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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Nepean Blue Mountains Local Health District

## RESPONSE RATE

# 34%

1,807 OF 5,339 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 58%

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER -7  
DIFFERENCE FROM PUBLIC SECTOR -7

## ENGAGEMENT WITH WORK

# 65%

DIFFERENCE FROM 2017 -4  
DIFFERENCE FROM CLUSTER -8  
DIFFERENCE FROM PUBLIC SECTOR -7

## SENIOR MANAGERS

# 35%

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER -11  
DIFFERENCE FROM PUBLIC SECTOR -14

## COMMUNICATION

# 52%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER -7  
DIFFERENCE FROM PUBLIC SECTOR -9

## HIGH PERFORMANCE

# 57%

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -7  
DIFFERENCE FROM PUBLIC SECTOR -7

## PUBLIC SECTOR VALUES

# 52%

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -8  
DIFFERENCE FROM PUBLIC SECTOR -10

## DIVERSITY & INCLUSION

# 61%

DIFFERENCE FROM CLUSTER -5  
DIFFERENCE FROM PUBLIC SECTOR -7

## FLEXIBLE WORKING SATISFACTION

# 51%

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM CLUSTER -6  
DIFFERENCE FROM PUBLIC SECTOR -7

## ACTION ON RESULTS

# 30%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER -7  
DIFFERENCE FROM PUBLIC SECTOR -7



## 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	87%	-
2a.	My workgroup strives to achieve customer/client satisfaction	84%	85%
2c.	I receive help and support from other members of my workgroup	78%	78%
2b.	My workgroup works collaboratively to achieve its objectives	76%	75%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	71%	70%
5b.	My manager listens to what I have to say	70%	69%
1c.	My job gives me a feeling of personal accomplishment	70%	74%
2e.	People in my workgroup treat each other with respect	69%	69%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	69%	68%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

6h.	I feel that senior managers listen to employees	29%	31%
14.	I believe action will be taken on the results from this survey by my organisation	30%	29%
6b.	I feel that senior managers effectively lead and manage change	31%	36%
7c.	I feel that change is managed well in my organisation	32%	35%
9a.	I have confidence in the ways my organisation resolves grievances	32%	31%
7g.	I have confidence in the way recruitment decisions are made	33%	34%
6g.	I feel that senior managers keep employees informed about what's going on	34%	34%
6a.	I believe senior managers provide clear direction for the future of the organisation	34%	37%
6c.	I feel that senior managers model the values of my organisation	34%	37%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	37%	37%



### 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

5e.	My manager involves my workgroup in decisions about our work	61%	59%
5f.	I have confidence in the decisions my manager makes	61%	59%
5b.	My manager listens to what I have to say	70%	69%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	51%	50%
9a.	I have confidence in the ways my organisation resolves grievances	32%	31%
5d.	My manager encourages and values employee input	65%	64%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	47%	46%
5a.	My manager encourages people in my workgroup to keep improving the work they do	68%	67%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	69%	68%
2b.	My workgroup works collaboratively to achieve its objectives	76%	75%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

6b.	I feel that senior managers effectively lead and manage change	31%	36%
7d.	There is good co-operation between teams across our organisation	40%	44%
1d.	I feel motivated to contribute more than what is normally required at work	65%	69%
1c.	My job gives me a feeling of personal accomplishment	70%	74%
7c.	I feel that change is managed well in my organisation	32%	35%
2d.	There is good team spirit in my workgroup	63%	66%
7a.	My organisation focuses on improving the work we do	57%	60%
3f.	I have received appropriate training and development to do my job well	66%	69%
5h.	My manager appropriately deals with employees who perform poorly	39%	42%
1e.	I am satisfied with my job	61%	64%



### 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

## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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



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



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



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



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



**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



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



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



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



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



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



## 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.

# 30%

of employees replied favourably to:

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

## 37%

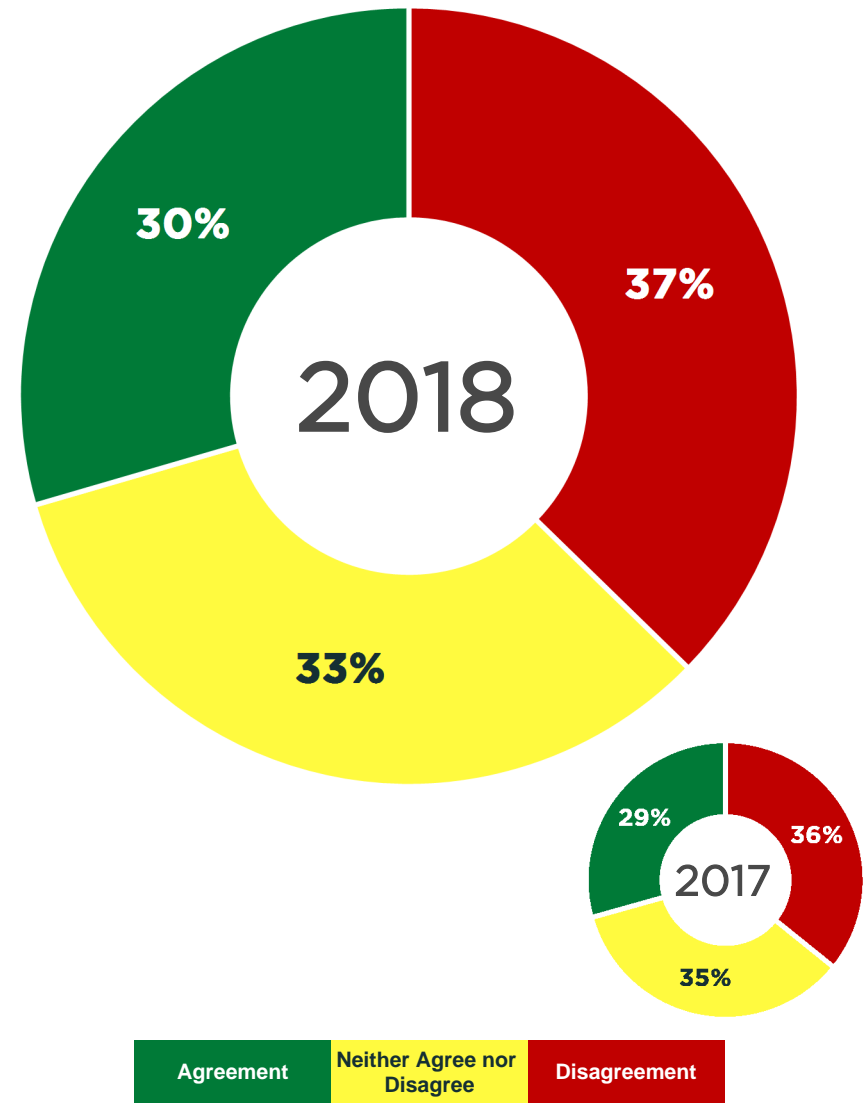
SECTOR

## 36%

CLUSTER

## 29%

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>44%</b>	44%	51%	52%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>57%</b>	60%	68%	69%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>47%</b>	49%	56%	57%
<b>4</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>32%</b>	35%	42%	40%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>31%</b>	36%	44%	46%
<b>6</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>34%</b>	37%	46%	49%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Nepean Blue Mountains 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.

	Nepean Blue Mountains Local Health District	Blue Mountains & Springwood Hospitals	Directorate of Allied Health & Community Programs	Drug and Alcohol Service	Finance Directorate	Lithgow & Portland Hospitals	Mental Health Service	NBMLHD Other	Nepean Hospital	Oral Health Service	Primary Care & Community Health	Total Asset Management	Workforce People and Culture Directorate
NUMBER OF RESPONDENTS	1807	86	25	61	48	106	200	106	796	65	174	66	58
EMPLOYEE ENGAGEMENT	58%	53%	67%	41%	64%	62%	61%	60%	58%	74%	64%	28%	58%
ENGAGEMENT WITH WORK	65%	56%	64%	53%	74%	68%	67%	75%	64%	78%	76%	30%	62%
SENIOR MANAGERS	35%	32%	51%	28%	52%	36%	38%	35%	33%	60%	36%	16%	29%
COMMUNICATION	52%	49%	69%	41%	64%	54%	55%	60%	50%	66%	59%	22%	57%
HIGH PERFORMANCE	57%	52%	73%	44%	64%	59%	59%	61%	56%	73%	66%	28%	56%
PUBLIC SECTOR VALUES	52%	48%	67%	44%	63%	52%	55%	55%	50%	66%	59%	23%	51%
DIVERSITY & INCLUSION	61%	52%	73%	47%	71%	65%	67%	68%	58%	71%	71%	27%	64%

### 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	58% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	13	38	27	12	10	51%	54%	61%	61%
Q7j. I am proud to tell others I work for my organisation	16	41	26	8	9	57%	59%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	16	36	27	11	10	53%	55%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	34	30	14	10	45%	46%	54%	55%
Q7m. My organisation inspires me to do the best in my job	12	33	31	14	10	45%	47%	55%	55%

KEY





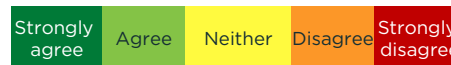
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	65% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	22	48	15	10	70%	74%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	23	42	18	11	65%	69%	72%	72%
Q1e. I am satisfied with my job	18	42	20	12	61%	64%	70%	69%

KEY





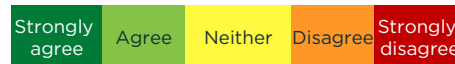
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SENIOR MANAGERS	35% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	26	32	18	16	34%	37%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	7	24	31	20	18	31%	36%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	9	26	32	16	18	34%	37%	47%	50%
Q6d. Senior managers encourage innovation by employees	8	29	32	17	14	37%	39%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	30	35	15	13	37%	37%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	37	29	12	13	47%	46%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	7	26	29	20	18	34%	34%	44%	47%
Q6h. I feel that senior managers listen to employees		23	29	21	21	29%	31%	40%	43%
Q7c. I feel that change is managed well in my organisation		25	30	23	15	32%	35%	42%	40%

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.

COMMUNICATION	52% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	24	40	15	10	10	65%	65%	70%	72%
Q5d. My manager encourages and values employee input	26	39	15	10	10	65%	64%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	23	38	17	12	10	61%	59%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	7	26	29	20	18	34%	34%	44%	47%
Q6h. I feel that senior managers listen to employees	23	29	21	21		29%	31%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	44	18	11	11	60%	62%	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.

	HIGH PERFORMANCE				57% 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	47	12	8		76%	75%	79%	79%
Q3f. I have received appropriate training and development to do my job well	18	48	19	10		66%	69%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	45	16	9		68%	67%	71%	74%
Q5f. I have confidence in the decisions my manager makes	24	37	18	10	10	61%	59%	65%	68%
Q6d. Senior managers encourage innovation by employees	8	29	32	17	14	37%	39%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	30	35	15	13	37%	37%	48%	52%
Q7a. My organisation focuses on improving the work we do	12	46	25	11	7	57%	60%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	9	37	28	16	10	47%	49%	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.

	57% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	33	28	20	12	40%	44%	50%	49%
Q7h. My organisation generally selects capable people to do the job	43	26	15	10	49%	50%	54%	54%

### KEY





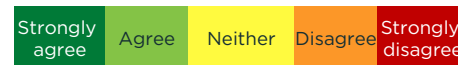
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PUBLIC SECTOR VALUES		52% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction				84%	85%	87%	86%
Q2e. People in my workgroup treat each other with respect				69%	69%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				68%	67%	71%	74%
Q5b. My manager listens to what I have to say				70%	69%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation				34%	37%	46%	49%
Q6c. I feel that senior managers model the values of my organisation				34%	37%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				47%	46%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on				34%	34%	44%	47%
Q6h. I feel that senior managers listen to employees				29%	31%	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		52% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		12	46	25	11	7	57%	60%	68%	69%
Q7e. People in my organisation take responsibility for their own actions		34	30	17	13	13	40%	40%	49%	49%

KEY







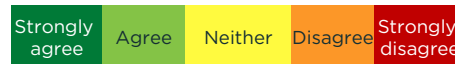
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DIVERSITY & INCLUSION	61% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	17	43	17	15	9	60%	61%	66%	65%
Q5b. My manager listens to what I have to say	26	44	13	8	9	70%	69%	73%	76%
Q5d. My manager encourages and values employee input	26	39	15	10	10	65%	64%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	12	34	38	10	10	46%	47%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	18	51	18	11	11	69%	68%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	21	50	18	8	11	71%	70%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	44	18	11	11	60%	62%	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>	17	34	25	14	11	51%	50%	58%	59%
Q8e. My manager supports flexible working in my team	20	35	24	11	11	55%	-	61%	63%

KEY

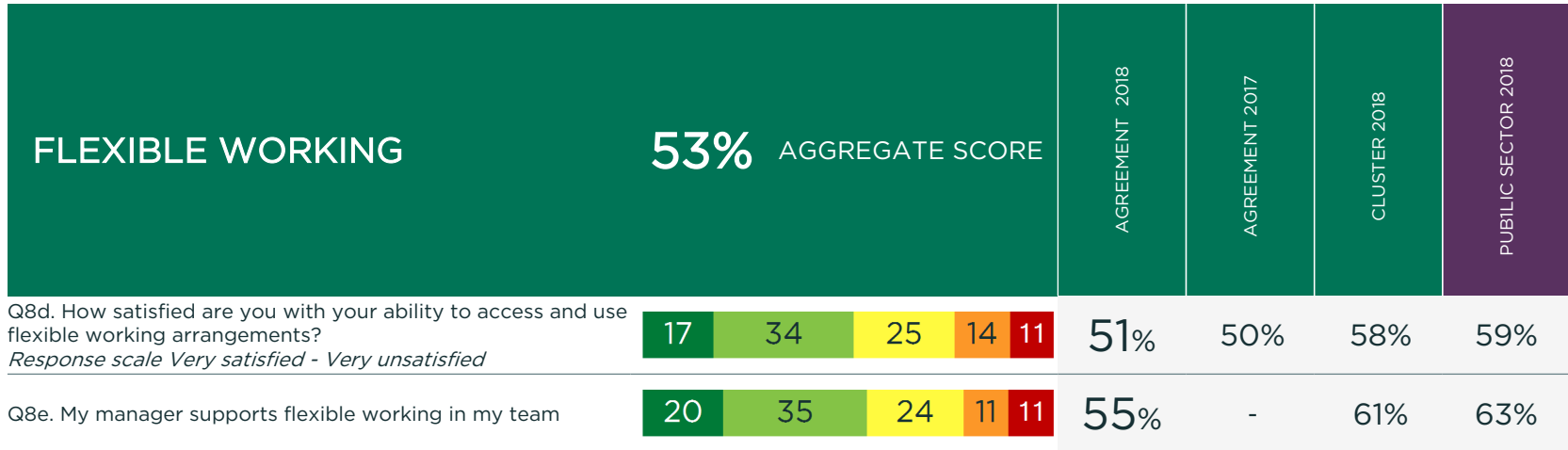




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KEY

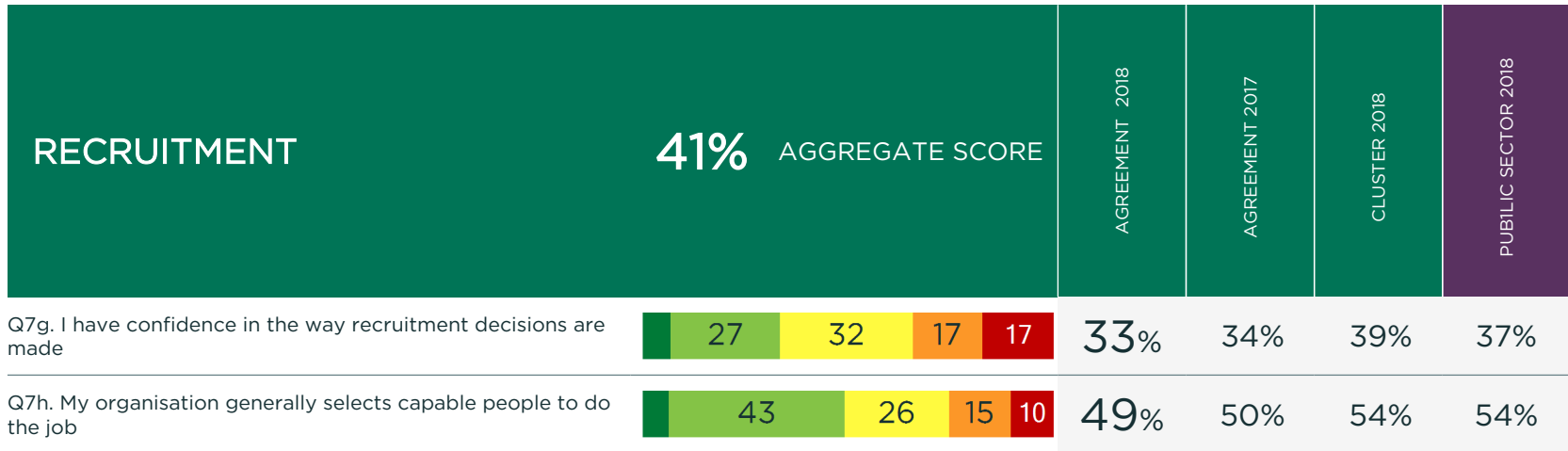




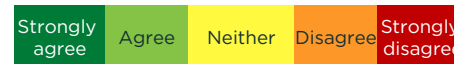
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KEY





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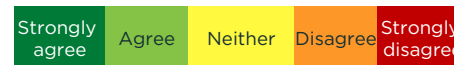
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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**52%** 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	19 42 18 13 8	61%	63%	65%	65%
Q3e. My performance is assessed against clear criteria	16 43 22 12 8	59%	59%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14 34 23 17 12	48%	50%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25 36 18 11 10	61%	62%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	14 25 31 15 15	39%	42%	46%	46%
Q7f. My organisation is committed to developing its employees	8 36 29 15 12	44%	44%	51%	52%

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.

WORKPLACE SUPPORT		64% 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		60%	61%	66%	65%					
Q1f. I am able to keep my work stress at an acceptable level		57%	57%	62%	60%					
Q2c. I receive help and support from other members of my workgroup		78%	78%	80%	81%					
Q2d. There is good team spirit in my workgroup		63%	66%	68%	70%					

KEY

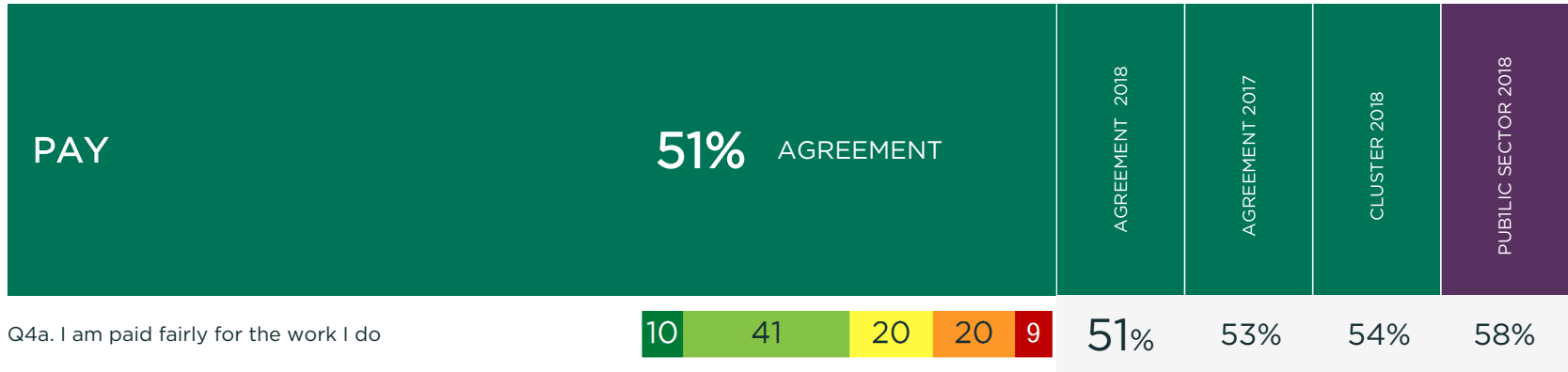




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### KEY

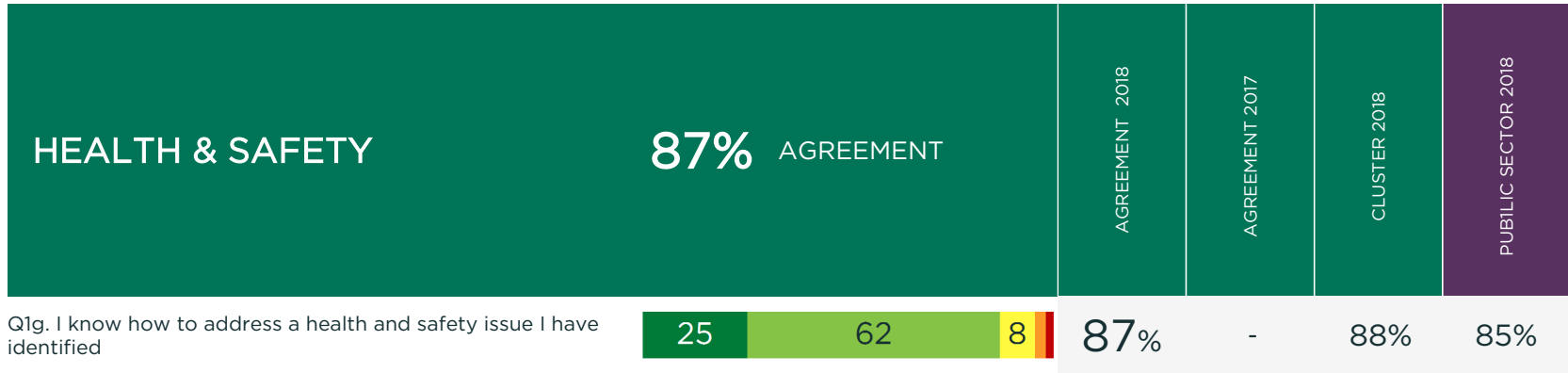




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



### KEY

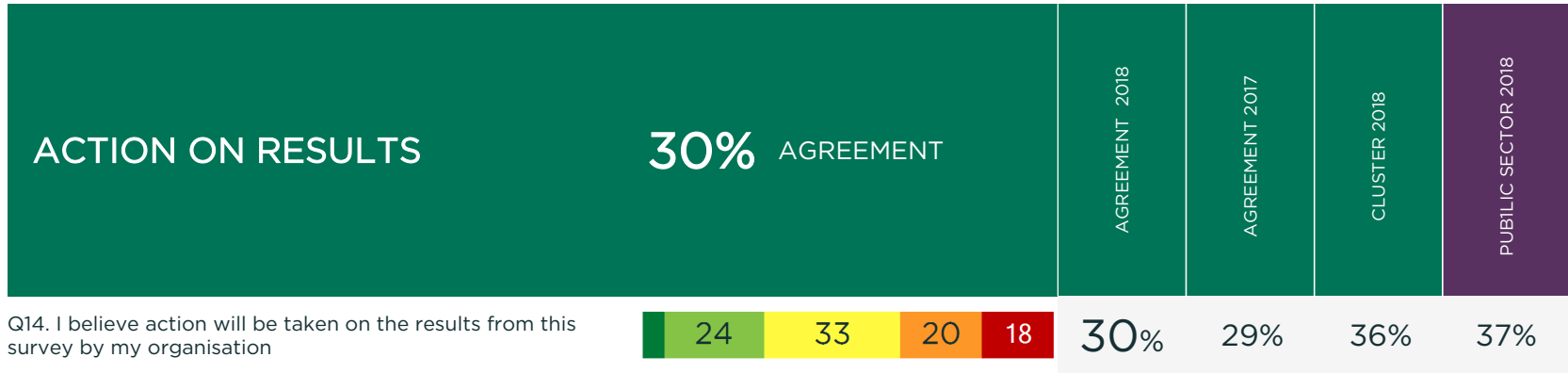




## EXPLORE THE FULL RESULTS

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



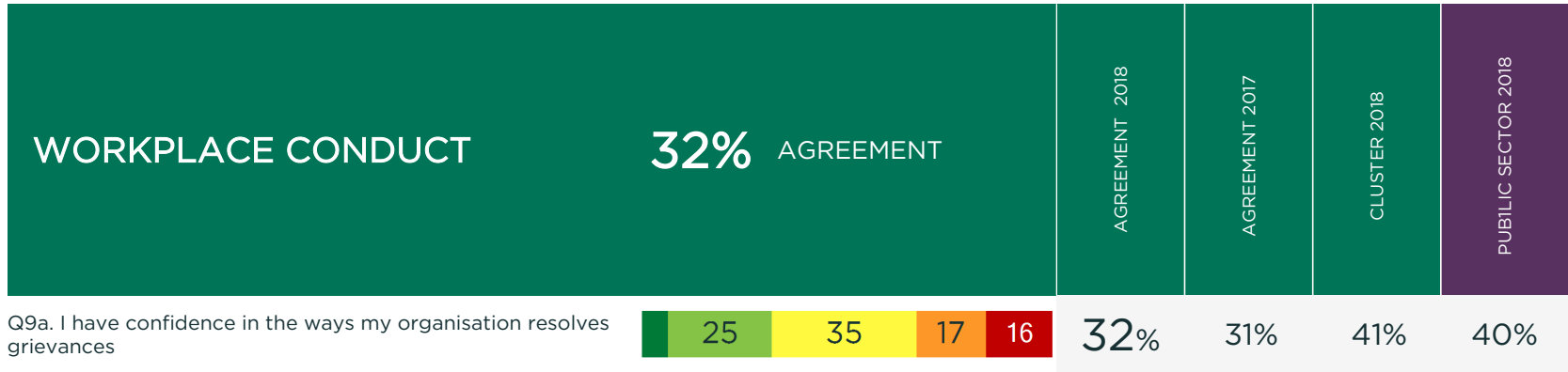




## EXPLORE THE FULL RESULTS

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		70%	69%	69%	71%
No		30%	31%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		72%	72%	74%	76%
No		28%	28%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		55%	55%	57%	58%
No		45%	45%	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		43%	43%	40%	41%
No		57%	57%	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%	31%	29%	30%
There are no major barriers to my career progression		31%	28%	34%	32%
Personal/family considerations		30%	33%	29%	30%
Lack of promotion opportunities		30%	29%	27%	29%
Geographic location considerations		24%	24%	23%	26%
Lack of support for temporary assignments/secondments		17%	15%	14%	15%
Lack of support from my manager/supervisor		17%	16%	15%	14%
Insufficient training and development		15%	14%	15%	16%
The application/recruitment process is too cumbersome or time consuming		15%	15%	18%	23%
Lack of required capabilities or experience		11%	10%	10%	11%
Other		8%	7%	9%	9%

% are calculated with the number of unique respondents (N = 1,736 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		33%	32%	28%	24%
No		50%	54%	54%	58%
Don't know		17%	14%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		66%	65%	69%	66%
No		32%	33%	29%	32%
Don't know		2%	2%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	44%	45%	39%	33%
No	48%	46%	52%	57%
Don't know	8%	9%	9%	10%

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	24%	26%	21%	18%
No	70%	68%	73%	76%
Don't know	6%	6%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

**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 senior manager		27%	27%	18%	21%
A fellow worker at your level		26%	26%	32%	27%
Your Immediate Manager/Supervisor		22%	19%	23%	23%
Prefer not to say		12%	13%	13%	14%
A subordinate		6%	6%	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%	0%	1%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	5%	-	5%	3%
No	93%	-	93%	94%
Don't know	2%	-	2%	2%

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	34%	-	28%	39%
A member of the public	49%	-	52%	37%
Other	15%	-	15%	19%
Prefer not to say	1%	-	5%	6%





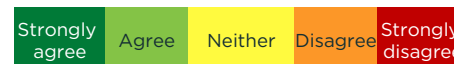
## EXPLORE THE FULL RESULTS

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		55%	59%	62%
Q2. I believe I am valued for what I can offer at my workplace		63%	66%	70%
Q3. In my workplace, we recognise our successes and innovations		59%	60%	66%
Q4. Staff are treated respectfully regardless of their job		62%	62%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		41%	42%	53%

KEY





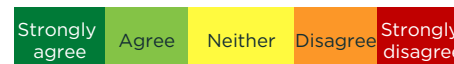
## EXPLORE THE FULL RESULTS

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	10	32	29	14	15	42%	44%	52%
Q7. I have a say in decisions which affect my work	9	39	22	19	11	48%	49%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	12	49	20	11	8	61%	61%	68%
Q9. My team's objectives/work plans are clearly outlined	12	48	22	11		60%	60%	66%
Q10. Our objectives/work plans help us to deliver a quality service	13	47	24	9		60%	61%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	10	26	31	16	17	36%	38%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		19%
Female		79%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		4%
25 -29		8%
30 - 34		12%
35 - 39		13%
40 - 44		12%
45 - 49		14%
50 - 54		12%
55 - 59		14%
60 - 64		8%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

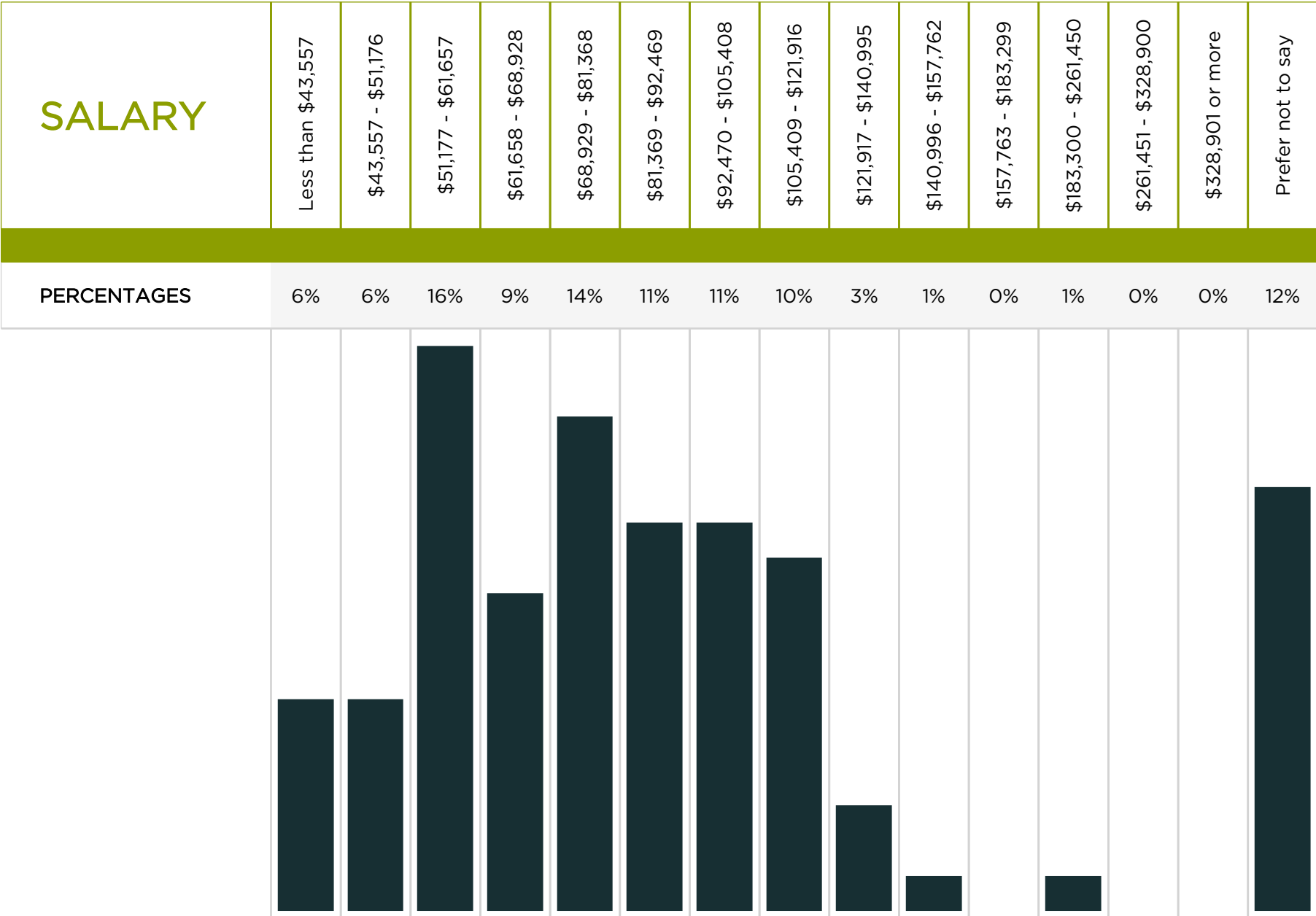
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	61%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	7%
Administrative support (e.g. executive/personal assistant, receptionist)	15%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	1%
Program and project management support	3%
Legal (including developing and/or reviewing legislation)	-
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		11%
1 - 2 years		12%
2 - 5 years		21%
5 - 10 years		16%
10 - 20 years		27%
More than 20 years		13%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
None of the above	47%
Part-time work	20%
Flexible start and finish times	19%
Working additional hours to make up for time off	8%
Study leave	7%
Working more hours over fewer days	6%
Flexible scheduling for rostered workers	5%

% are calculated with the number of unique respondents (N = 1,611 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Working from different locations		5%
Leave without pay		5%
Other		2%
Working from home		2%
Job sharing		2%
Purchasing annual leave		0%

% are calculated with the number of unique respondents (N = 1,611 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.

	Nepean Blue Mountains 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	1807	1011	110	256	101	2	9	46	0	125
EMPLOYEE ENGAGEMENT	58%	58%	48%	62%	61%	(r)	(r)	59%	(r)	57%
ENGAGEMENT WITH WORK	65%	66%	50%	68%	68%	(r)	(r)	67%	(r)	60%
SENIOR MANAGERS	35%	34%	30%	40%	42%	(r)	(r)	41%	(r)	37%
COMMUNICATION	52%	51%	42%	57%	61%	(r)	(r)	65%	(r)	52%
HIGH PERFORMANCE	57%	57%	46%	61%	59%	(r)	(r)	64%	(r)	56%
PUBLIC SECTOR VALUES	52%	52%	40%	55%	58%	(r)	(r)	58%	(r)	52%
DIVERSITY & INCLUSION	61%	60%	47%	65%	67%	(r)	(r)	70%	(r)	61%

### 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.

	Nepean Blue Mountains 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	1807	91	104	258	146	233	183	176	157	48	23	4	10	6
EMPLOYEE ENGAGEMENT	58%	67%	60%	62%	63%	54%	57%	56%	60%	66%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	77%	64%	66%	69%	59%	64%	69%	74%	78%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	42%	39%	38%	42%	29%	31%	31%	40%	52%	(r)	(r)	(r)	(r)
COMMUNICATION	52%	56%	55%	55%	57%	46%	52%	50%	59%	70%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	64%	59%	59%	64%	52%	58%	56%	61%	69%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	57%	54%	54%	58%	46%	52%	51%	56%	67%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	68%	65%	64%	66%	55%	62%	59%	66%	72%	(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.

	Nepean Blue Mountains Local Health District	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>1807</b>	<b>3</b>	<b>198</b>
<b>EMPLOYEE ENGAGEMENT</b>	58%	(r)	47%
ENGAGEMENT WITH WORK	65%	(r)	52%
SENIOR MANAGERS	35%	(r)	25%
COMMUNICATION	52%	(r)	40%
HIGH PERFORMANCE	57%	(r)	46%
PUBLIC SECTOR VALUES	52%	(r)	41%
DIVERSITY & INCLUSION	61%	(r)	48%

### 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.

	Nepean Blue Mountains Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1807	180	194	342	269	449	205
EMPLOYEE ENGAGEMENT	58%	72%	62%	59%	53%	55%	54%
ENGAGEMENT WITH WORK	65%	81%	73%	65%	57%	62%	62%
SENIOR MANAGERS	35%	50%	39%	35%	31%	30%	34%
COMMUNICATION	52%	67%	60%	52%	47%	47%	50%
HIGH PERFORMANCE	57%	69%	61%	59%	52%	54%	56%
PUBLIC SECTOR VALUES	52%	65%	56%	52%	48%	48%	50%
DIVERSITY & INCLUSION	61%	74%	67%	62%	58%	57%	55%

### 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.

	Nepean Blue Mountains 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	1807	299	91	127	88	327	27	83	30	5	75	114	36	757
EMPLOYEE ENGAGEMENT	58%	65%	58%	62%	62%	62%	(r)	66%	70%	(r)	63%	64%	58%	54%
ENGAGEMENT WITH WORK	65%	75%	70%	73%	66%	66%	(r)	84%	83%	(r)	66%	74%	63%	61%
SENIOR MANAGERS	35%	44%	30%	36%	37%	34%	(r)	38%	40%	(r)	40%	40%	37%	31%
COMMUNICATION	52%	64%	46%	61%	55%	54%	(r)	63%	62%	(r)	58%	60%	55%	47%
HIGH PERFORMANCE	57%	65%	54%	62%	60%	60%	(r)	67%	70%	(r)	64%	65%	58%	52%
PUBLIC SECTOR VALUES	52%	60%	48%	55%	54%	54%	(r)	59%	60%	(r)	58%	58%	52%	47%
DIVERSITY & INCLUSION	61%	75%	64%	73%	68%	65%	(r)	73%	84%	(r)	69%	70%	62%	54%

\*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.

	Nepean Blue Mountains Local Health District	Sydney West	Sydney - Outer West and Blue Mountains	Central West	New England and North West	Capital Region	Sydney - Blacktown	Sydney - Parramatta	Sydney East	Riverina	Sydney - Eastern Suburbs	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	1807	1346	1342	104	65	21	2	2	1	1	1	0	0
EMPLOYEE ENGAGEMENT	58%	58%	58%	62%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	65%	65%	71%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	35%	35%	35%	32%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	52%	52%	55%	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	57%	57%	60%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	52%	52%	52%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	61%	61%	67%	53%	(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.

	Nepean Blue Mountains Local Health District	Central Coast	Coffs Harbour - Grafton	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	1807	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	(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.

	Nepean Blue Mountains Local Health District	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	Sydney - City and Inner South
<b>NUMBER OF RESPONDENTS</b>	<b>1807</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	(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.

	Nepean Blue Mountains Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	1807	6	58	135	200	209	202	235	201	225	131	36
<b>EMPLOYEE ENGAGEMENT</b>	58%	(r)	69%	61%	59%	59%	55%	56%	57%	58%	62%	59%
<b>ENGAGEMENT WITH WORK</b>	65%	(r)	77%	68%	68%	64%	57%	62%	65%	70%	70%	82%
<b>SENIOR MANAGERS</b>	35%	(r)	41%	42%	38%	32%	32%	34%	32%	35%	40%	37%
<b>COMMUNICATION</b>	52%	(r)	61%	59%	55%	49%	50%	50%	50%	53%	58%	53%
<b>HIGH PERFORMANCE</b>	57%	(r)	67%	65%	58%	56%	53%	55%	55%	59%	60%	59%
<b>PUBLIC SECTOR VALUES</b>	52%	(r)	59%	58%	53%	50%	49%	50%	50%	52%	56%	56%
<b>DIVERSITY &amp; INCLUSION</b>	61%	(r)	73%	68%	66%	59%	56%	60%	59%	60%	64%	60%

### 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.

	Nepean Blue Mountains Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>1807</b>	<b>317</b>	<b>1306</b>	<b>27</b>
<b>EMPLOYEE ENGAGEMENT</b>	58%	57%	59%	(r)
ENGAGEMENT WITH WORK	65%	65%	66%	(r)
SENIOR MANAGERS	35%	36%	36%	(r)
COMMUNICATION	52%	56%	52%	(r)
HIGH PERFORMANCE	57%	57%	58%	(r)
PUBLIC SECTOR VALUES	52%	53%	52%	(r)
DIVERSITY & INCLUSION	61%	63%	61%	(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.

	Nepean Blue Mountains 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	1807	34	4	24	3	0	10	58	404	36	55	25	23	7
EMPLOYEE ENGAGEMENT	58%	66%	(r)	(r)	(r)	(r)	(r)	60%	53%	56%	65%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	85%	(r)	(r)	(r)	(r)	(r)	55%	61%	73%	76%	(r)	(r)	(r)
SENIOR MANAGERS	35%	44%	(r)	(r)	(r)	(r)	(r)	28%	27%	23%	48%	(r)	(r)	(r)
COMMUNICATION	52%	65%	(r)	(r)	(r)	(r)	(r)	51%	43%	52%	63%	(r)	(r)	(r)
HIGH PERFORMANCE	57%	68%	(r)	(r)	(r)	(r)	(r)	54%	52%	51%	68%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	63%	(r)	(r)	(r)	(r)	(r)	46%	45%	43%	64%	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	68%	(r)	(r)	(r)	(r)	(r)	62%	53%	61%	71%	(r)	(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.

	Nepean Blue Mountains 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	1807	243	44	25	208	19	13	10	0	5	8	7	4	8
EMPLOYEE ENGAGEMENT	58%	60%	66%	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	66%	80%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	38%	45%	(r)	35%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	57%	65%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	60%	67%	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	54%	62%	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	65%	73%	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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.

	Nepean Blue Mountains 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
NUMBER OF RESPONDENTS	1807	19	21	1	34	0	1	0	0	16	13	20	1	3
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	65%	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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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.

	Nepean Blue Mountains 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>	1807	4	1	37	1	7	0	70	142
<b>EMPLOYEE ENGAGEMENT</b>	58%	(r)	(r)	19%	(r)	(r)	(r)	61%	47%
<b>ENGAGEMENT WITH WORK</b>	65%	(r)	(r)	22%	(r)	(r)	(r)	67%	49%
<b>SENIOR MANAGERS</b>	35%	(r)	(r)	8%	(r)	(r)	(r)	36%	21%
<b>COMMUNICATION</b>	52%	(r)	(r)	13%	(r)	(r)	(r)	57%	36%
<b>HIGH PERFORMANCE</b>	57%	(r)	(r)	20%	(r)	(r)	(r)	57%	44%
<b>PUBLIC SECTOR VALUES</b>	52%	(r)	(r)	14%	(r)	(r)	(r)	53%	39%
<b>DIVERSITY &amp; INCLUSION</b>	61%	(r)	(r)	18%	(r)	(r)	(r)	66%	45%

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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.