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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Sydney Local Health District

## RESPONSE RATE

**42%**

4,676 OF 11,106 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**66%**

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

## ENGAGEMENT WITH WORK

**73%**

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

## SENIOR MANAGERS

**49%**

DIFFERENCE FROM 2017 -5  
DIFFERENCE FROM CLUSTER +3  
DIFFERENCE FROM PUBLIC SECTOR 0

## COMMUNICATION

**60%**

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

## HIGH PERFORMANCE

**66%**

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

## PUBLIC SECTOR VALUES

**61%**

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

## DIVERSITY & INCLUSION

**66%**

DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR -2

## FLEXIBLE WORKING SATISFACTION

**56%**

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM CLUSTER -2  
DIFFERENCE FROM PUBLIC SECTOR -3

## ACTION ON RESULTS

**37%**

DIFFERENCE FROM 2017 -5  
DIFFERENCE FROM CLUSTER +1  
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	91%	91%
1g.	I know how to address a health and safety issue I have identified	86%	-
2a.	My workgroup strives to achieve customer/client satisfaction	86%	85%
2b.	My workgroup works collaboratively to achieve its objectives	79%	80%
2c.	I receive help and support from other members of my workgroup	79%	80%
1c.	My job gives me a feeling of personal accomplishment	78%	79%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	75%	76%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	75%	74%
1d.	I feel motivated to contribute more than what is normally required at work	73%	76%
7j.	I am proud to tell others I work for my organisation	73%	73%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	37%	42%
6h.	I feel that senior managers listen to employees	41%	47%
7g.	I have confidence in the way recruitment decisions are made	42%	48%
9a.	I have confidence in the ways my organisation resolves grievances	43%	46%
7c.	I feel that change is managed well in my organisation	45%	51%
6b.	I feel that senior managers effectively lead and manage change	46%	52%
6a.	I believe senior managers provide clear direction for the future of the organisation	48%	54%
4a.	I am paid fairly for the work I do	48%	49%
6c.	I feel that senior managers model the values of my organisation	49%	54%
5h.	My manager appropriately deals with employees who perform poorly	49%	52%



### 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

2a.	My workgroup strives to achieve customer/client satisfaction	86%	85%
1a.	I understand what is expected of me to do well in my role	91%	91%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

7b.	My organisation is making the necessary improvements to meet our future challenges	56%	63%
6a.	I believe senior managers provide clear direction for the future of the organisation	48%	54%
7g.	I have confidence in the way recruitment decisions are made	42%	48%
7c.	I feel that change is managed well in my organisation	45%	51%
6h.	I feel that senior managers listen to employees	41%	47%
6b.	I feel that senior managers effectively lead and manage change	46%	52%
6c.	I feel that senior managers model the values of my organisation	49%	54%
1b.	I am provided with the support I need to do my best at work	65%	70%
14.	I believe action will be taken on the results from this survey by my organisation	37%	42%
6d.	Senior managers encourage innovation by employees	51%	55%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

**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



**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



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



## 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



**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



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



## 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



**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



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



## 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.

# 37%

of employees replied favourably to:

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

## 37%

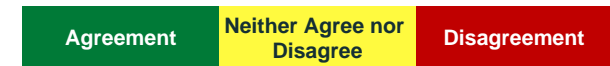
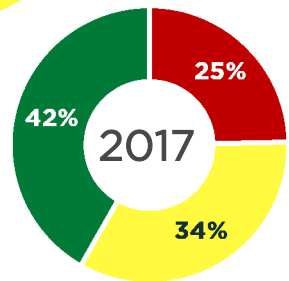
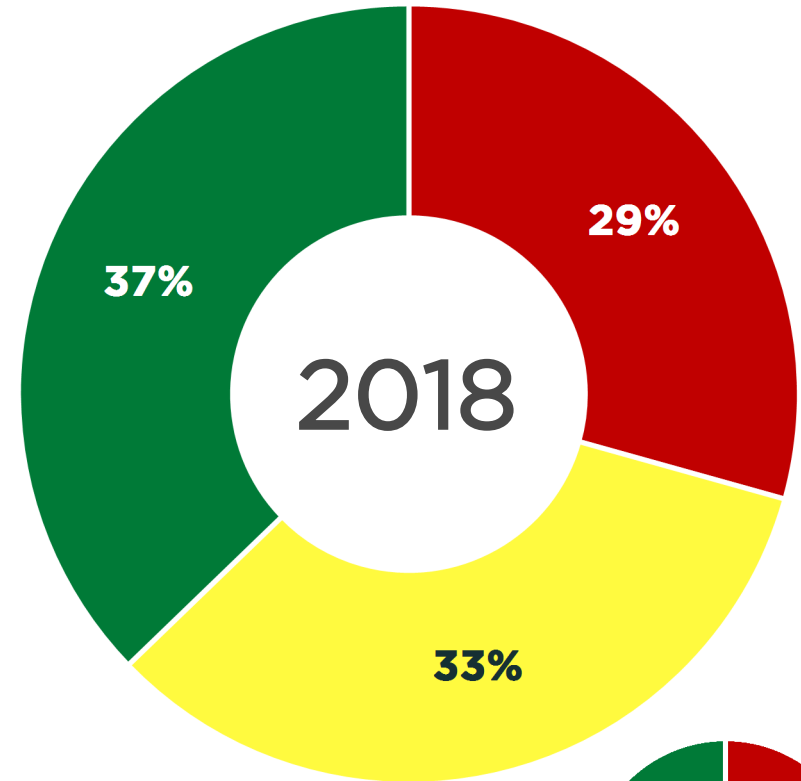
SECTOR

## 36%

CLUSTER

## 42%

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>56%</b>	60%	51%	52%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>70%</b>	71%	68%	69%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>56%</b>	63%	56%	57%
<b>4</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>45%</b>	51%	42%	40%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>46%</b>	52%	44%	46%
<b>6</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>49%</b>	54%	47%	50%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for 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.

	Sydney Local Health District	Balmain	Canterbury	Community Health including Interpreters	Concord Repatriation General Hospital	District Services (eg Finance, Engineering, Workforce)	Drug Health	Mental Health	Oral Health Service	Population Health	Royal Prince Alfred
NUMBER OF RESPONDENTS	4676	227	320	221	1071	228	91	439	247	76	1705
EMPLOYEE ENGAGEMENT	66%	72%	64%	69%	68%	74%	51%	69%	62%	74%	64%
ENGAGEMENT WITH WORK	73%	81%	70%	77%	75%	78%	63%	79%	71%	83%	69%
SENIOR MANAGERS	49%	68%	49%	54%	52%	66%	30%	50%	42%	73%	41%
COMMUNICATION	60%	74%	62%	67%	62%	71%	47%	65%	49%	76%	54%
HIGH PERFORMANCE	66%	79%	65%	73%	68%	75%	49%	69%	54%	81%	61%
PUBLIC SECTOR VALUES	61%	76%	62%	68%	64%	73%	44%	64%	50%	79%	56%
DIVERSITY & INCLUSION	66%	78%	67%	73%	67%	77%	51%	70%	53%	80%	62%

### 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	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	20	44	23	8	64%	66%	61%	61%
Q7j. I am proud to tell others I work for my organisation	25	48	19		73%	73%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	23	42	22	8	65%	66%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	39	27	9	57%	61%	54%	55%
Q7m. My organisation inspires me to do the best in my job	19	38	27	9	57%	61%	55%	55%

KEY





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ENGAGEMENT WITH WORK	73% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	29	49	13	78%	79%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	29	44	15	8	73%	76%	72%	72%
Q1e. I am satisfied with my job	21	47	18	9	69%	72%	70%	69%

KEY





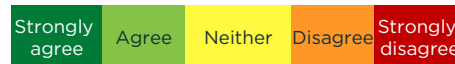
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SENIOR MANAGERS		49% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	34	29	13	9	48%	54%	46%	49%	
Q6b. I feel that senior managers effectively lead and manage change	14	33	29	14	10	46%	52%	44%	46%	
Q6c. I feel that senior managers model the values of my organisation	14	34	29	12	10	49%	54%	47%	50%	
Q6d. Senior managers encourage innovation by employees	14	37	29	13	7	51%	55%	47%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	38	31	10		51%	55%	48%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	42	26	9		58%	61%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	25	15	10	50%	54%	44%	47%	
Q6h. I feel that senior managers listen to employees	12	29	30	16	13	41%	47%	40%	43%	
Q7c. I feel that change is managed well in my organisation	12	34	30	16	9	45%	51%	42%	40%	

### KEY





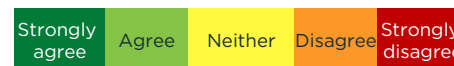
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COMMUNICATION	60% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	28	42	16	9	69%	70%	70%	72%	
Q5d. My manager encourages and values employee input	28	40	17	8	68%	70%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	25	39	18	10	65%	67%	65%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	25	15	10	50%	54%	44%	47%
Q6h. I feel that senior managers listen to employees	12	29	30	16	13	41%	47%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	45	18	9	66%	68%	66%	67%	

KEY





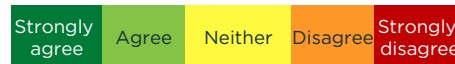
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	HIGH PERFORMANCE		66% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	42	50		91%	91%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	31	48	12	79%	80%	79%	79%
Q3f. I have received appropriate training and development to do my job well	23	50	16	72%	74%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	45	17	71%	72%	71%	74%
Q5f. I have confidence in the decisions my manager makes	26	40	19	66%	68%	65%	68%
Q6d. Senior managers encourage innovation by employees	14	37	29	51%	55%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	38	31	51%	55%	48%	52%
Q7a. My organisation focuses on improving the work we do	18	52	18	70%	71%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	41	26	56%	63%	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				66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	13	42	25	13	55%	57%	50%	49%				
Q7h. My organisation generally selects capable people to do the job	12	46	24	11	7	58%	60%	54%	54%			

KEY





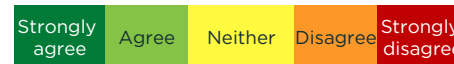
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		61% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	36	50	9	86%	85%	87%	86%
Q2e. People in my workgroup treat each other with respect	28	45	15	73%	74%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	45	17	71%	72%	71%	74%
Q5b. My manager listens to what I have to say	29	43	14	72%	72%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	34	29	48%	54%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	14	34	29	49%	54%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	42	26	58%	61%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	25	50%	54%	44%	47%
Q6h. I feel that senior managers listen to employees	12	29	30	41%	47%	40%	43%

KEY





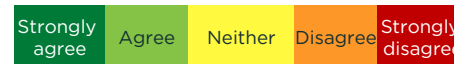
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		70%	71%	68%	69%				
Q7e. People in my organisation take responsibility for their own actions		54%	56%	49%	49%				

KEY







## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	66% 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	21	44	16	13	65%	70%	66%	65%
Q5b. My manager listens to what I have to say	29	43	14	8	72%	72%	73%	76%
Q5d. My manager encourages and values employee input	28	40	17	8	68%	70%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	19	38	31		57%	58%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	50	16		75%	76%	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	47	16		75%	74%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	45	18	9	66%	68%	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	39	25	12	56%	57%	58%	59%
Q8e. My manager supports flexible working in my team	19	39	23	11	58%	-	61%	63%

KEY

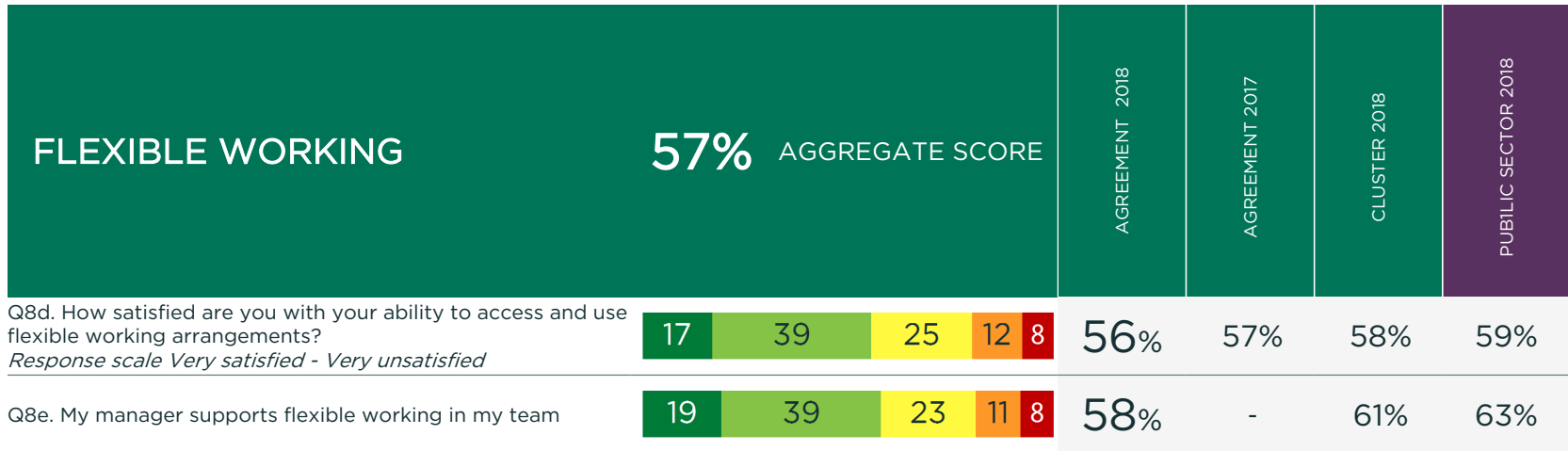




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY

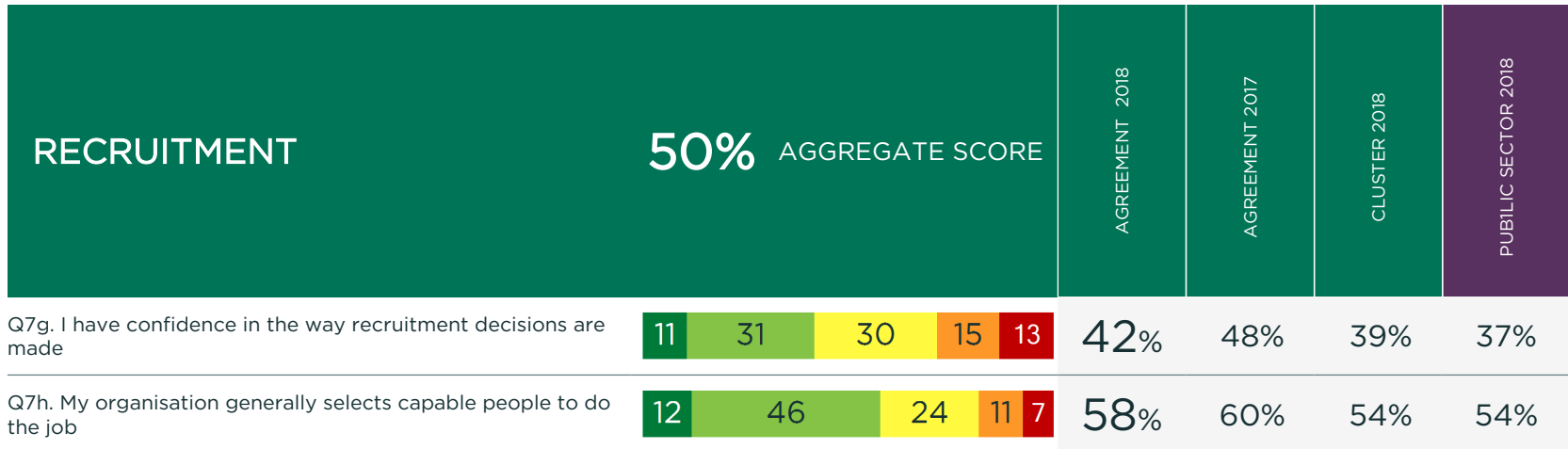




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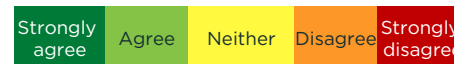
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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**59%** 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	21 44 18 11	66%	69%	65%	65%
Q3e. My performance is assessed against clear criteria	19 44 22 10	63%	64%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	19 38 21 14 8	57%	61%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26 39 18 9 8	65%	67%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	18 31 28 13 10	49%	52%	46%	46%
Q7f. My organisation is committed to developing its employees	14 42 27 10	56%	60%	51%	52%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	68% 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	21	44	16	13	65%	70%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	46	20	14	61%	64%	62%	60%
Q2c. I receive help and support from other members of my workgroup	30	48	13	9	79%	80%	80%	81%
Q2d. There is good team spirit in my workgroup	29	40	17	9	69%	72%	68%	70%

KEY

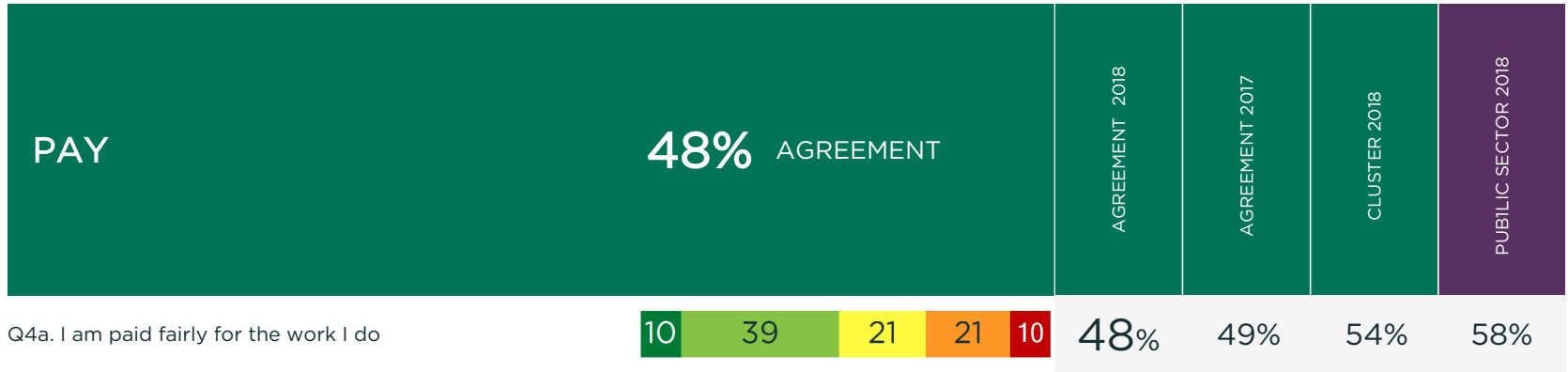




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### KEY

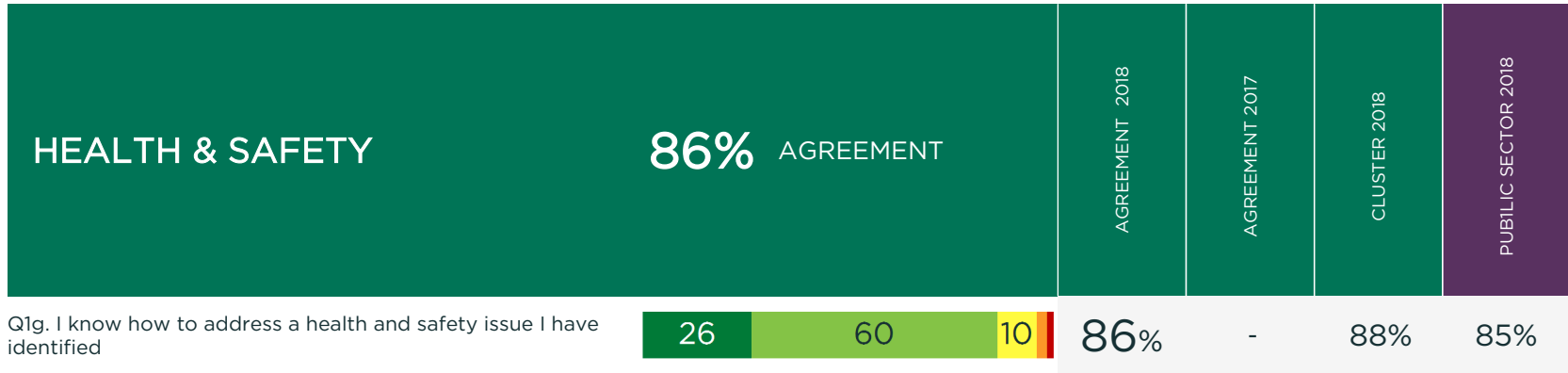




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### KEY

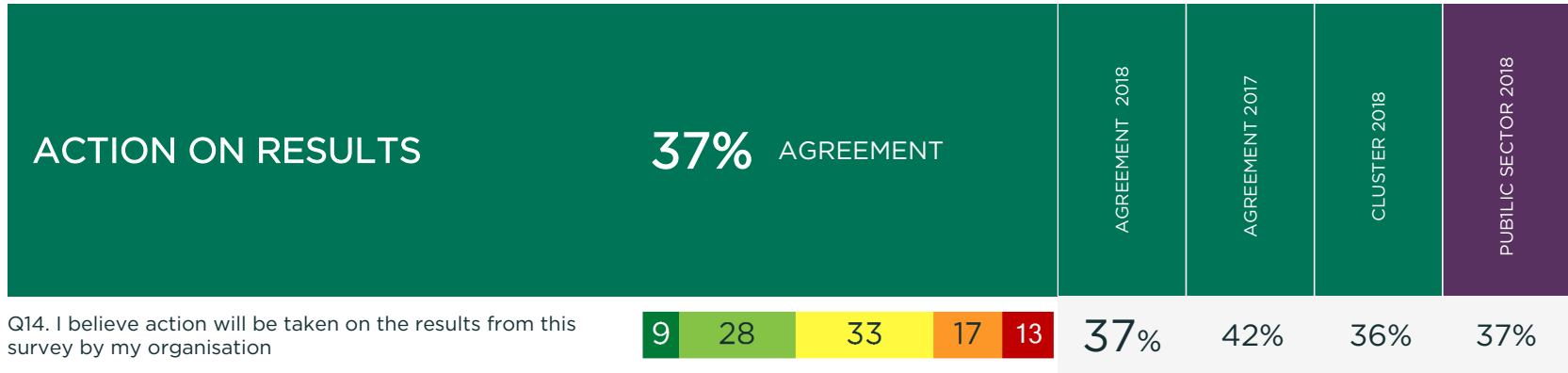




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY



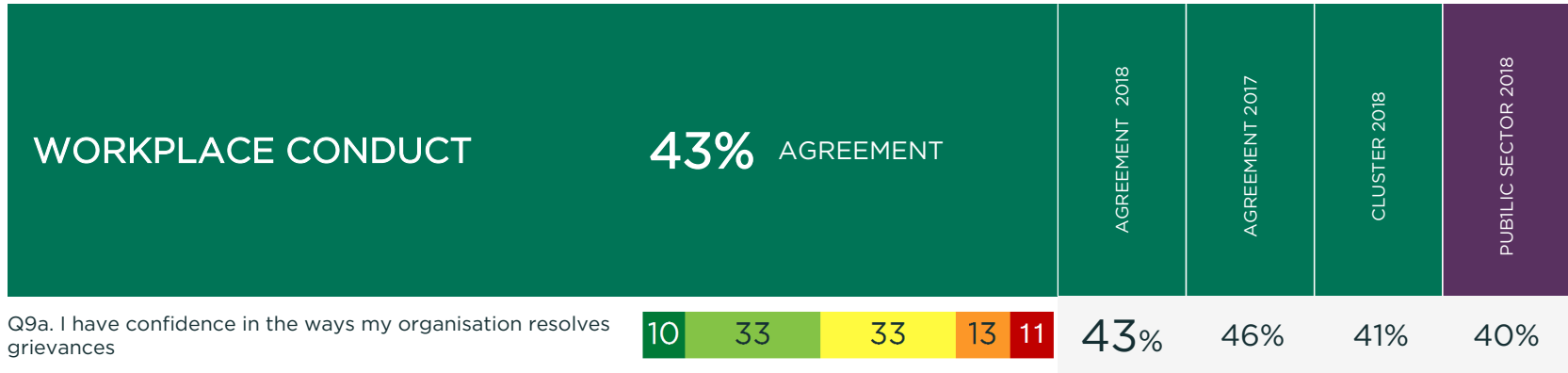




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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		73%	72%	69%	71%
No		27%	28%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		73%	75%	74%	76%
No		27%	25%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		59%	61%	57%	58%
No		41%	39%	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%	39%	40%	41%
No		57%	61%	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		34%	36%	34%	32%
Lack of visible opportunities		31%	28%	29%	30%
Lack of promotion opportunities		27%	28%	27%	29%
Personal/family considerations		24%	24%	29%	30%
Geographic location considerations		18%	17%	23%	26%
Lack of support from my manager/supervisor		17%	16%	15%	14%
The application/recruitment process is too cumbersome or time consuming		15%	14%	18%	23%
Lack of support for temporary assignments/secondments		14%	12%	14%	15%
Insufficient training and development		13%	13%	15%	16%
Lack of required capabilities or experience		11%	11%	10%	11%
Other		10%	10%	9%	9%

% are calculated with the number of unique respondents (N = 4,447 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		25%	24%	28%	24%
No		57%	59%	54%	58%
Don't know		19%	17%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		67%	67%	69%	66%
No		32%	32%	29%	32%
Don't know		2%	1%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		38%	33%	39%	33%
No		53%	54%	52%	57%
Don't know		9%	13%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		21%	18%	21%	18%
No		72%	72%	73%	76%
Don't know		7%	10%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		28%	32%	32%	27%
Your Immediate Manager/Supervisor		22%	25%	23%	23%
A senior manager		20%	18%	18%	21%
Prefer not to say		14%	10%	13%	14%
A subordinate		7%	7%	6%	7%
Other		5%	5%	6%	4%
A client or customer		2%	2%	2%	2%
A member of the public other than a client or customer		1%	1%	1%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q12a.</b> In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work					
Yes		5%	-	5%	3%
No		92%	-	93%	94%
Don't know		3%	-	2%	2%
<b>Q12b.</b> If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months					
A person at work		28%	-	28%	39%
A member of the public		47%	-	52%	37%
Other		17%	-	15%	19%
Prefer not to say		8%	-	5%	6%





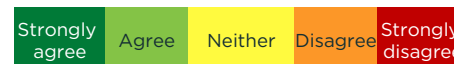
## EXPLORE THE FULL RESULTS

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		64%	67%	62%
Q2. I believe I am valued for what I can offer at my workplace		71%	73%	70%
Q3. In my workplace, we recognise our successes and innovations		67%	69%	66%
Q4. Staff are treated respectfully regardless of their job		70%	71%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		53%	58%	53%

KEY





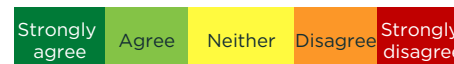
## EXPLORE THE FULL RESULTS

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	16	39	26	11	9	54%	59%	52%
Q7. I have a say in decisions which affect my work	13	43	23	14		56%	60%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	16	55	17	8		71%	70%	68%
Q9. My team's objectives/work plans are clearly outlined	16	51	21	8		67%	68%	66%
Q10. Our objectives/work plans help us to deliver a quality service	16	52	21			68%	70%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	30	33	14	11	42%	47%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		23%
Female		75%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		5%
25 -29		14%
30 - 34		16%
35 - 39		12%
40 - 44		11%
45 - 49		12%
50 - 54		11%
55 - 59		10%
60 - 64		6%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

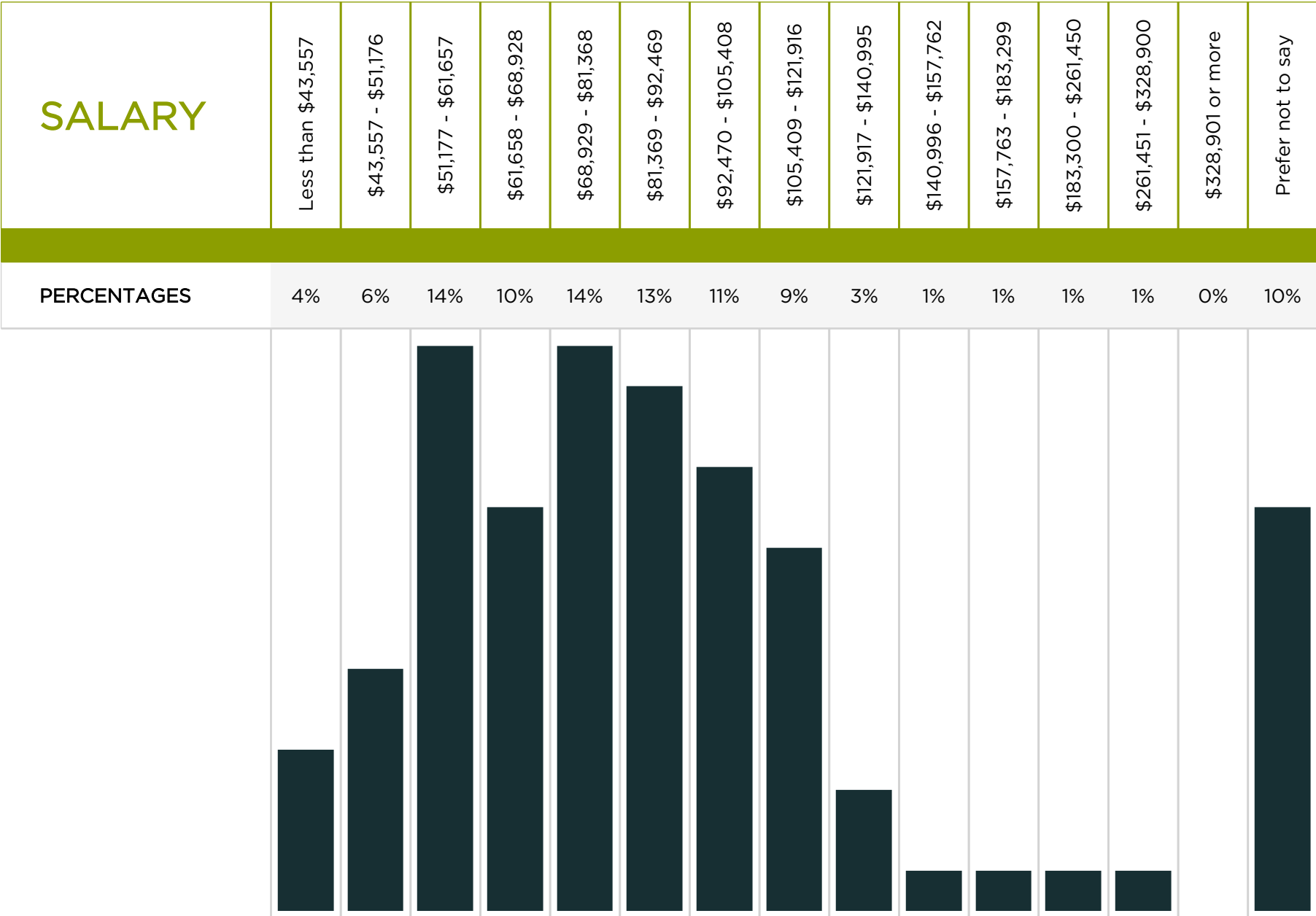
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	61%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance,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

# 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		14%
2 - 5 years		21%
5 - 10 years		20%
10 - 20 years		21%
More than 20 years		13%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		44%
Flexible start and finish times		21%
Part-time work		15%
Study leave		12%
Working additional hours to make up for time off		9%
Flexible scheduling for rostered workers		8%
Working from different locations		5%

% are calculated with the number of unique respondents (N = 4,207 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working more hours over fewer days	4%
Leave without pay	4%
Other	4%
Working from home	3%
Job sharing	2%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 4,207 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.

	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	4676	2619	259	511	253	26	75	114	3	421
EMPLOYEE ENGAGEMENT	66%	66%	64%	69%	72%	(r)	73%	72%	(r)	64%
ENGAGEMENT WITH WORK	73%	74%	71%	72%	76%	(r)	83%	79%	(r)	68%
SENIOR MANAGERS	49%	45%	52%	57%	64%	(r)	62%	64%	(r)	48%
COMMUNICATION	60%	58%	59%	64%	74%	(r)	69%	70%	(r)	57%
HIGH PERFORMANCE	66%	65%	64%	66%	74%	(r)	72%	73%	(r)	62%
PUBLIC SECTOR VALUES	61%	60%	61%	65%	72%	(r)	71%	72%	(r)	57%
DIVERSITY & INCLUSION	66%	65%	65%	68%	78%	(r)	75%	78%	(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.

	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	4676	166	265	613	438	618	546	475	396	142	55	38	45	28
EMPLOYEE ENGAGEMENT	66%	69%	68%	68%	69%	66%	64%	64%	68%	72%	84%	79%	71%	(r)
ENGAGEMENT WITH WORK	73%	80%	76%	74%	77%	70%	73%	75%	77%	81%	87%	85%	85%	(r)
SENIOR MANAGERS	49%	58%	53%	50%	51%	50%	46%	44%	51%	60%	75%	75%	56%	(r)
COMMUNICATION	60%	63%	63%	60%	64%	61%	58%	60%	62%	68%	78%	75%	64%	(r)
HIGH PERFORMANCE	66%	68%	66%	65%	68%	66%	64%	64%	69%	75%	82%	83%	67%	(r)
PUBLIC SECTOR VALUES	61%	65%	63%	61%	63%	62%	59%	60%	64%	71%	80%	79%	71%	(r)
DIVERSITY & INCLUSION	66%	69%	67%	66%	69%	66%	65%	67%	68%	73%	81%	77%	70%	(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.

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	Sydney Local Health District	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>4676</b>	<b>21</b>	<b>428</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	59%
ENGAGEMENT WITH WORK	73%	(r)	61%
SENIOR MANAGERS	49%	(r)	39%
COMMUNICATION	60%	(r)	50%
HIGH PERFORMANCE	66%	(r)	56%
PUBLIC SECTOR VALUES	61%	(r)	52%
DIVERSITY & INCLUSION	66%	(r)	57%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# 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.

	Sydney Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	4676	451	587	903	845	904	546
<b>EMPLOYEE ENGAGEMENT</b>	66%	72%	70%	67%	62%	64%	67%
ENGAGEMENT WITH WORK	73%	80%	78%	73%	68%	73%	76%
SENIOR MANAGERS	49%	58%	57%	48%	44%	46%	50%
COMMUNICATION	60%	71%	68%	61%	54%	56%	59%
HIGH PERFORMANCE	66%	73%	72%	66%	61%	62%	65%
PUBLIC SECTOR VALUES	61%	70%	68%	61%	57%	57%	61%
DIVERSITY & INCLUSION	66%	76%	73%	66%	62%	62%	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 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.

	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	4676	869	176	372	347	644	84	218	125	29	162	493	149	1853
EMPLOYEE ENGAGEMENT	66%	73%	67%	69%	71%	68%	68%	72%	76%	(r)	67%	69%	69%	63%
ENGAGEMENT WITH WORK	73%	82%	73%	77%	80%	78%	80%	81%	85%	(r)	73%	79%	71%	69%
SENIOR MANAGERS	49%	60%	47%	55%	57%	50%	55%	59%	70%	(r)	51%	49%	53%	45%
COMMUNICATION	60%	70%	60%	67%	68%	62%	65%	65%	74%	(r)	64%	63%	64%	55%
HIGH PERFORMANCE	66%	74%	66%	70%	73%	69%	70%	71%	80%	(r)	67%	69%	65%	61%
PUBLIC SECTOR VALUES	61%	70%	60%	67%	68%	64%	67%	68%	77%	(r)	64%	64%	60%	57%
DIVERSITY & INCLUSION	66%	79%	69%	76%	74%	71%	70%	74%	82%	(r)	70%	71%	66%	60%

\*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.

	Sydney Local Health District	Sydney East	Sydney - City and Inner South	Sydney - Inner West	Sydney - Inner South West	Sydney West	Sydney - Parramatta	Sydney - South West	Sydney - North Sydney and Hornsby	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Outer South West	Sydney - Ryde
NUMBER OF RESPONDENTS	4676	3604	2108	1137	346	248	229	11	7	6	2	2	2
EMPLOYEE ENGAGEMENT	66%	67%	65%	70%	65%	66%	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	74%	72%	79%	73%	74%	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	49%	45%	58%	51%	50%	49%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	61%	57%	67%	63%	60%	59%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	66%	63%	72%	67%	66%	65%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	62%	58%	69%	63%	62%	61%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	67%	64%	72%	68%	67%	67%	(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.

	Sydney Local Health District	Central Coast	Newcastle and Lake Macquarie	Southern Highlands and Shoalhaven	Sydney - Northern Beaches	Sydney - Sutherland	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West
NUMBER OF RESPONDENTS	4676	1	1	1	1	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	Sydney Local Health District	Capital Region	OUTSIDE NSW	Richmond - Tweed	Riverina	Sydney - Baulkham Hills and Hawkesbury	Sydney - Outer West and Blue Mountains
<b>NUMBER OF RESPONDENTS</b>	<b>4676</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# 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.

	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	4676	5	214	618	693	509	466	506	450	440	256	108
EMPLOYEE ENGAGEMENT	66%	(r)	75%	68%	67%	66%	64%	65%	67%	66%	67%	69%
ENGAGEMENT WITH WORK	73%	(r)	79%	72%	71%	74%	73%	73%	75%	75%	80%	82%
SENIOR MANAGERS	49%	(r)	58%	50%	47%	51%	49%	49%	49%	47%	50%	53%
COMMUNICATION	60%	(r)	67%	61%	61%	64%	60%	57%	58%	57%	61%	63%
HIGH PERFORMANCE	66%	(r)	75%	68%	66%	67%	65%	63%	64%	62%	66%	66%
PUBLIC SECTOR VALUES	61%	(r)	69%	63%	61%	63%	60%	60%	60%	59%	62%	64%
DIVERSITY & INCLUSION	66%	(r)	76%	69%	67%	69%	65%	64%	63%	62%	68%	69%

### 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.

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	Sydney Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>4676</b>	<b>979</b>	<b>3197</b>	<b>74</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	67%	67%	38%
ENGAGEMENT WITH WORK	73%	73%	75%	32%
SENIOR MANAGERS	49%	51%	49%	18%
COMMUNICATION	60%	63%	60%	25%
HIGH PERFORMANCE	66%	66%	66%	29%
PUBLIC SECTOR VALUES	61%	63%	62%	26%
DIVERSITY & INCLUSION	66%	68%	66%	28%

**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.

	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	4676	96	9	122	21	16	39	77	1236	89	174	87	72	15
EMPLOYEE ENGAGEMENT	66%	69%	(r)	71%	(r)	(r)	71%	72%	64%	68%	67%	71%	62%	(r)
ENGAGEMENT WITH WORK	73%	79%	(r)	84%	(r)	(r)	72%	72%	72%	81%	78%	76%	65%	(r)
SENIOR MANAGERS	49%	57%	(r)	54%	(r)	(r)	64%	57%	42%	51%	48%	54%	46%	(r)
COMMUNICATION	60%	73%	(r)	66%	(r)	(r)	63%	62%	57%	59%	59%	67%	59%	(r)
HIGH PERFORMANCE	66%	77%	(r)	70%	(r)	(r)	69%	69%	63%	69%	69%	68%	61%	(r)
PUBLIC SECTOR VALUES	61%	72%	(r)	67%	(r)	(r)	68%	65%	58%	64%	63%	65%	58%	(r)
DIVERSITY & INCLUSION	66%	69%	(r)	70%	(r)	(r)	67%	65%	64%	69%	68%	71%	64%	(r)

### KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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	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	4676	408	114	89	561	25	51	10	22	4	36	28	33	13
EMPLOYEE ENGAGEMENT	66%	69%	74%	87%	66%	(r)	71%	(r)	(r)	(r)	68%	(r)	75%	(r)
ENGAGEMENT WITH WORK	73%	72%	76%	91%	76%	(r)	84%	(r)	(r)	(r)	80%	(r)	83%	(r)
SENIOR MANAGERS	49%	56%	66%	87%	48%	(r)	60%	(r)	(r)	(r)	49%	(r)	71%	(r)
COMMUNICATION	60%	62%	73%	89%	63%	(r)	64%	(r)	(r)	(r)	66%	(r)	76%	(r)
HIGH PERFORMANCE	66%	66%	76%	90%	69%	(r)	74%	(r)	(r)	(r)	69%	(r)	77%	(r)
PUBLIC SECTOR VALUES	61%	64%	72%	90%	63%	(r)	70%	(r)	(r)	(r)	63%	(r)	78%	(r)
DIVERSITY & INCLUSION	66%	68%	79%	88%	69%	(r)	72%	(r)	(r)	(r)	69%	(r)	81%	(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.

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	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	4676	16	40	7	72	2	1	0	5	35	25	117	3	17
EMPLOYEE ENGAGEMENT	66%	(r)	69%	(r)	66%	(r)	(r)	(r)	(r)	80%	(r)	66%	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	78%	(r)	79%	(r)	(r)	(r)	(r)	82%	(r)	79%	(r)	(r)
SENIOR MANAGERS	49%	(r)	51%	(r)	45%	(r)	(r)	(r)	(r)	74%	(r)	58%	(r)	(r)
COMMUNICATION	60%	(r)	61%	(r)	51%	(r)	(r)	(r)	(r)	76%	(r)	65%	(r)	(r)
HIGH PERFORMANCE	66%	(r)	64%	(r)	61%	(r)	(r)	(r)	(r)	82%	(r)	67%	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	63%	(r)	53%	(r)	(r)	(r)	(r)	80%	(r)	63%	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	63%	(r)	55%	(r)	(r)	(r)	(r)	85%	(r)	67%	(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.

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	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
<b>NUMBER OF RESPONDENTS</b>	<b>4676</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>1</b>	<b>24</b>	<b>5</b>	<b>175</b>	<b>299</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	67%	52%
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	71%	53%
SENIOR MANAGERS	49%	(r)	(r)	(r)	(r)	(r)	(r)	56%	31%
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	62%	40%
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	66%	46%
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	64%	42%
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	68%	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

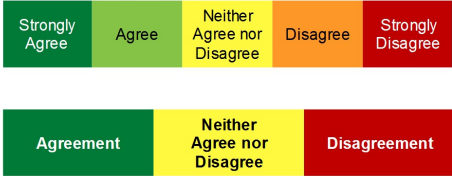
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.