
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Northern Sydney Local Health District

RESPONSE RATE

37%

4,068 OF 10,935 RESPONDENTS

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+4**
 DIFFERENCE FROM PUBLIC SECTOR **+3**

ENGAGEMENT WITH WORK

76%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+3**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

SENIOR MANAGERS

50%

DIFFERENCE FROM 2017 **+7**
 DIFFERENCE FROM CLUSTER **+4**
 DIFFERENCE FROM PUBLIC SECTOR **+1**

COMMUNICATION

63%

DIFFERENCE FROM 2017 **+6**
 DIFFERENCE FROM CLUSTER **+4**
 DIFFERENCE FROM PUBLIC SECTOR **+2**

HIGH PERFORMANCE

68%

DIFFERENCE FROM 2017 **+5**
 DIFFERENCE FROM CLUSTER **+4**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

PUBLIC SECTOR VALUES

64%

DIFFERENCE FROM 2017 **+5**
 DIFFERENCE FROM CLUSTER **+4**
 DIFFERENCE FROM PUBLIC SECTOR **+2**

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM CLUSTER **+3**
 DIFFERENCE FROM PUBLIC SECTOR **+1**

FLEXIBLE WORKING SATISFACTION

58%

DIFFERENCE FROM 2017 **+2**
 DIFFERENCE FROM CLUSTER **0**
 DIFFERENCE FROM PUBLIC SECTOR **-1**

ACTION ON RESULTS

38%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+2**
 DIFFERENCE FROM PUBLIC SECTOR **+1**



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	93%	92%
2a.	My workgroup strives to achieve customer/client satisfaction	88%	87%
1g.	I know how to address a health and safety issue I have identified	88%	-
2c.	I receive help and support from other members of my workgroup	83%	81%
2b.	My workgroup works collaboratively to achieve its objectives	82%	80%
1c.	My job gives me a feeling of personal accomplishment	81%	78%
2e.	People in my workgroup treat each other with respect	77%	75%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	73%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	76%	74%
5b.	My manager listens to what I have to say	76%	72%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	38%	35%
7g.	I have confidence in the way recruitment decisions are made	43%	40%
6h.	I feel that senior managers listen to employees	45%	36%
9a.	I have confidence in the ways my organisation resolves grievances	46%	40%
7c.	I feel that change is managed well in my organisation	47%	41%
6b.	I feel that senior managers effectively lead and manage change	48%	41%
6g.	I feel that senior managers keep employees informed about what's going on	49%	42%
5h.	My manager appropriately deals with employees who perform poorly	49%	44%
6a.	I believe senior managers provide clear direction for the future of the organisation	50%	43%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	50%	42%



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

6h.	I feel that senior managers listen to employees	45%	36%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	50%	42%
3f.	I have received appropriate training and development to do my job well	75%	68%
6g.	I feel that senior managers keep employees informed about what's going on	49%	42%
6i.	Senior managers in my organisation support the career advancement of women	56%	49%
7m.	My organisation inspires me to do the best in my job	61%	54%
7l.	My organisation motivates me to help it achieve its objectives	61%	53%
6d.	Senior managers encourage innovation by employees	52%	45%
7d.	There is good co-operation between teams across our organisation	57%	50%
6b.	I feel that senior managers effectively lead and manage change	48%	41%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017



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

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



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



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



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



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



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



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



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



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



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
(AREAS OF CONCERN)



WHAT'S NEXT?

Sector employees have given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

38%

of employees replied favourably to:

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

37%

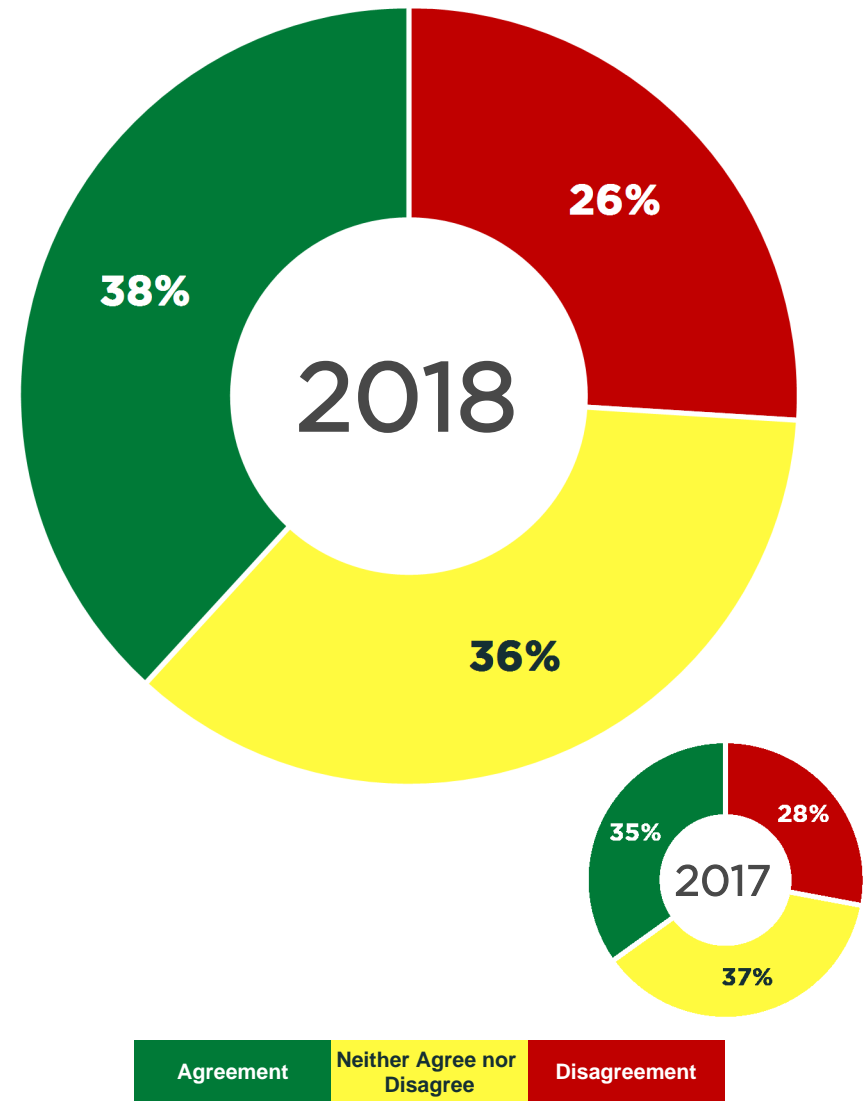
SECTOR

36%

CLUSTER

35%

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
1	Q7f. My organisation is committed to developing its employees	57%	52%	51%	52%
2	Q7a. My organisation focuses on improving the work we do	72%	69%	68%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	58%	54%	56%	57%
4	Q7c. I feel that change is managed well in my organisation	47%	41%	42%	40%
5	Q8c. I am able to speak up and share a different view to my colleagues and manager	71%	66%	66%	67%
6	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	73%	74%	76%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Northern Sydney 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.

	Northern Sydney Local Health District	District Finance Directorate	Hornsby Ku-ring-gai Health Service	Imaging Services	Information & Communication Technology Directorate	Mental Health Drug & Alcohol	Northern Beaches Health Service	Population Health, Special Purpose & Trust and other District wide Services	Primary and Community Health	Royal North Shore	Ryde	Workforce & Culture Directorate
NUMBER OF RESPONDENTS	4068	88	615	44	81	499	531	48	276	1370	318	76
EMPLOYEE ENGAGEMENT	69%	66%	69%	64%	55%	65%	68%	70%	66%	71%	72%	65%
ENGAGEMENT WITH WORK	76%	67%	80%	65%	63%	73%	77%	80%	72%	78%	82%	71%
SENIOR MANAGERS	50%	51%	50%	40%	41%	50%	47%	59%	51%	51%	55%	48%
COMMUNICATION	63%	65%	62%	51%	53%	65%	62%	73%	59%	64%	67%	60%
HIGH PERFORMANCE	68%	61%	68%	55%	50%	66%	68%	76%	67%	69%	73%	65%
PUBLIC SECTOR VALUES	64%	63%	63%	53%	50%	63%	63%	73%	63%	65%	68%	61%
DIVERSITY & INCLUSION	69%	71%	67%	57%	58%	70%	69%	77%	65%	69%	73%	67%

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	69% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7i. I would recommend my organisation as a great place to work	22	46	20	68%	62%	61%	61%	
Q7j. I am proud to tell others I work for my organisation	28	47	17	75%	71%	69%	69%	
Q7k. I feel a strong personal attachment to my organisation	26	43	22	69%	64%	62%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	18	42	27	8	61%	53%	54%	55%
Q7m. My organisation inspires me to do the best in my job	19	42	26	8	61%	54%	55%	55%

KEY





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ENGAGEMENT WITH WORK	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	33	48	11	81%	78%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	33	42	15	7	75%	73%	72%	
Q1e. I am satisfied with my job	24	49	16	8	73%	69%	70%	69%

KEY





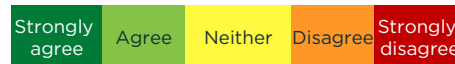
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SENIOR MANAGERS	50% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	37	28	14	8	50%	43%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	35	28	15	9	48%	41%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	14	36	27	12	10	51%	45%	47%	50%
Q6d. Senior managers encourage innovation by employees	13	39	30	12	7	52%	45%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	38	33	10		50%	42%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	44	26	8		60%	53%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	12	37	26	15	10	49%	42%	44%	47%
Q6h. I feel that senior managers listen to employees	11	34	29	15	11	45%	36%	40%	43%
Q7c. I feel that change is managed well in my organisation	10	36	29	15	9	47%	41%	42%	40%

KEY





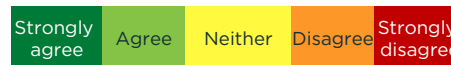
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COMMUNICATION	63% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	31	42	14	8	73%	68%	70%	72%	
Q5d. My manager encourages and values employee input	32	41	14	8	73%	69%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	28	41	16	8	69%	64%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	37	26	15	10	49%	42%	44%	47%
Q6h. I feel that senior managers listen to employees	11	34	29	15	11	45%	36%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	48	15	8	71%	66%	66%	67%	

KEY





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

	HIGH PERFORMANCE		68% 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	46	48		93%	92%	92%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	36	47	10	82%	80%	79%	79%		
Q3f. I have received appropriate training and development to do my job well	25	50	15	75%	68%	70%	65%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	45	15	74%	70%	71%	74%		
Q5f. I have confidence in the decisions my manager makes	29	42	16	71%	65%	65%	68%		
Q6d. Senior managers encourage innovation by employees	13	39	30	12	7	52%	45%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	38	33	10	50%	42%	48%	52%	
Q7a. My organisation focuses on improving the work we do	19	53	18	72%	69%	68%	69%		
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	44	25	12	58%	54%	56%	57%	

KEY





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

	HIGH PERFORMANCE				68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	12	45	24	13	57%	50%	50%	49%				
Q7h. My organisation generally selects capable people to do the job	11	50	22	10	62%	57%	54%	54%				

KEY





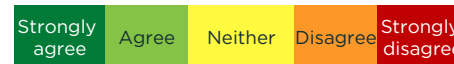
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PUBLIC SECTOR VALUES	64% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	42	46	8	88%	87%	87%	86%	
Q2e. People in my workgroup treat each other with respect	34	43	13	77%	75%	71%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	45	15	74%	70%	71%	74%		
Q5b. My manager listens to what I have to say	33	44	13	76%	72%	73%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	37	28	14	8	50%	43%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	14	36	27	12	10	51%	45%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	44	26	8	60%	53%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	37	26	15	10	49%	42%	44%	47%
Q6h. I feel that senior managers listen to employees	11	34	29	15	11	45%	36%	40%	43%

KEY





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

PUBLIC SECTOR VALUES		64% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		72%	69%	68%	69%		
Q7e. People in my organisation take responsibility for their own actions		56%	51%	49%	49%		

KEY





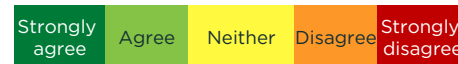
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DIVERSITY & INCLUSION	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24	45	16	11	69%	64%	66%	65%
Q5b. My manager listens to what I have to say	33	44	13		76%	72%	73%	76%
Q5d. My manager encourages and values employee input	32	41	14	8	73%	69%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	18	38	32		56%	49%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	25	52	16		77%	73%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	48	16		76%	74%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	48	15	8	71%	66%	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>	20	38	24	11	58%	56%	58%	59%
Q8e. My manager supports flexible working in my team	23	39	21	10	62%	-	61%	63%

KEY

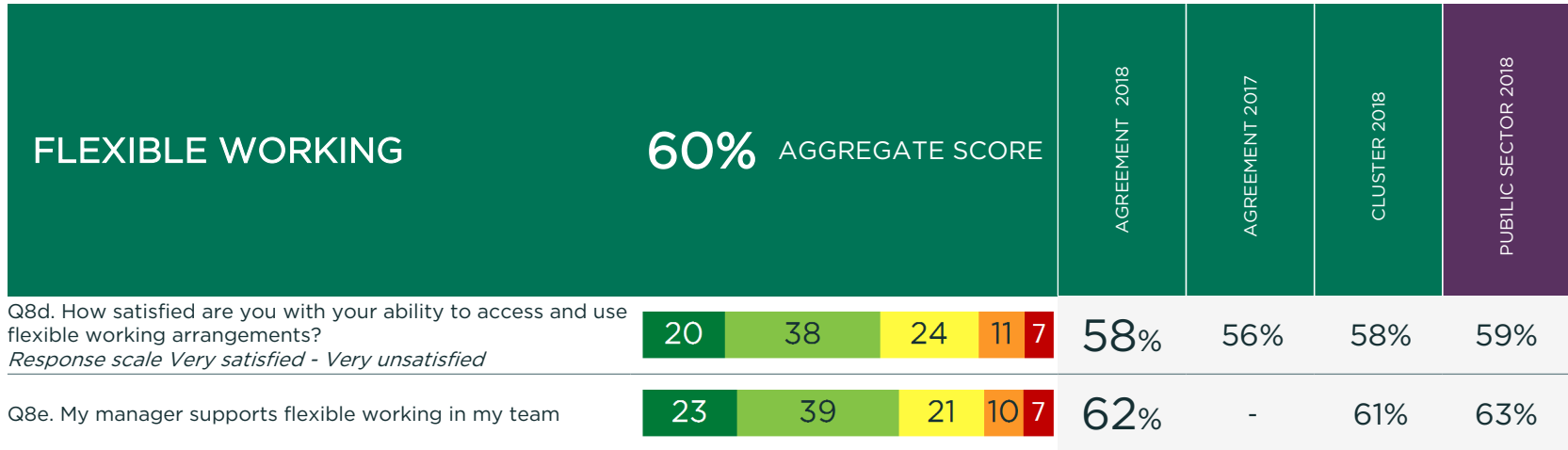




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KEY

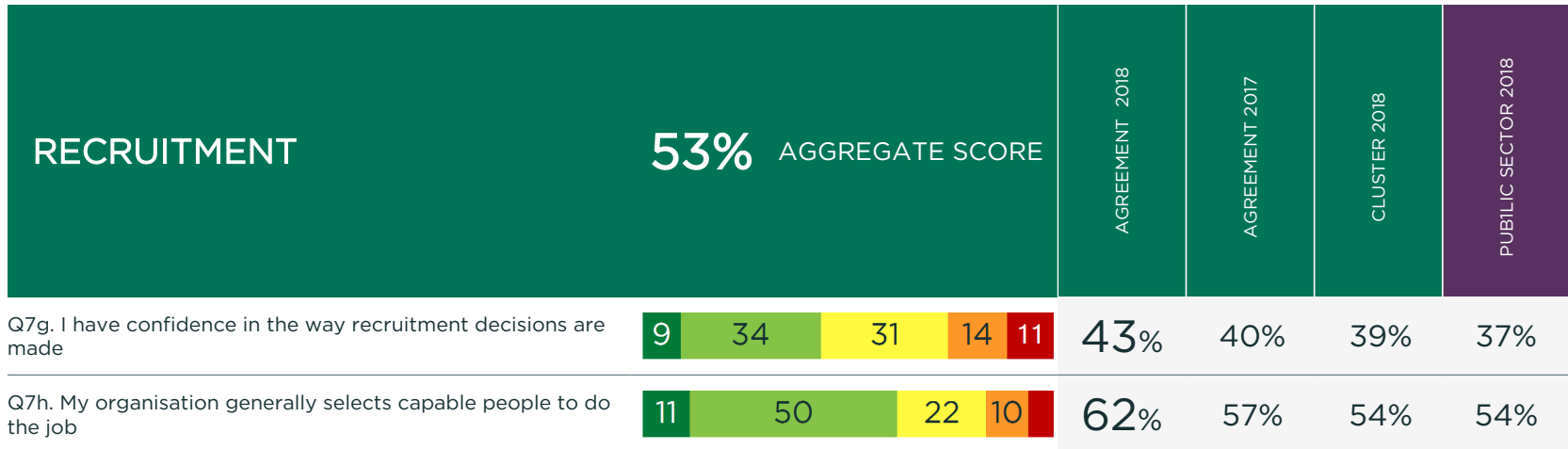




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KEY





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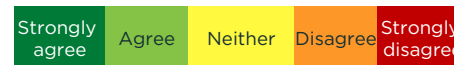
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PERFORMANCE FRAMEWORK & DEVELOPMENT

60% 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	22 44 19 10	66%	63%	65%	65%
Q3e. My performance is assessed against clear criteria	18 43 22 12	61%	59%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	19 38 21 13 9	57%	53%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 39 16 9	69%	66%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	18 31 29 12 10	49%	44%	46%	46%
Q7f. My organisation is committed to developing its employees	12 45 27 10	57%	52%	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	72% 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	24	45	16	11	69%	64%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	49	19	13	64%	63%	62%	60%
Q2c. I receive help and support from other members of my workgroup	35	48	11		83%	81%	80%	81%
Q2d. There is good team spirit in my workgroup	33	40	14	8	74%	70%	68%	70%

KEY

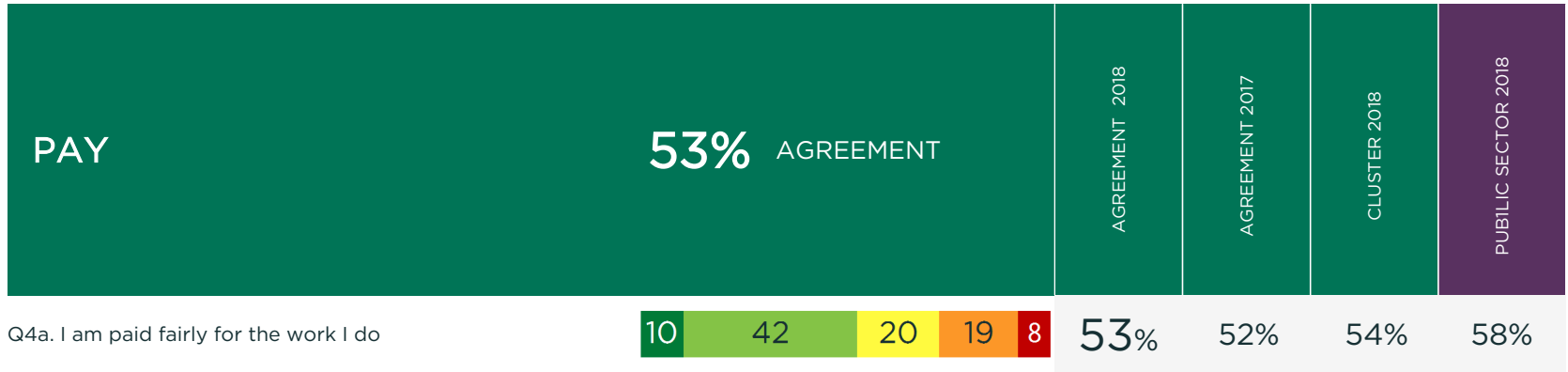




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KEY

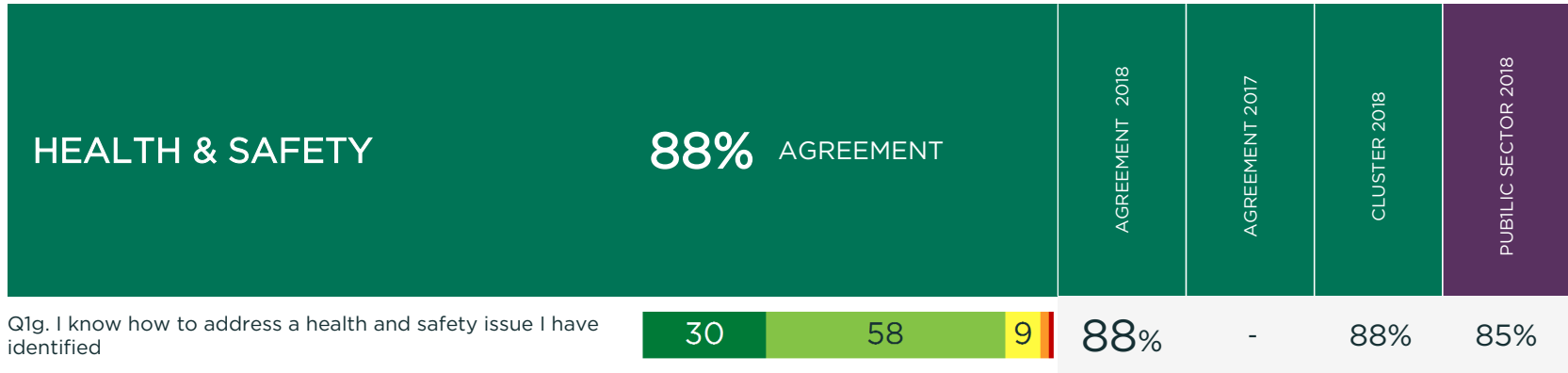




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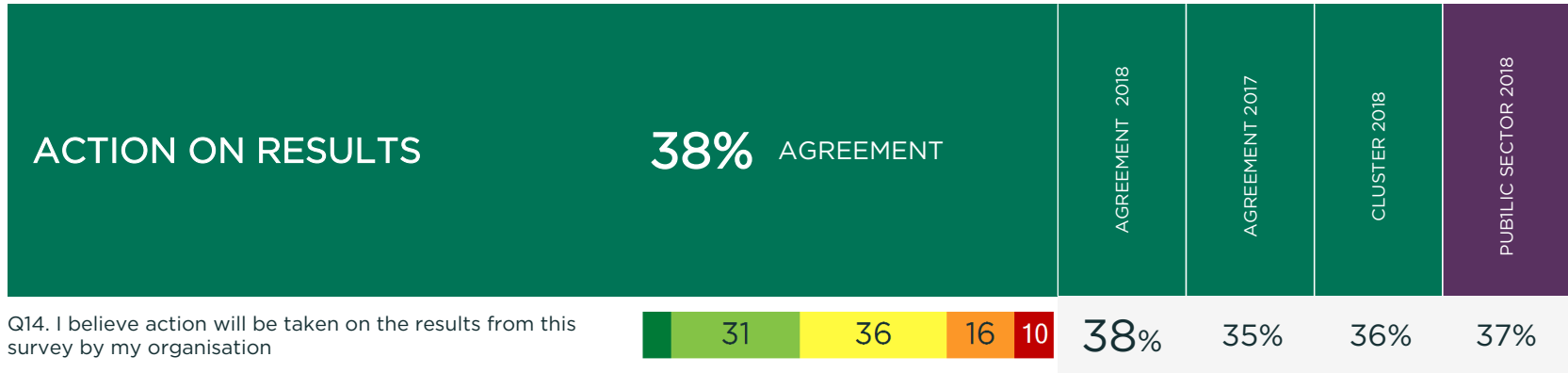




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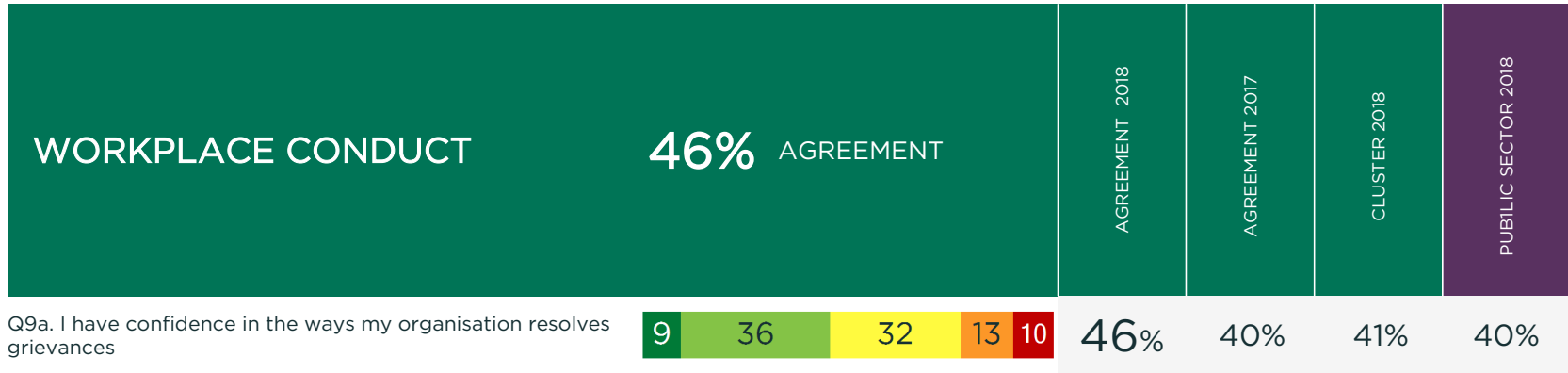




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KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		70%	69%	69%	71%
No		30%	31%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		74%	73%	74%	76%
No		26%	27%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		59%	54%	57%	58%
No		41%	46%	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		44%	45%	40%	41%
No		56%	55%	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
There are no major barriers to my career progression		35%	30%	34%	32%
Personal/family considerations		27%	30%	29%	30%
Lack of visible opportunities		27%	31%	29%	30%
Lack of promotion opportunities		24%	27%	27%	29%
Geographic location considerations		22%	24%	23%	26%
The application/recruitment process is too cumbersome or time consuming		19%	17%	18%	23%
Lack of support from my manager/supervisor		13%	14%	15%	14%
Insufficient training and development		12%	14%	15%	16%
Lack of support for temporary assignments/secondments		12%	12%	14%	15%
Lack of required capabilities or experience		10%	10%	10%	11%
Other		9%	9%	9%	9%

% are calculated with the number of unique respondents (N = 3,872 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		25%	29%	28%	24%
No		58%	58%	54%	58%
Don't know		17%	13%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		68%	63%	69%	66%
No		29%	34%	29%	32%
Don't know		3%	3%	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					
Yes		36%	38%	39%	33%
No		54%	53%	52%	57%
Don't know		10%	9%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		20%	21%	21%	18%
No		74%	73%	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
Your Immediate Manager/Supervisor		26%	26%	23%	23%
A fellow worker at your level		26%	26%	32%	27%
A senior manager		23%	22%	18%	21%
Prefer not to say		12%	10%	13%	14%
Other		6%	5%	6%	4%
A subordinate		4%	7%	6%	7%
A client or customer		2%	2%	2%	2%
A member of the public other than a client or customer		1%	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					
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					
A person at work		27%	-	28%	39%
A member of the public		53%	-	52%	37%
Other		17%	-	15%	19%
Prefer not to say		3%	-	5%	6%



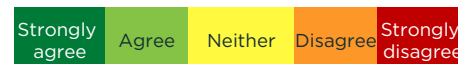
EXPLORE THE FULL RESULTS

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		69%	66%	62%
Q2. I believe I am valued for what I can offer at my workplace		76%	73%	70%
Q3. In my workplace, we recognise our successes and innovations		71%	66%	66%
Q4. Staff are treated respectfully regardless of their job		73%	71%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		59%	53%	53%

KEY





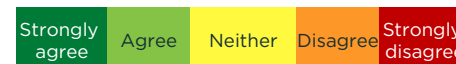
EXPLORE THE FULL RESULTS

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		59%	54%	52%
Q7. I have a say in decisions which affect my work		59%	55%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made		73%	69%	68%
Q9. My team's objectives/work plans are clearly outlined		70%	67%	66%
Q10. Our objectives/work plans help us to deliver a quality service		72%	69%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		43%	39%	44%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		21%
Female		78%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		5%
25 -29		12%
30 - 34		12%
35 - 39		11%
40 - 44		11%
45 - 49		13%
50 - 54		13%
55 - 59		11%
60 - 64		8%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

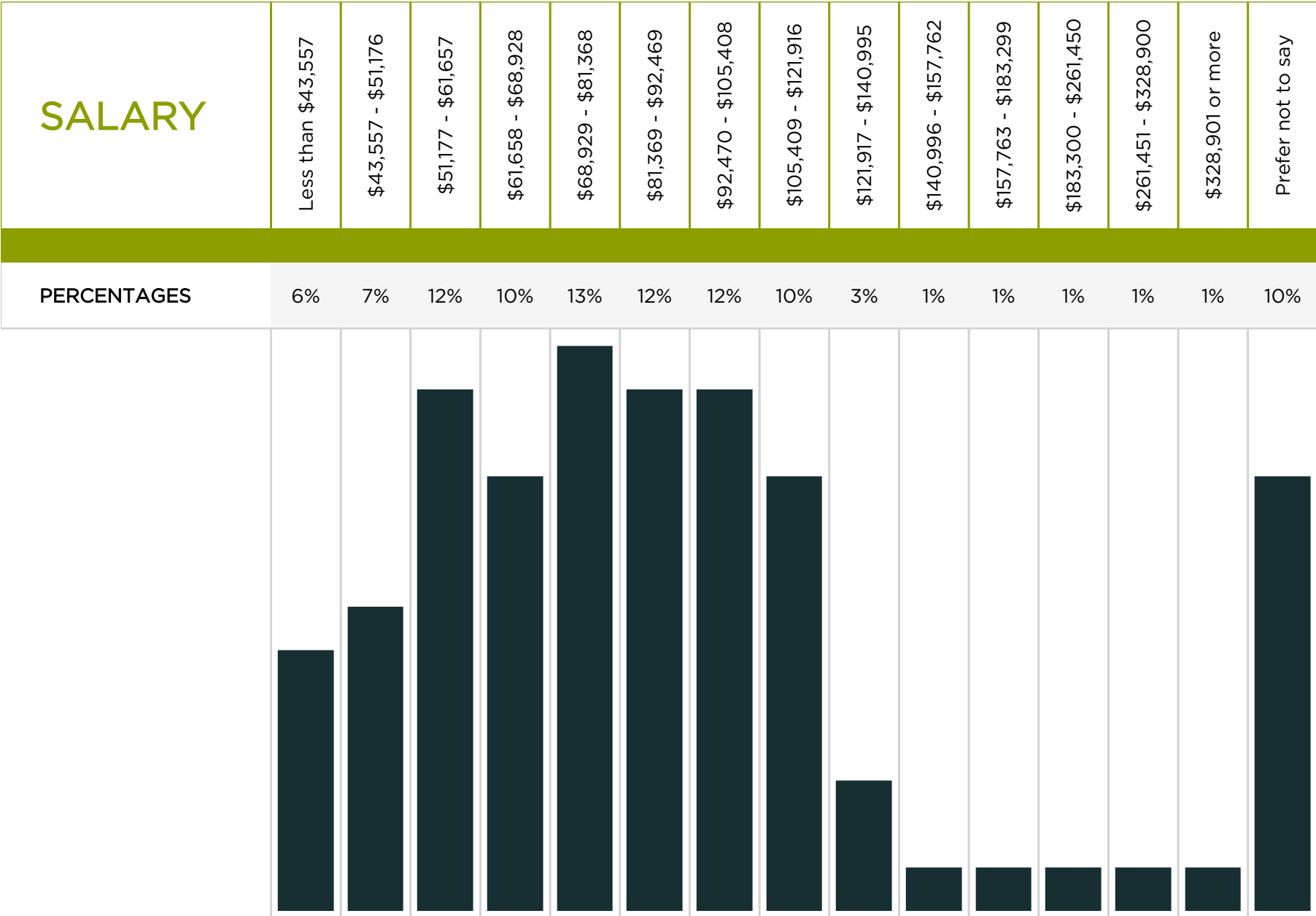
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	67%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	5%
Administrative support (e.g. executive/personal assistant, receptionist)	11%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	1%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		13%
1 - 2 years		11%
2 - 5 years		21%
5 - 10 years		19%
10 - 20 years		24%
More than 20 years		12%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
None of the above	38%
Part-time work	23%
Flexible start and finish times	23%
Study leave	14%
Working additional hours to make up for time off	10%
Flexible scheduling for rostered workers	9%
Working from different locations	7%

% are calculated with the number of unique respondents (N = 3,701 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Leave without pay	5%
Working from home	3%
Job sharing	3%
Other	2%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 3,701 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.

	Northern Sydney 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	4068	2533	183	425	218	2	41	83	3	276
EMPLOYEE ENGAGEMENT	69%	69%	68%	69%	66%	(r)	71%	69%	(r)	64%
ENGAGEMENT WITH WORK	76%	79%	76%	72%	70%	(r)	79%	76%	(r)	71%
SENIOR MANAGERS	50%	50%	53%	52%	53%	(r)	49%	60%	(r)	49%
COMMUNICATION	63%	64%	63%	62%	65%	(r)	63%	73%	(r)	60%
HIGH PERFORMANCE	68%	70%	66%	65%	63%	(r)	65%	71%	(r)	63%
PUBLIC SECTOR VALUES	64%	64%	63%	63%	63%	(r)	62%	71%	(r)	60%
DIVERSITY & INCLUSION	69%	69%	68%	70%	70%	(r)	70%	74%	(r)	66%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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.

	Northern Sydney 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	4068	219	273	462	364	482	441	470	381	131	55	40	36	26
EMPLOYEE ENGAGEMENT	69%	71%	71%	69%	71%	67%	67%	68%	69%	70%	79%	67%	79%	(r)
ENGAGEMENT WITH WORK	76%	79%	78%	77%	77%	74%	76%	78%	77%	80%	92%	77%	89%	(r)
SENIOR MANAGERS	50%	52%	52%	50%	53%	47%	48%	52%	54%	52%	64%	56%	57%	(r)
COMMUNICATION	63%	64%	65%	62%	65%	62%	61%	66%	65%	69%	76%	65%	69%	(r)
HIGH PERFORMANCE	68%	70%	69%	66%	70%	67%	67%	70%	69%	69%	75%	68%	76%	(r)
PUBLIC SECTOR VALUES	64%	65%	65%	62%	65%	62%	62%	65%	66%	67%	75%	66%	70%	(r)
DIVERSITY & INCLUSION	69%	73%	72%	68%	70%	67%	68%	70%	71%	74%	79%	66%	72%	(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.

	Northern Sydney Local Health District	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	4068	21	362
EMPLOYEE ENGAGEMENT	69%	(r)	65%
ENGAGEMENT WITH WORK	76%	(r)	71%
SENIOR MANAGERS	50%	(r)	45%
COMMUNICATION	63%	(r)	58%
HIGH PERFORMANCE	68%	(r)	65%
PUBLIC SECTOR VALUES	64%	(r)	60%
DIVERSITY & INCLUSION	69%	(r)	63%

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.

	Northern Sydney 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	4068	493	407	771	708	902	458
EMPLOYEE ENGAGEMENT	69%	77%	72%	69%	66%	66%	66%
ENGAGEMENT WITH WORK	76%	86%	81%	74%	75%	75%	75%
SENIOR MANAGERS	50%	64%	56%	49%	51%	45%	45%
COMMUNICATION	63%	77%	71%	63%	62%	59%	57%
HIGH PERFORMANCE	68%	80%	74%	67%	66%	64%	64%
PUBLIC SECTOR VALUES	64%	76%	70%	63%	63%	59%	59%
DIVERSITY & INCLUSION	69%	80%	75%	69%	68%	65%	63%

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.

	Northern Sydney 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	4068	842	226	364	339	844	100	241	105	39	195	522	92	1395
EMPLOYEE ENGAGEMENT	69%	73%	71%	72%	75%	69%	73%	73%	74%	71%	70%	74%	64%	65%
ENGAGEMENT WITH WORK	76%	80%	81%	80%	82%	77%	86%	80%	84%	68%	80%	81%	72%	74%
SENIOR MANAGERS	50%	57%	52%	51%	57%	47%	60%	59%	65%	58%	53%	57%	51%	46%
COMMUNICATION	63%	71%	68%	67%	71%	63%	74%	70%	76%	64%	65%	70%	58%	59%
HIGH PERFORMANCE	68%	73%	71%	70%	75%	69%	76%	74%	77%	73%	70%	75%	65%	63%
PUBLIC SECTOR VALUES	64%	69%	66%	66%	70%	63%	71%	71%	76%	68%	66%	70%	62%	60%
DIVERSITY & INCLUSION	69%	80%	74%	76%	80%	72%	80%	77%	82%	71%	71%	74%	62%	62%

*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.

	Northern Sydney Local Health District	Sydney East	Sydney - North Sydney and Hornsby	Sydney - Ryde	Sydney - Northern Beaches	Central Coast	Sydney - City and Inner South	Sydney West	Mid North Coast	Sydney - Parramatta	Sydney - Baulkham Hills and Hawkesbury	Sydney - Eastern Suburbs	Sydney - Blacktown
NUMBER OF RESPONDENTS	4068	3451	2213	661	560	18	12	11	10	4	3	3	2
EMPLOYEE ENGAGEMENT	69%	69%	70%	67%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	77%	78%	76%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	50%	51%	51%	51%	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	64%	64%	65%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	69%	69%	67%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	64%	65%	63%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	70%	70%	70%	70%	(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.

	Northern Sydney Local Health District	Capital Region	OUTSIDE NSW	Sydney - Inner West	Sydney - Outer South West	Sydney - South West	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Outer West and Blue Mountains	Sydney - Sutherland
NUMBER OF RESPONDENTS	4068	1	1	1	1	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Northern Sydney Local Health District	Sydney - Inner South West	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra
NUMBER OF RESPONDENTS	4068	1	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Northern Sydney 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	4068	9	200	440	458	412	412	481	496	430	287	123
EMPLOYEE ENGAGEMENT	69%	(r)	78%	74%	70%	68%	68%	68%	65%	67%	67%	68%
ENGAGEMENT WITH WORK	76%	(r)	86%	80%	76%	76%	75%	76%	74%	78%	78%	80%
SENIOR MANAGERS	50%	(r)	66%	58%	51%	49%	50%	51%	45%	49%	45%	46%
COMMUNICATION	63%	(r)	77%	71%	67%	64%	64%	63%	58%	61%	60%	59%
HIGH PERFORMANCE	68%	(r)	83%	76%	70%	68%	66%	67%	64%	65%	67%	63%
PUBLIC SECTOR VALUES	64%	(r)	77%	71%	65%	63%	63%	63%	60%	63%	60%	61%
DIVERSITY & INCLUSION	69%	(r)	81%	75%	70%	70%	69%	68%	65%	66%	67%	68%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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.

	Northern Sydney Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	4068	785	2900	38
EMPLOYEE ENGAGEMENT	69%	68%	69%	46%
ENGAGEMENT WITH WORK	76%	75%	78%	55%
SENIOR MANAGERS	50%	50%	51%	32%
COMMUNICATION	63%	65%	64%	42%
HIGH PERFORMANCE	68%	67%	69%	46%
PUBLIC SECTOR VALUES	64%	64%	64%	44%
DIVERSITY & INCLUSION	69%	70%	69%	45%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Northern Sydney 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	4068	156	4	92	29	6	57	79	1056	91	196	81	82	28
EMPLOYEE ENGAGEMENT	69%	74%	(r)	68%	(r)	(r)	76%	68%	68%	69%	73%	70%	68%	(r)
ENGAGEMENT WITH WORK	76%	84%	(r)	80%	(r)	(r)	87%	80%	76%	77%	84%	74%	74%	(r)
SENIOR MANAGERS	50%	55%	(r)	50%	(r)	(r)	51%	52%	48%	49%	60%	47%	56%	(r)
COMMUNICATION	63%	72%	(r)	69%	(r)	(r)	67%	70%	60%	65%	69%	60%	69%	(r)
HIGH PERFORMANCE	68%	77%	(r)	70%	(r)	(r)	71%	72%	68%	68%	74%	63%	68%	(r)
PUBLIC SECTOR VALUES	64%	71%	(r)	67%	(r)	(r)	66%	67%	62%	62%	70%	60%	67%	(r)
DIVERSITY & INCLUSION	69%	69%	(r)	70%	(r)	(r)	71%	74%	66%	72%	72%	70%	72%	(r)

KEY

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CURRENT ROLE



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	Northern Sydney 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	4068	369	76	75	566	28	24	6	1	3	51	22	14	13
EMPLOYEE ENGAGEMENT	69%	69%	71%	80%	71%	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	73%	75%	88%	84%	(r)	(r)	(r)	(r)	(r)	81%	(r)	(r)	(r)
SENIOR MANAGERS	50%	50%	56%	74%	51%	(r)	(r)	(r)	(r)	(r)	47%	(r)	(r)	(r)
COMMUNICATION	63%	62%	73%	83%	70%	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)
HIGH PERFORMANCE	68%	64%	71%	84%	73%	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	62%	69%	83%	68%	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	71%	78%	85%	74%	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Northern Sydney 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	4068	19	12	0	24	0	1	0	3	24	15	52	10	18
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	86%	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)
DIVERSITY & INCLUSION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%	(r)	(r)

KEY

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Northern Sydney 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
NUMBER OF RESPONDENTS	4068	11	4	10	1	11	2	174	210
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	69%	54%
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	75%	52%
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	(r)	52%	33%
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	61%	46%
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	64%	50%
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	63%	46%
DIVERSITY & INCLUSION	69%	(r)	(r)	(r)	(r)	(r)	(r)	71%	50%

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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.