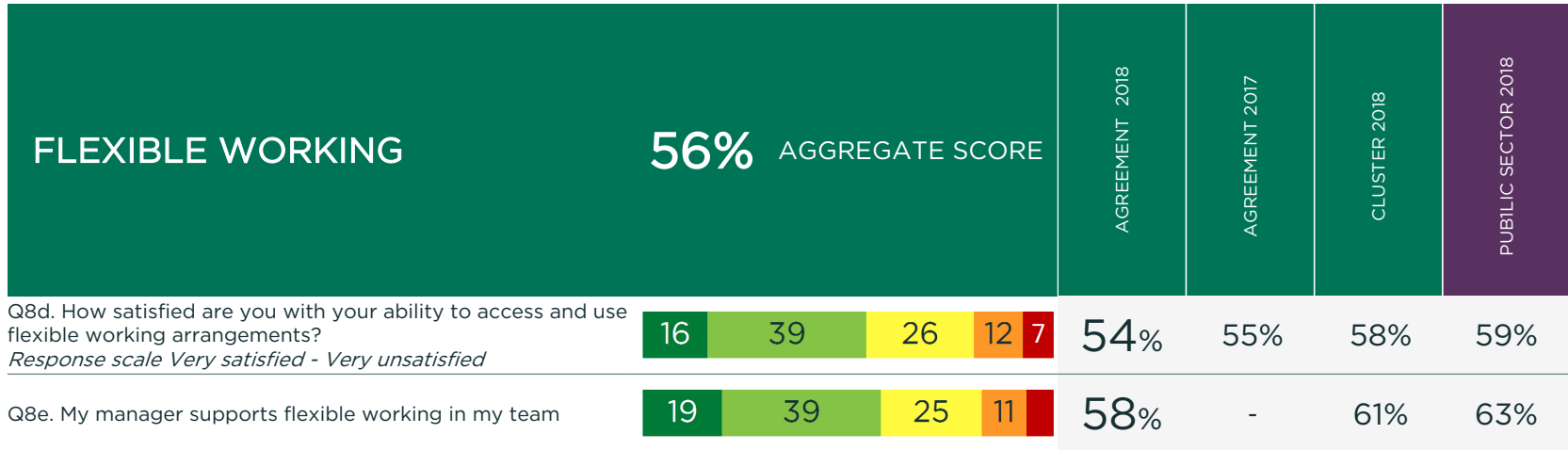




## EXPLORE THE FULL RESULTS

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.



KEY

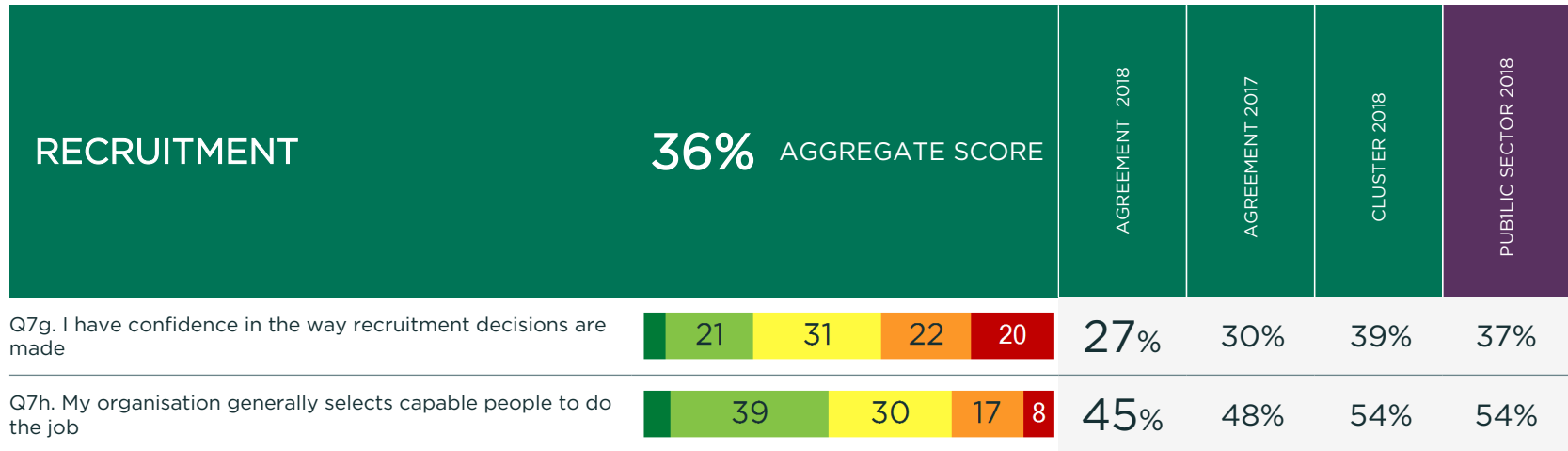




## EXPLORE THE FULL RESULTS

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

**48%** 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	17 40 21 15 8	57%	61%	65%	65%
Q3e. My performance is assessed against clear criteria	14 39 25 15	53%	57%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13 31 25 20 12	43%	47%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22 37 20 12 8	59%	62%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	13 24 32 17 14	37%	39%	46%	46%
Q7f. My organisation is committed to developing its employees	34 32 18 10	40%	42%	51%	52%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	62% 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	16	41	20	18	57%	59%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	12	45	22	15	57%	57%	62%	60%
Q2c. I receive help and support from other members of my workgroup	29	46	16		75%	77%	80%	81%
Q2d. There is good team spirit in my workgroup	26	34	18	14	60%	63%	68%	70%

KEY

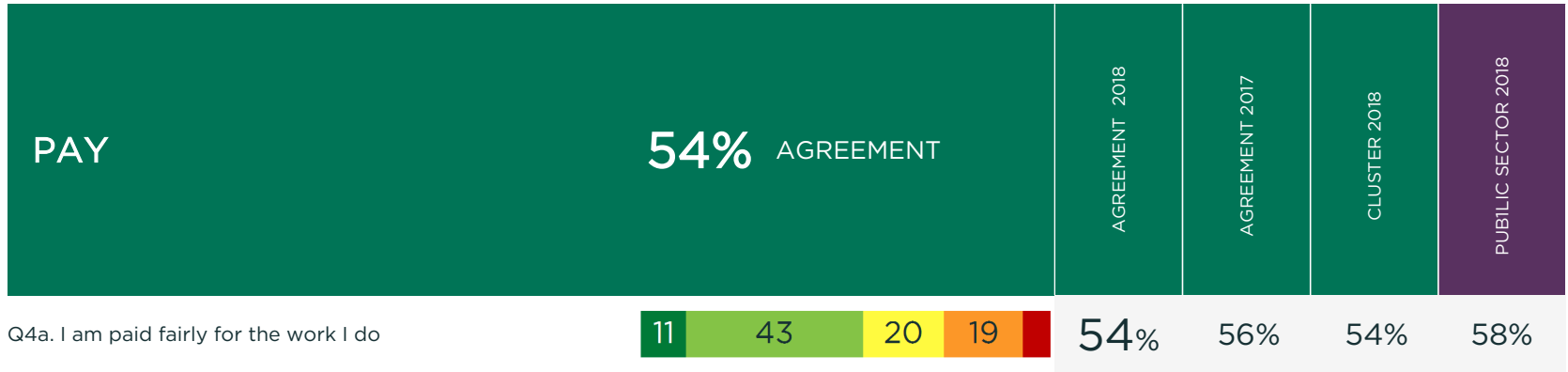




## EXPLORE THE FULL RESULTS

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

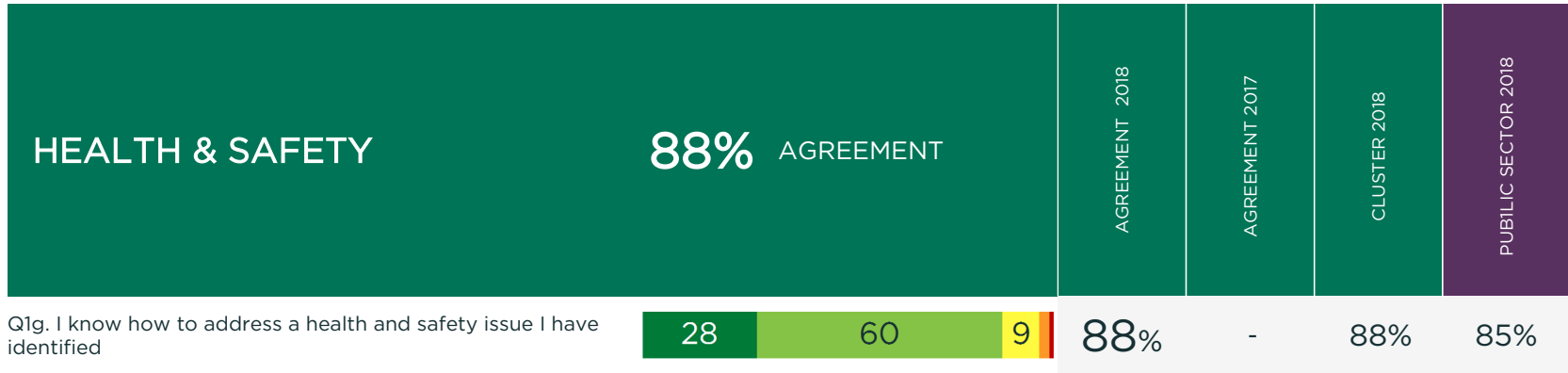




## EXPLORE THE FULL RESULTS

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



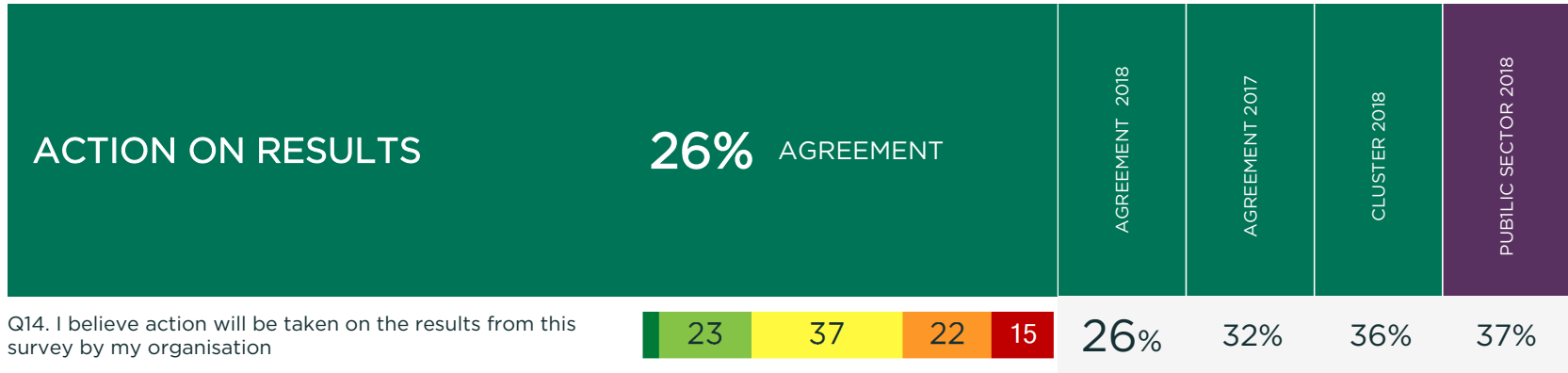




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

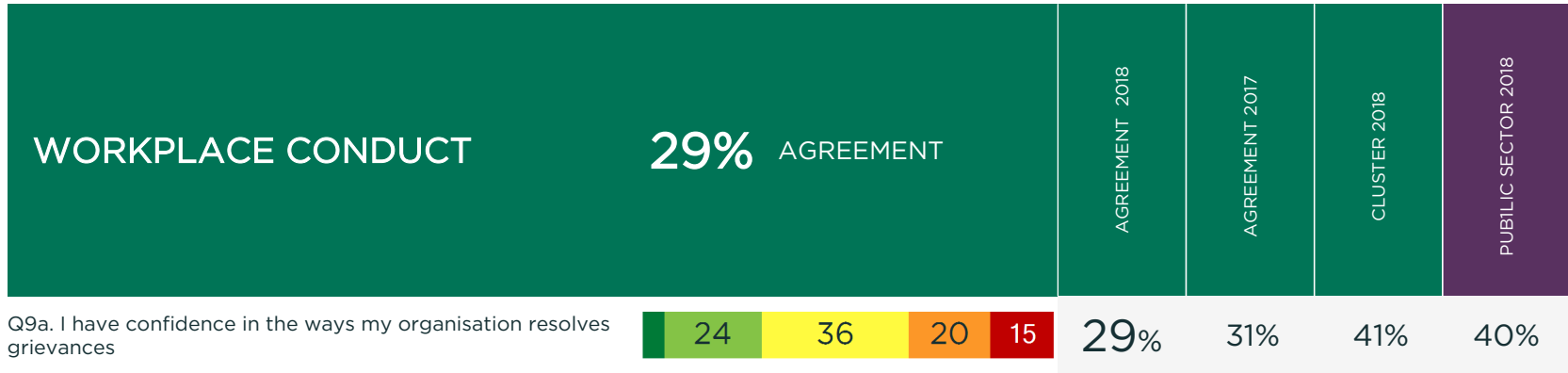




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		61%	62%	69%	71%
No		39%	38%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		69%	70%	74%	76%
No		31%	30%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		51%	50%	57%	58%
No		49%	50%	43%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		41%	40%	40%	41%
No		59%	60%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		35%	34%	29%	30%
Personal/family considerations		31%	31%	29%	30%
There are no major barriers to my career progression		29%	29%	34%	32%
Lack of promotion opportunities		28%	28%	27%	29%
The application/recruitment process is too cumbersome or time consuming		27%	21%	18%	23%
Geographic location considerations		26%	25%	23%	26%
Lack of support for temporary assignments/secondments		19%	17%	14%	15%
Insufficient training and development		17%	17%	15%	16%
Lack of support from my manager/supervisor		17%	16%	15%	14%
Lack of required capabilities or experience		10%	11%	10%	11%
Other		7%	8%	9%	9%







% are calculated with the number of unique respondents (N = 2,069 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		34%	34%	28%	24%
No		49%	54%	54%	58%
Don't know		17%	12%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		72%	70%	69%	66%
No		27%	29%	29%	32%
Don't know		1%	1%	2%	2%



## 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		46%	47%	39%	33%
No		46%	45%	52%	57%
Don't know		8%	8%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		26%	24%	21%	18%
No		68%	71%	73%	76%
Don't know		6%	5%	6%	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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		34%	34%	32%	27%
Your Immediate Manager/Supervisor		19%	21%	23%	23%
A senior manager		19%	18%	18%	21%
Prefer not to say		13%	12%	13%	14%
A subordinate		7%	5%	6%	7%
Other		5%	6%	6%	4%
A client or customer		2%	2%	2%	2%
A member of the public other than a client or customer		0%	1%	1%	1%





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q12a.</b> In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work					
Yes		5%	-	5%	3%
No		93%	-	93%	94%
Don't know		1%	-	2%	2%
<b>Q12b.</b> 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		29%	-	28%	39%
A member of the public		45%	-	52%	37%
Other		17%	-	15%	19%
Prefer not to say		9%	-	5%	6%



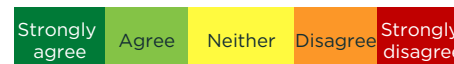
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		54%	55%	62%
Q2. I believe I am valued for what I can offer at my workplace		66%	67%	70%
Q3. In my workplace, we recognise our successes and innovations		60%	61%	66%
Q4. Staff are treated respectfully regardless of their job		62%	63%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		42%	43%	53%

KEY





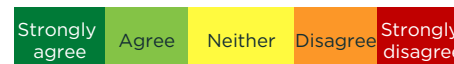
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	11	30	30	16	13	41%	43%	52%
Q7. I have a say in decisions which affect my work	9	38	26	18	8	48%	50%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	12	50	23	11		62%	64%	68%
Q9. My team's objectives/work plans are clearly outlined	12	48	23	13		60%	61%	66%
Q10. Our objectives/work plans help us to deliver a quality service	13	48	25	9		62%	62%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	11	26	32	18	13	37%	39%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		20%
Female		78%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		3%
25 -29		6%
30 - 34		8%
35 - 39		9%
40 - 44		12%
45 - 49		15%
50 - 54		16%
55 - 59		17%
60 - 64		10%
65+		4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

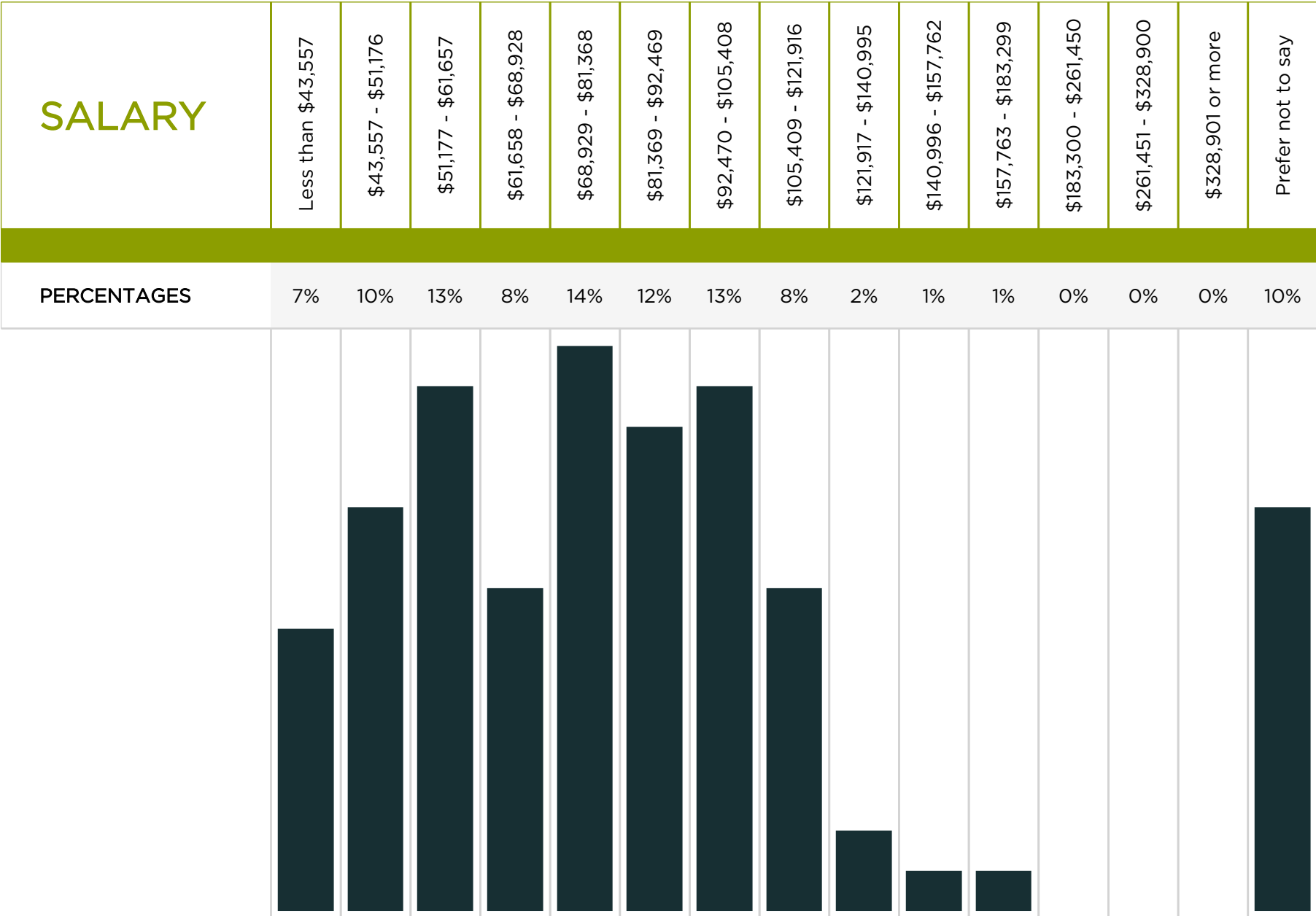
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	71%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	6%
Administrative support (e.g. executive/personal assistant, receptionist)	10%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	3%
Policy	0%
Research	0%
Program and project management support	3%
Legal (including developing and/or reviewing legislation)	0%
Other	8%

# 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		7%
1 - 2 years		10%
2 - 5 years		20%
5 - 10 years		22%
10 - 20 years		29%
More than 20 years		12%



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		43%
Part-time work		25%
Flexible start and finish times		20%
Flexible scheduling for rostered workers		8%
Working additional hours to make up for time off		7%
Working from different locations		7%
Leave without pay		6%

% are calculated with the number of unique respondents (N = 1,940 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working more hours over fewer days	6%
Study leave	5%
Job sharing	4%
Other	2%
Working from home	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 1,940 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.

	Mid North Coast Local Health District	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	2172	1403	109	207	55	1	3	51	2	150
EMPLOYEE ENGAGEMENT	60%	60%	54%	66%	65%	(r)	(r)	67%	(r)	57%
ENGAGEMENT WITH WORK	68%	69%	62%	70%	78%	(r)	(r)	77%	(r)	63%
SENIOR MANAGERS	36%	35%	29%	42%	52%	(r)	(r)	56%	(r)	36%
COMMUNICATION	51%	50%	46%	52%	67%	(r)	(r)	67%	(r)	49%
HIGH PERFORMANCE	56%	56%	51%	58%	64%	(r)	(r)	69%	(r)	54%
PUBLIC SECTOR VALUES	51%	51%	44%	53%	65%	(r)	(r)	65%	(r)	48%
DIVERSITY & INCLUSION	60%	59%	59%	65%	78%	(r)	(r)	73%	(r)	60%

### 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.

	Mid North Coast Local Health District	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	2172	140	196	259	157	268	245	249	164	38	10	12	9	7
EMPLOYEE ENGAGEMENT	60%	69%	62%	62%	62%	59%	58%	61%	61%	68%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	78%	68%	70%	74%	67%	69%	72%	70%	81%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	43%	37%	35%	43%	33%	32%	40%	38%	61%	(r)	(r)	(r)	(r)
COMMUNICATION	51%	54%	49%	52%	53%	46%	53%	53%	53%	68%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	62%	55%	56%	60%	56%	55%	58%	59%	71%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	56%	50%	50%	55%	48%	49%	55%	54%	69%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	67%	62%	61%	62%	59%	61%	62%	61%	70%	(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.

	Mid North Coast Local Health District	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	2172	9	199
<b>EMPLOYEE ENGAGEMENT</b>	60%	(r)	52%
ENGAGEMENT WITH WORK	68%	(r)	52%
SENIOR MANAGERS	36%	(r)	25%
COMMUNICATION	51%	(r)	41%
HIGH PERFORMANCE	56%	(r)	45%
PUBLIC SECTOR VALUES	51%	(r)	40%
DIVERSITY & INCLUSION	60%	(r)	50%

### 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.

	Mid North Coast Local Health District	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>	2172	146	199	383	423	568	235
<b>EMPLOYEE ENGAGEMENT</b>	60%	72%	66%	63%	57%	57%	60%
ENGAGEMENT WITH WORK	68%	81%	76%	74%	65%	64%	65%
SENIOR MANAGERS	36%	50%	44%	40%	32%	33%	32%
COMMUNICATION	51%	65%	59%	56%	47%	47%	46%
HIGH PERFORMANCE	56%	70%	62%	60%	53%	53%	53%
PUBLIC SECTOR VALUES	51%	67%	57%	56%	47%	47%	47%
DIVERSITY & INCLUSION	60%	75%	65%	66%	58%	56%	57%

### 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.

	Mid North Coast Local Health District	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	2172	380	109	138	152	480	85	127	28	13	121	99	36	826
EMPLOYEE ENGAGEMENT	60%	65%	67%	65%	65%	63%	66%	67%	(r)	(r)	64%	65%	60%	57%
ENGAGEMENT WITH WORK	68%	77%	74%	75%	74%	68%	74%	83%	(r)	(r)	72%	79%	70%	65%
SENIOR MANAGERS	36%	48%	39%	46%	40%	36%	44%	54%	(r)	(r)	39%	41%	35%	31%
COMMUNICATION	51%	62%	57%	63%	58%	51%	55%	65%	(r)	(r)	59%	57%	50%	46%
HIGH PERFORMANCE	56%	65%	60%	65%	59%	57%	63%	71%	(r)	(r)	62%	63%	50%	51%
PUBLIC SECTOR VALUES	51%	60%	55%	60%	56%	51%	58%	66%	(r)	(r)	57%	58%	49%	46%
DIVERSITY & INCLUSION	60%	75%	69%	76%	70%	63%	70%	77%	(r)	(r)	72%	67%	60%	53%

\*multiple types may be chosen.

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.

	Mid North Coast Local Health District	Mid North Coast	Coffs Harbour - Grafton	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby
NUMBER OF RESPONDENTS	2172	1079	771	26	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	60%	62%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	72%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	38%	35%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	53%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	59%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	53%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	63%	58%	(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.

	Mid North Coast Local Health District	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Murray	New England and North West	Newcastle and Lake Macquarie	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	2172	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(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

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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.

	Mid North Coast Local Health District	Sydney East	Sydney West	Capital Region	Central Coast	Central West	OUTSIDE NSW
<b>NUMBER OF RESPONDENTS</b>	2172	0	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	60%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(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.

	Mid North Coast Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	2172	5	50	115	151	180	241	301	312	338	202	70
EMPLOYEE ENGAGEMENT	60%	(r)	72%	69%	61%	60%	61%	59%	58%	61%	58%	67%
ENGAGEMENT WITH WORK	68%	(r)	80%	79%	69%	68%	71%	65%	65%	69%	69%	81%
SENIOR MANAGERS	36%	(r)	61%	46%	35%	39%	37%	33%	33%	38%	34%	34%
COMMUNICATION	51%	(r)	65%	62%	54%	55%	52%	50%	46%	50%	45%	53%
HIGH PERFORMANCE	56%	(r)	75%	66%	59%	58%	56%	54%	51%	57%	53%	59%
PUBLIC SECTOR VALUES	51%	(r)	69%	60%	53%	52%	51%	50%	47%	52%	47%	53%
DIVERSITY & INCLUSION	60%	(r)	74%	68%	63%	62%	62%	61%	56%	60%	57%	65%

### KEY

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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.

	Mid North Coast Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	2172	395	1557	37
<b>EMPLOYEE ENGAGEMENT</b>	60%	56%	62%	46%
ENGAGEMENT WITH WORK	68%	65%	71%	36%
SENIOR MANAGERS	36%	33%	38%	15%
COMMUNICATION	51%	50%	52%	28%
HIGH PERFORMANCE	56%	52%	58%	31%
PUBLIC SECTOR VALUES	51%	48%	53%	28%
DIVERSITY & INCLUSION	60%	60%	62%	36%

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Mid North Coast Local Health District	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	2172	7	0	17	25	1	18	90	722	28	88	72	12	2
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	68%	58%	(r)	63%	62%	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	81%	66%	(r)	74%	70%	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	37%	32%	(r)	51%	32%	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)	53%	47%	(r)	62%	46%	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	60%	54%	(r)	67%	52%	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)	54%	49%	(r)	63%	47%	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	61%	57%	(r)	65%	59%	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Mid North Coast Local Health District	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	2172	170	17	30	227	26	27	8	1	17	10	7	0	2
EMPLOYEE ENGAGEMENT	60%	65%	(r)	77%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	71%	(r)	94%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	42%	(r)	77%	33%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	56%	(r)	82%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	60%	(r)	83%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	55%	(r)	81%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	69%	(r)	87%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Mid North Coast Local Health District	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
<b>NUMBER OF RESPONDENTS</b>	2172	9	14	0	19	0	0	0	2	12	11	36	6	16
<b>EMPLOYEE ENGAGEMENT</b>	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)
<b>SENIOR MANAGERS</b>	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	27%	(r)	(r)
<b>COMMUNICATION</b>	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	35%	(r)	(r)
<b>HIGH PERFORMANCE</b>	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	35%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)

### KEY

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Mid North Coast Local Health District	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
<b>NUMBER OF RESPONDENTS</b>	2172	9	2	9	3	10	13	69	145
<b>EMPLOYEE ENGAGEMENT</b>	60%	(r)	(r)	(r)	(r)	(r)	(r)	62%	54%
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	66%	55%
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	40%	26%
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)	52%	35%
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	55%	41%
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)	52%	37%
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	65%	47%

### KEY

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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

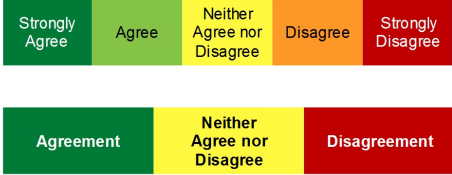
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.