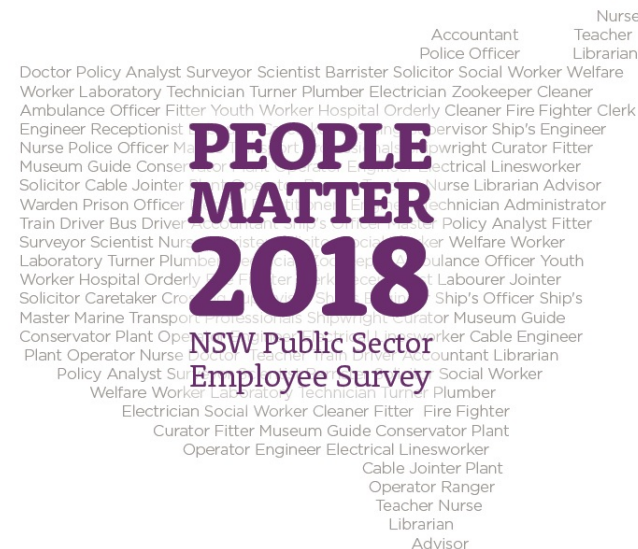


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Western Sydney Local Health District

## RESPONSE RATE

# 33%

3,980 OF 12,016 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 59%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -5  
 DIFFERENCE FROM PUBLIC SECTOR -6

## ENGAGEMENT WITH WORK

# 69%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -4  
 DIFFERENCE FROM PUBLIC SECTOR -3

## SENIOR MANAGERS

# 37%

DIFFERENCE FROM 2017 -2  
 DIFFERENCE FROM CLUSTER -9  
 DIFFERENCE FROM PUBLIC SECTOR -12

## COMMUNICATION

# 53%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -6  
 DIFFERENCE FROM PUBLIC SECTOR -8

## HIGH PERFORMANCE

# 58%

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

## PUBLIC SECTOR VALUES

# 52%

DIFFERENCE FROM 2017 -2  
 DIFFERENCE FROM CLUSTER -7  
 DIFFERENCE FROM PUBLIC SECTOR -9

## DIVERSITY & INCLUSION

# 60%

DIFFERENCE FROM CLUSTER -7  
 DIFFERENCE FROM PUBLIC SECTOR -8

## FLEXIBLE WORKING SATISFACTION

# 50%

DIFFERENCE FROM 2017 0  
 DIFFERENCE FROM CLUSTER -8  
 DIFFERENCE FROM PUBLIC SECTOR -9

## ACTION ON RESULTS

# 32%

DIFFERENCE FROM 2017 -2  
 DIFFERENCE FROM CLUSTER -4  
 DIFFERENCE FROM PUBLIC SECTOR -5



## 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

	AGREEMENT 2018	AGREEMENT 2017
1a. I understand what is expected of me to do well in my role	91%	90%
1g. I know how to address a health and safety issue I have identified	86%	-
2a. My workgroup strives to achieve customer/client satisfaction	82%	83%
2b. My workgroup works collaboratively to achieve its objectives	75%	76%
2c. I receive help and support from other members of my workgroup	75%	76%
1c. My job gives me a feeling of personal accomplishment	73%	74%
3f. I have received appropriate training and development to do my job well	69%	67%
2e. People in my workgroup treat each other with respect	69%	70%
5a. My manager encourages people in my workgroup to keep improving the work they do	68%	69%
1d. I feel motivated to contribute more than what is normally required at work	68%	70%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
6h. I feel that senior managers listen to employees	31%	33%
14. I believe action will be taken on the results from this survey by my organisation	32%	34%
7g. I have confidence in the way recruitment decisions are made	34%	35%
6b. I feel that senior managers effectively lead and manage change	35%	37%
6g. I feel that senior managers keep employees informed about what's going on	35%	38%
7c. I feel that change is managed well in my organisation	36%	37%
9a. I have confidence in the ways my organisation resolves grievances	37%	34%
6a. I believe senior managers provide clear direction for the future of the organisation	37%	41%
6c. I feel that senior managers model the values of my organisation	37%	39%
6d. Senior managers encourage innovation by employees	38%	40%



### 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

9a.	I have confidence in the ways my organisation resolves grievances	37%	34%
5h.	My manager appropriately deals with employees who perform poorly	46%	43%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	62%	61%
3f.	I have received appropriate training and development to do my job well	69%	67%
1a.	I understand what is expected of me to do well in my role	91%	90%
3e.	My performance is assessed against clear criteria	57%	56%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	46%	50%
6a.	I believe senior managers provide clear direction for the future of the organisation	37%	41%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	40%	43%
7b.	My organisation is making the necessary improvements to meet our future challenges	49%	52%
4a.	I am paid fairly for the work I do	48%	51%
6g.	I feel that senior managers keep employees informed about what's going on	35%	38%
7i.	I would recommend my organisation as a great place to work	50%	52%
6b.	I feel that senior managers effectively lead and manage change	35%	37%
14.	I believe action will be taken on the results from this survey by my organisation	32%	34%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	67%	70%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



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



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



**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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



**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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



**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



## 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.

# 32%

of employees replied favourably to:

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

## 37%

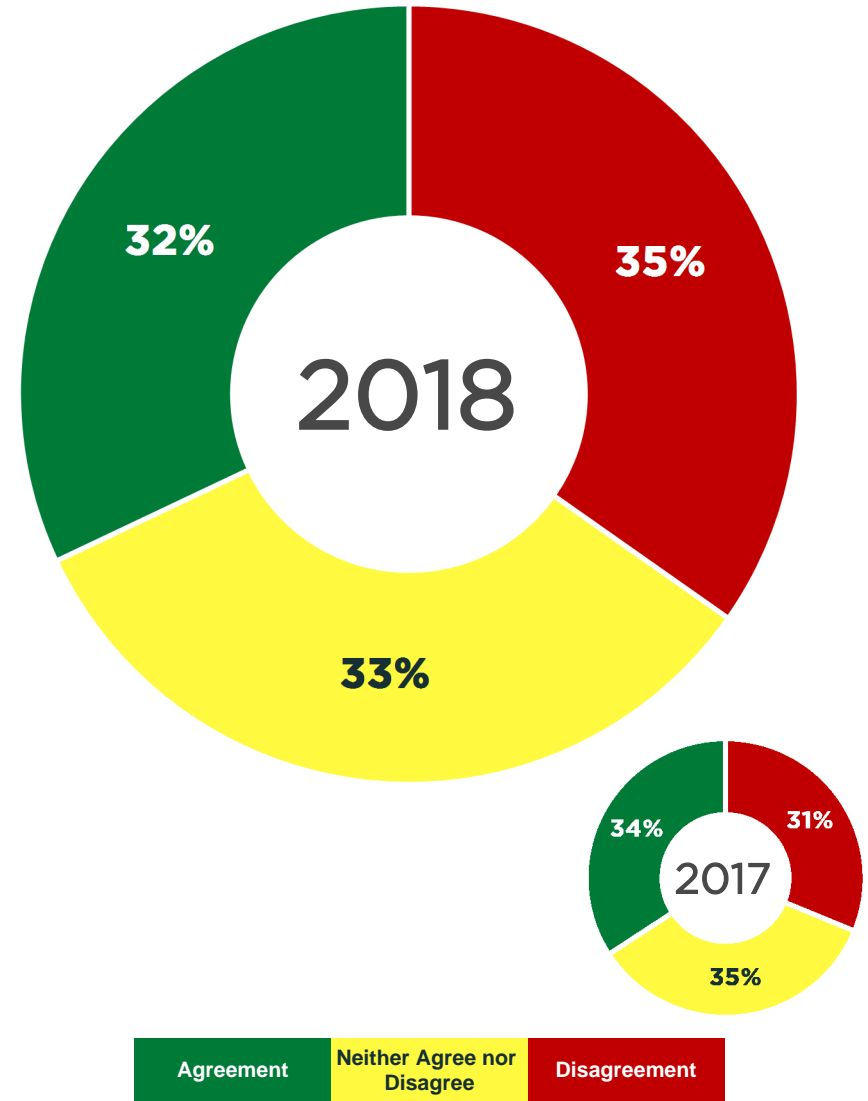
SECTOR

## 36%

CLUSTER

## 34%

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>43%</b>	45%	51%	52%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>59%</b>	61%	68%	69%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>49%</b>	52%	56%	57%
<b>4</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>36%</b>	37%	42%	40%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>35%</b>	37%	44%	46%
<b>6</b>	<b>Q7g.</b> I have confidence in the way recruitment decisions are made	<b>34%</b>	35%	39%	37%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Western 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.

	Western Sydney Local Health District	Auburn	Blacktown	Integrated and Community Health	Mental Health Service	Mount Druitt	Oral Health Service	Other Western Sydney Local Health District Location	Westmead	WSLHD Corporate
NUMBER OF RESPONDENTS	3980	214	718	261	454	213	147	133	1644	139
EMPLOYEE ENGAGEMENT	59%	62%	58%	64%	57%	65%	60%	61%	58%	62%
ENGAGEMENT WITH WORK	69%	71%	66%	77%	71%	79%	66%	69%	66%	75%
SENIOR MANAGERS	37%	37%	38%	44%	40%	43%	38%	41%	34%	40%
COMMUNICATION	53%	56%	52%	60%	57%	58%	53%	60%	49%	59%
HIGH PERFORMANCE	58%	58%	57%	66%	60%	64%	55%	61%	56%	61%
PUBLIC SECTOR VALUES	52%	53%	52%	60%	56%	58%	51%	57%	49%	56%
DIVERSITY & INCLUSION	60%	60%	57%	68%	61%	65%	60%	65%	57%	73%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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





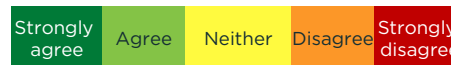
## EXPLORE THE FULL RESULTS

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	59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	11	38	28	13	9	50%	52%	61%	61%
Q7j. I am proud to tell others I work for my organisation	17	43	26	9		60%	61%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	17	40	26	10		57%	58%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	35	31	14	9	46%	47%	54%	55%
Q7m. My organisation inspires me to do the best in my job	12	35	30	13	9	47%	48%	55%	55%

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.

ENGAGEMENT WITH WORK	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	25	48	14	8	73%	74%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	26	42	17	9	68%	70%	72%	72%
Q1e. I am satisfied with my job	19	46	19	10	65%	65%	70%	69%

KEY





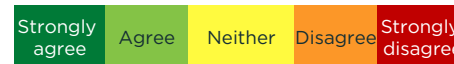
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

SENIOR MANAGERS	37% 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	9	28	29	19	14	37%	41%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	9	26	30	19	16	35%	37%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	9	28	30	16	16	37%	39%	47%	50%
Q6d. Senior managers encourage innovation by employees	8	30	31	18	12	38%	40%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	31	34	15	11	40%	43%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	37	30	14	10	46%	50%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	8	28	28	20	17	35%	38%	44%	47%
Q6h. I feel that senior managers listen to employees		24	29	21	20	31%	33%	40%	43%
Q7c. I feel that change is managed well in my organisation	7	29	29	21	13	36%	37%	42%	40%

KEY





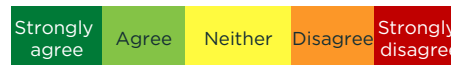
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

COMMUNICATION	53% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	24	42	17	11	66%	65%	70%	72%	
Q5d. My manager encourages and values employee input	24	40	18	10	8	65%	66%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	22	39	19	13	8	60%	61%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	8	28	28	20	17	35%	38%	44%	47%
Q6h. I feel that senior managers listen to employees	24	29	21	20		31%	33%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	15	45	20	11	9	61%	61%	66%	67%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE				58% 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	41	50			91%	90%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	27	48	14	7	75%	76%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	19	50	19	8	69%	67%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	45	17	9	68%	69%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	22	38	21	11	60%	61%	65%	68%	
Q6d. Senior managers encourage innovation by employees	8	30	31	18	38%	40%	47%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	31	34	15	40%	43%	48%	52%	
Q7a. My organisation focuses on improving the work we do	13	46	25	11	59%	61%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	39	28	15	49%	52%	56%	57%	

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE					AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	58%									
Q7d. There is good co-operation between teams across our organisation	8	34	30	18	10	42%	42%	50%	49%	
Q7h. My organisation generally selects capable people to do the job	7	39	27	16	10	47%	47%	54%	54%	

### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	52% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	32	50	11	82%	83%	87%	86%	
Q2e. People in my workgroup treat each other with respect	25	44	18	9	69%	70%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	45	17	9	68%	69%	71%	74%	
Q5b. My manager listens to what I have to say	25	42	16	10	68%	69%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	28	29	19	14	37%	41%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	9	28	30	16	16	37%	39%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	37	30	14	10	46%	50%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	8	28	28	20	17	35%	38%	44%	47%
Q6h. I feel that senior managers listen to employees	24	29	21	20	31%	33%	40%	43%	

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES		52% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		59%	61%	68%	69%					
Q7e. People in my organisation take responsibility for their own actions		42%	43%	49%	49%					

KEY







## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION		60% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work		60%	60%	66%	65%					
Q5b. My manager listens to what I have to say		68%	69%	73%	76%					
Q5d. My manager encourages and values employee input		65%	66%	70%	72%					
Q6i. Senior managers in my organisation support the career advancement of women		44%	46%	54%	60%					
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		67%	70%	74%	76%					
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		68%	69%	75%	75%					
Q8c. I am able to speak up and share a different view to my colleagues and manager		61%	61%	66%	67%					
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		50%	50%	58%	59%					
Q8e. My manager supports flexible working in my team		54%	-	61%	63%					

KEY

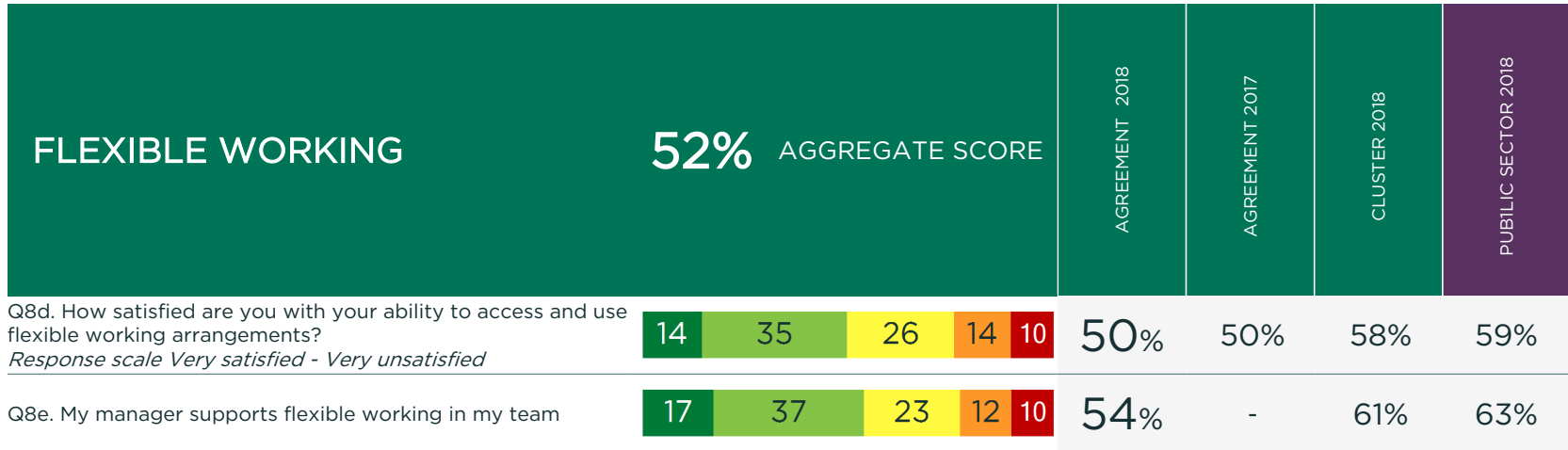




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

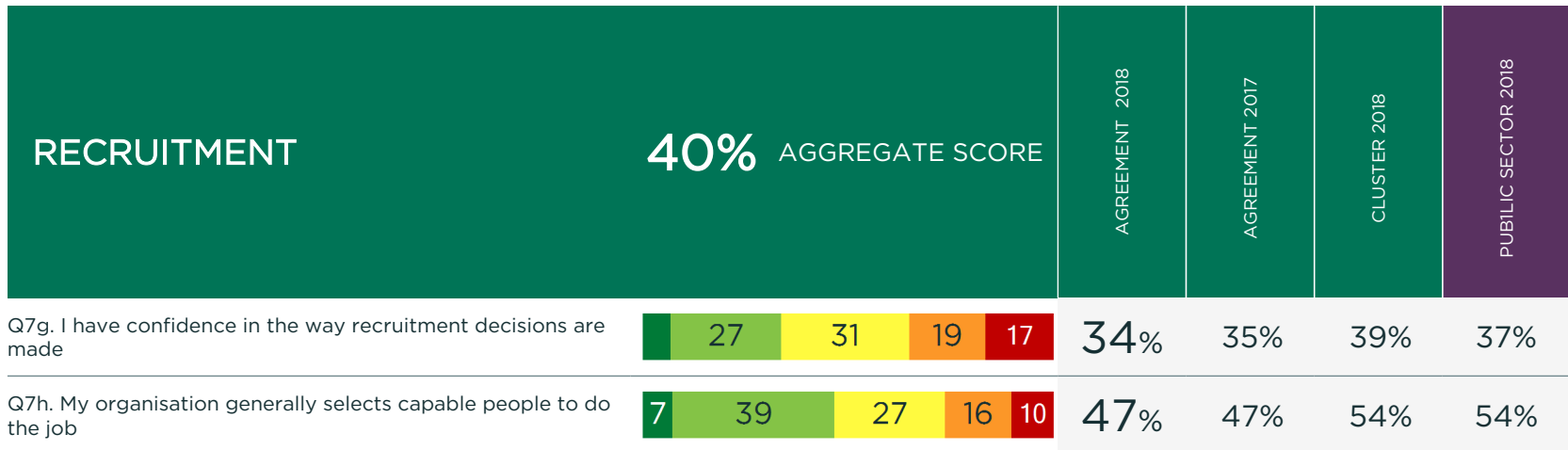




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

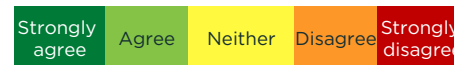
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**53%** AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	17 45 20 13	62%	61%	65%	65%
Q3e. My performance is assessed against clear criteria	15 42 24 13	57%	56%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13 36 23 16 12	49%	51%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22 38 19 11 9	61%	62%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15 31 28 14 12	46%	43%	46%	46%
Q7f. My organisation is committed to developing its employees	8 35 30 17 10	43%	45%	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.

	64% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	18	41	19	15	7	60%	60%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	12	45	21	14	8	58%	59%	62%	60%
Q2c. I receive help and support from other members of my workgroup	26	49	15			75%	76%	80%	81%
Q2d. There is good team spirit in my workgroup	24	40	18	11	8	64%	64%	68%	70%

KEY

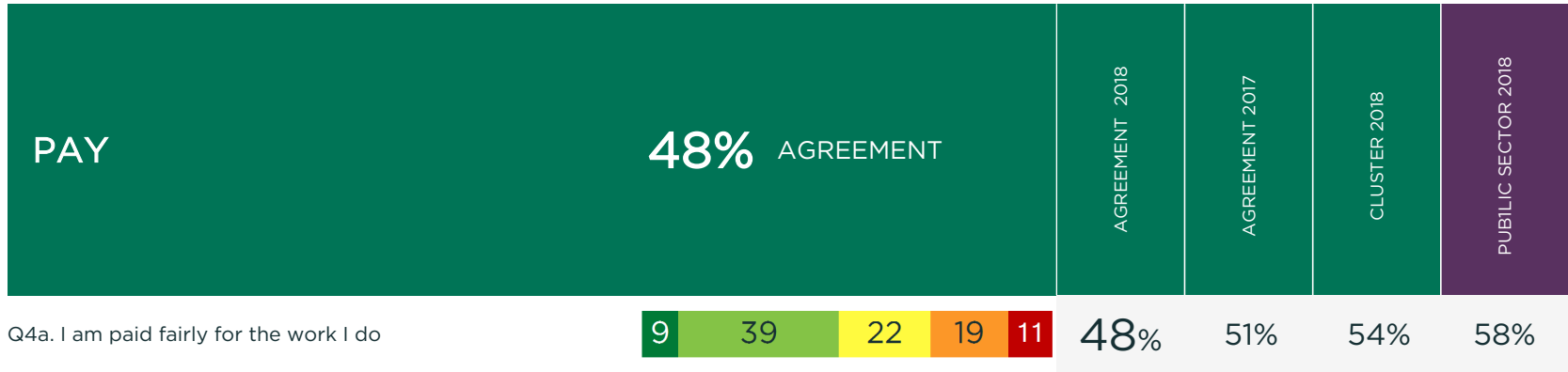




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

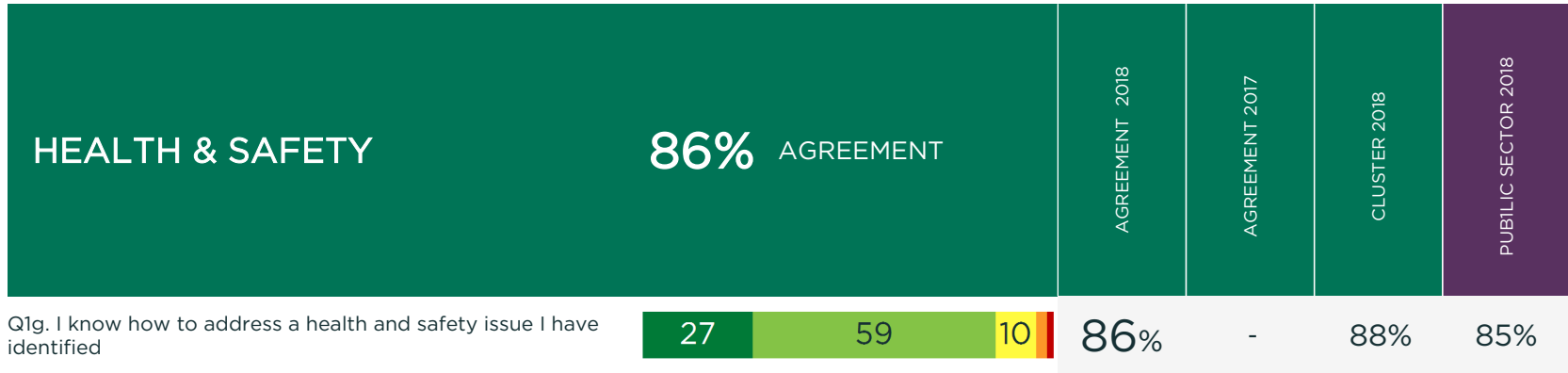




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

## ACTION ON RESULTS

**32%** AGREEMENT

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



KEY



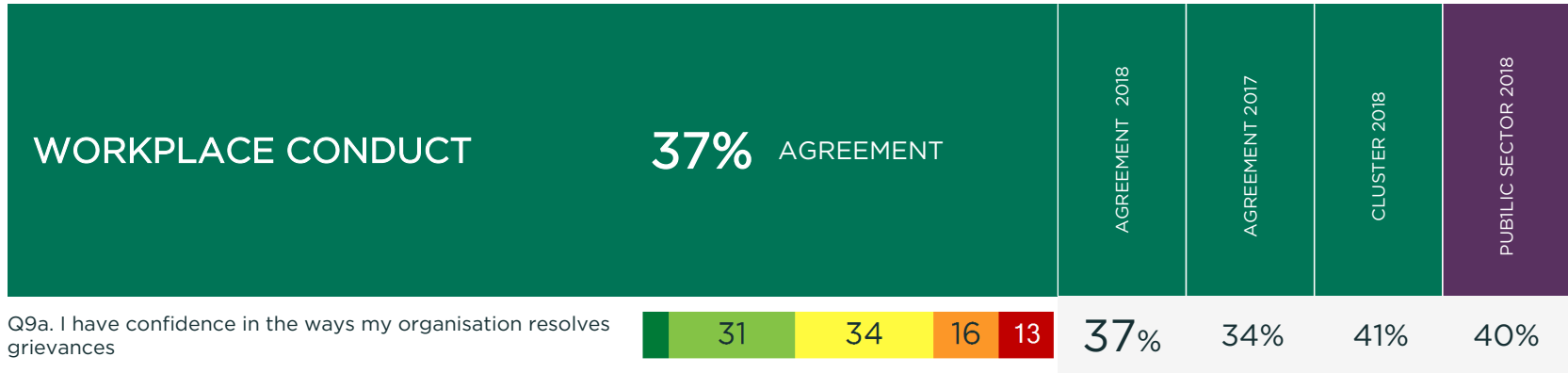




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		70%	67%	69%	71%
No		30%	33%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		73%	71%	74%	76%
No		27%	29%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		57%	55%	57%	58%
No		43%	45%	43%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		45%	44%	40%	41%
No		55%	56%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		34%	29%	29%	30%
There are no major barriers to my career progression		30%	32%	34%	32%
Lack of promotion opportunities		30%	27%	27%	29%
Personal/family considerations		26%	28%	29%	30%
The application/recruitment process is too cumbersome or time consuming		19%	17%	18%	23%
Lack of support from my manager/supervisor		18%	16%	15%	14%
Geographic location considerations		18%	19%	23%	26%
Insufficient training and development		16%	12%	15%	16%
Lack of support for temporary assignments/secondments		16%	12%	14%	15%
Lack of required capabilities or experience		11%	10%	10%	11%
Other		10%	10%	9%	9%

% are calculated with the number of unique respondents (N = 3,765 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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		30%	29%	28%	24%
No		49%	55%	54%	58%
Don't know		21%	16%	17%	18%

**Q10b.** If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		68%	62%	69%	66%
No		30%	35%	29%	32%
Don't know		2%	3%	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.</b> In the last 12 months I have witnessed bullying at work					
Yes		40%	40%	39%	33%
No		48%	49%	52%	57%
Don't know		11%	11%	9%	10%
<b>Q11b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		22%	23%	21%	18%
No		69%	71%	73%	76%
Don't know		8%	7%	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%	27%	32%	27%
Your Immediate Manager/Supervisor		26%	28%	23%	23%
A senior manager		19%	20%	18%	21%
Prefer not to say		12%	13%	13%	14%
A subordinate		7%	6%	6%	7%
Other		5%	4%	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

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	6%	-	5%	3%
No	92%	-	93%	94%
Don't know	2%	-	2%	2%

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	19%	-	28%	39%
A member of the public	63%	-	52%	37%
Other	12%	-	15%	19%
Prefer not to say	6%	-	5%	6%





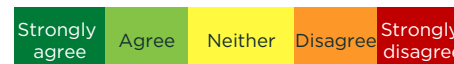
## EXPLORE THE FULL RESULTS

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	14 43 19 16 8	57%	59%	62%
Q2. I believe I am valued for what I can offer at my workplace	17 48 16 12 7	65%	65%	70%
Q3. In my workplace, we recognise our successes and innovations	15 45 23 12	59%	60%	66%
Q4. Staff are treated respectfully regardless of their job	16 48 18 11 7	64%	65%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	12 33 27 15 14	45%	45%	53%

KEY





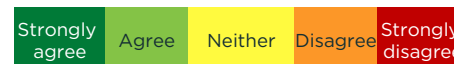
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	11	33	28	15	13	44%	46%	52%
Q7. I have a say in decisions which affect my work	9	40	25	17	10	49%	50%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	13	52	19	10		65%	64%	68%
Q9. My team's objectives/work plans are clearly outlined	13	50	22	10		63%	60%	66%
Q10. Our objectives/work plans help us to deliver a quality service	13	49	24	8		63%	62%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	9	29	31	15	15	38%	40%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		21%
Female		78%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		5%
25 -29		9%
30 - 34		12%
35 - 39		12%
40 - 44		13%
45 - 49		13%
50 - 54		12%
55 - 59		12%
60 - 64		7%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

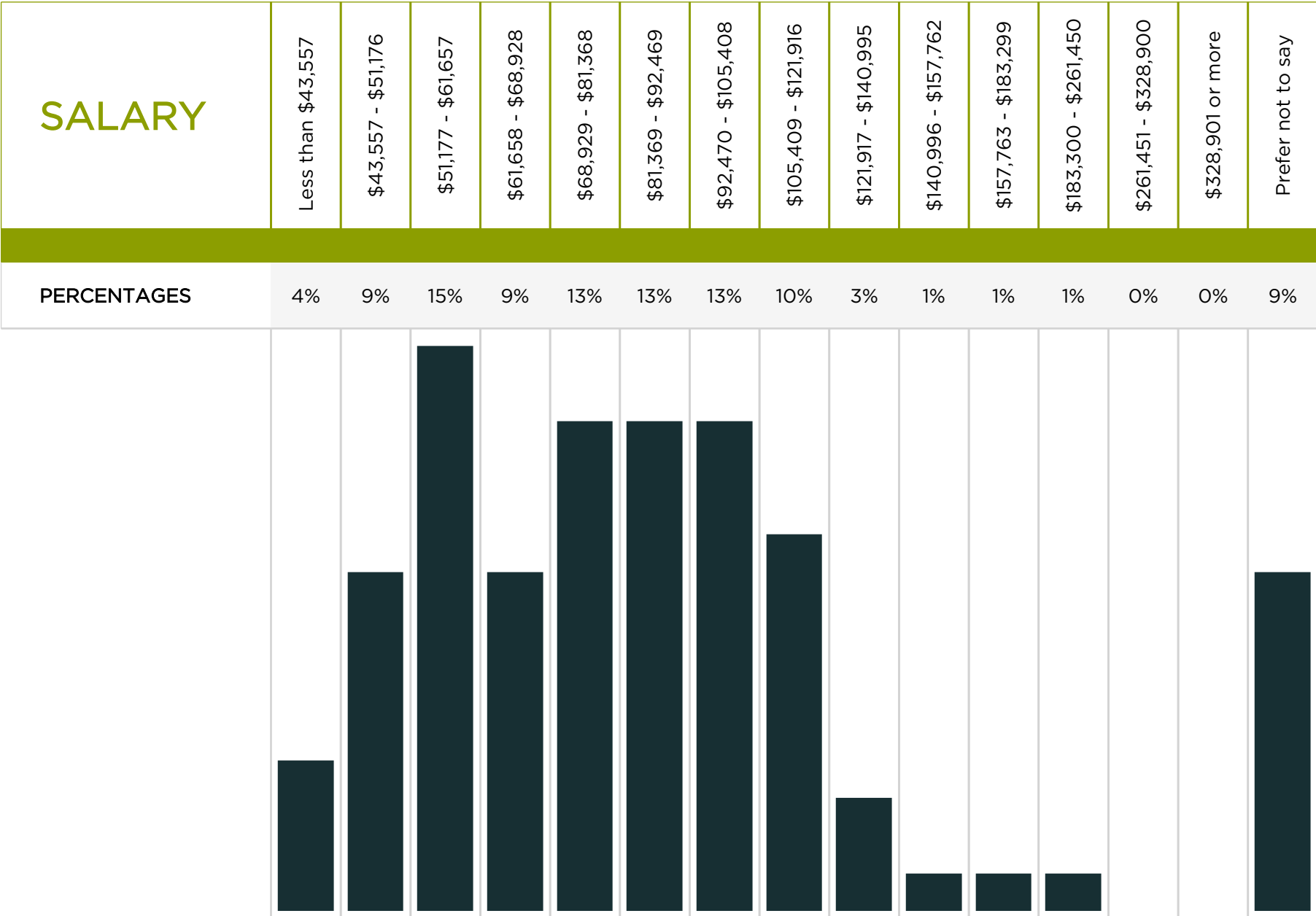
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	63%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, 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)	5%
Policy	0%
Research	1%
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		9%
1 - 2 years		12%
2 - 5 years		19%
5 - 10 years		19%
10 - 20 years		26%
More than 20 years		15%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
None of the above	45%
Flexible start and finish times	20%
Part-time work	16%
Study leave	9%
Flexible scheduling for rostered workers	9%
Working additional hours to make up for time off	7%
Working from different locations	7%

% are calculated with the number of unique respondents (N = 3,508 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

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

% are calculated with the number of unique respondents (N = 3,508 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.

	Western 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	3980	2249	222	410	187	3	34	91	6	355
EMPLOYEE ENGAGEMENT	59%	59%	58%	61%	60%	(r)	70%	61%	(r)	61%
ENGAGEMENT WITH WORK	69%	69%	66%	67%	68%	(r)	79%	75%	(r)	69%
SENIOR MANAGERS	37%	35%	40%	41%	37%	(r)	42%	43%	(r)	43%
COMMUNICATION	53%	51%	53%	56%	58%	(r)	63%	61%	(r)	56%
HIGH PERFORMANCE	58%	57%	56%	59%	57%	(r)	64%	67%	(r)	61%
PUBLIC SECTOR VALUES	52%	51%	52%	54%	54%	(r)	58%	59%	(r)	56%
DIVERSITY & INCLUSION	60%	58%	57%	64%	66%	(r)	76%	70%	(r)	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 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.

	Western 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	3980	154	302	520	303	444	467	465	338	102	45	29	36	16
EMPLOYEE ENGAGEMENT	59%	64%	63%	61%	63%	61%	54%	59%	58%	64%	58%	(r)	62%	(r)
ENGAGEMENT WITH WORK	69%	72%	72%	69%	71%	69%	65%	68%	68%	73%	80%	(r)	76%	(r)
SENIOR MANAGERS	37%	46%	44%	40%	40%	35%	33%	37%	35%	47%	30%	(r)	34%	(r)
COMMUNICATION	53%	56%	55%	54%	53%	53%	49%	53%	54%	66%	54%	(r)	62%	(r)
HIGH PERFORMANCE	58%	63%	61%	59%	61%	57%	54%	58%	57%	66%	60%	(r)	59%	(r)
PUBLIC SECTOR VALUES	52%	56%	55%	53%	55%	52%	49%	52%	52%	62%	49%	(r)	54%	(r)
DIVERSITY & INCLUSION	60%	62%	62%	61%	60%	60%	54%	60%	61%	73%	66%	(r)	66%	(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.

	Western Sydney Local Health District	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>3980</b>	<b>11</b>	<b>317</b>
<b>EMPLOYEE ENGAGEMENT</b>	59%	(r)	55%
ENGAGEMENT WITH WORK	69%	(r)	63%
SENIOR MANAGERS	37%	(r)	31%
COMMUNICATION	53%	(r)	48%
HIGH PERFORMANCE	58%	(r)	53%
PUBLIC SECTOR VALUES	52%	(r)	47%
DIVERSITY & INCLUSION	60%	(r)	54%

### 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.

	Western 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	3980	322	410	676	669	919	522
EMPLOYEE ENGAGEMENT	59%	71%	65%	60%	58%	56%	56%
ENGAGEMENT WITH WORK	69%	82%	74%	68%	66%	66%	67%
SENIOR MANAGERS	37%	60%	45%	37%	33%	33%	31%
COMMUNICATION	53%	74%	63%	53%	50%	49%	47%
HIGH PERFORMANCE	58%	76%	66%	59%	55%	54%	52%
PUBLIC SECTOR VALUES	52%	73%	60%	52%	49%	48%	47%
DIVERSITY & INCLUSION	60%	76%	68%	61%	57%	55%	55%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western 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	3980	694	183	261	303	558	57	245	185	22	99	308	113	1584
EMPLOYEE ENGAGEMENT	59%	66%	63%	62%	67%	61%	67%	68%	63%	(r)	60%	65%	58%	55%
ENGAGEMENT WITH WORK	69%	77%	76%	72%	78%	72%	81%	84%	79%	(r)	67%	78%	67%	62%
SENIOR MANAGERS	37%	45%	37%	40%	45%	35%	47%	48%	42%	(r)	38%	46%	36%	33%
COMMUNICATION	53%	63%	56%	59%	62%	53%	62%	67%	64%	(r)	55%	64%	50%	47%
HIGH PERFORMANCE	58%	66%	61%	63%	65%	59%	67%	69%	65%	(r)	58%	67%	55%	53%
PUBLIC SECTOR VALUES	52%	61%	54%	56%	58%	53%	59%	64%	59%	(r)	54%	62%	49%	47%
DIVERSITY & INCLUSION	60%	74%	65%	69%	68%	63%	74%	76%	75%	(r)	61%	70%	54%	52%

\*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.

	Western Sydney Local Health District	Sydney West	Sydney - Parramatta	Sydney - Blacktown	Sydney - Baulkham Hills and Hawkesbury	Sydney East	Sydney - South West	Sydney - City and Inner South	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Inner South West	Sydney - North Sydney and Hornsby	Sydney - Inner West
NUMBER OF RESPONDENTS	3980	3240	2229	938	37	27	17	15	11	8	5	3	2
EMPLOYEE ENGAGEMENT	59%	60%	59%	60%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	69%	69%	70%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	37%	37%	39%	30%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	54%	53%	55%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	59%	58%	59%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	53%	52%	54%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	60%	60%	60%	61%	(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.

	Western Sydney Local Health District	Central West	Sydney - Ryde	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina
NUMBER OF RESPONDENTS	3980	2	2	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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.

	Western Sydney Local Health District	Capital Region	Central Coast	Southern Highlands and Shoalhaven	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	<b>3980</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	59%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western 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	3980	6	185	335	440	445	461	472	446	442	248	92
EMPLOYEE ENGAGEMENT	59%	(r)	69%	62%	60%	58%	58%	58%	57%	60%	57%	65%
ENGAGEMENT WITH WORK	69%	(r)	75%	71%	67%	65%	70%	69%	66%	70%	70%	80%
SENIOR MANAGERS	37%	(r)	50%	40%	40%	36%	38%	37%	34%	36%	34%	42%
COMMUNICATION	53%	(r)	64%	58%	56%	53%	53%	53%	50%	49%	48%	57%
HIGH PERFORMANCE	58%	(r)	69%	64%	60%	57%	57%	58%	53%	56%	55%	63%
PUBLIC SECTOR VALUES	52%	(r)	63%	57%	54%	51%	52%	52%	48%	50%	50%	58%
DIVERSITY & INCLUSION	60%	(r)	69%	66%	63%	59%	60%	59%	57%	56%	57%	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 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.

	Western Sydney Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>3980</b>	<b>743</b>	<b>2765</b>	<b>40</b>
<b>EMPLOYEE ENGAGEMENT</b>	59%	59%	60%	47%
ENGAGEMENT WITH WORK	69%	66%	70%	53%
SENIOR MANAGERS	37%	38%	38%	18%
COMMUNICATION	53%	55%	53%	34%
HIGH PERFORMANCE	58%	57%	59%	36%
PUBLIC SECTOR VALUES	52%	53%	53%	31%
DIVERSITY & INCLUSION	60%	60%	60%	42%

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western 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	3980	95	11	86	8	3	28	116	985	78	190	66	65	20
EMPLOYEE ENGAGEMENT	59%	63%	(r)	59%	(r)	(r)	(r)	64%	58%	62%	60%	62%	65%	(r)
ENGAGEMENT WITH WORK	69%	72%	(r)	67%	(r)	(r)	(r)	76%	66%	77%	67%	60%	75%	(r)
SENIOR MANAGERS	37%	50%	(r)	34%	(r)	(r)	(r)	44%	32%	44%	41%	44%	47%	(r)
COMMUNICATION	53%	68%	(r)	58%	(r)	(r)	(r)	56%	49%	56%	54%	53%	61%	(r)
HIGH PERFORMANCE	58%	68%	(r)	56%	(r)	(r)	(r)	63%	55%	63%	59%	60%	65%	(r)
PUBLIC SECTOR VALUES	52%	64%	(r)	51%	(r)	(r)	(r)	56%	48%	57%	55%	54%	61%	(r)
DIVERSITY & INCLUSION	60%	65%	(r)	61%	(r)	(r)	(r)	62%	56%	64%	61%	59%	69%	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western 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	3980	329	72	44	437	44	33	15	24	9	22	24	16	12
EMPLOYEE ENGAGEMENT	59%	61%	62%	61%	58%	70%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	65%	75%	73%	72%	79%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	39%	32%	44%	33%	61%	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	55%	56%	56%	53%	61%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	58%	55%	61%	58%	71%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	52%	49%	55%	53%	68%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	63%	64%	66%	59%	69%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Western 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	3980	50	41	4	64	0	1	0	8	31	23	125	8	31
EMPLOYEE ENGAGEMENT	59%	65%	59%	(r)	61%	(r)	(r)	(r)	(r)	61%	(r)	60%	(r)	46%
ENGAGEMENT WITH WORK	69%	71%	73%	(r)	60%	(r)	(r)	(r)	(r)	79%	(r)	74%	(r)	51%
SENIOR MANAGERS	37%	55%	30%	(r)	39%	(r)	(r)	(r)	(r)	34%	(r)	48%	(r)	28%
COMMUNICATION	53%	64%	58%	(r)	42%	(r)	(r)	(r)	(r)	62%	(r)	56%	(r)	35%
HIGH PERFORMANCE	58%	70%	58%	(r)	51%	(r)	(r)	(r)	(r)	65%	(r)	61%	(r)	45%
PUBLIC SECTOR VALUES	52%	67%	52%	(r)	47%	(r)	(r)	(r)	(r)	56%	(r)	56%	(r)	39%
DIVERSITY & INCLUSION	60%	68%	68%	(r)	49%	(r)	(r)	(r)	(r)	73%	(r)	59%	(r)	37%

### KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Western 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>3980</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>15</b>	<b>6</b>	<b>162</b>	<b>214</b>
<b>EMPLOYEE ENGAGEMENT</b>	59%	(r)	(r)	(r)	(r)	(r)	(r)	58%	52%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	65%	60%
SENIOR MANAGERS	37%	(r)	(r)	(r)	(r)	(r)	(r)	40%	25%
COMMUNICATION	53%	(r)	(r)	(r)	(r)	(r)	(r)	58%	41%
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	59%	47%
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	55%	41%
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	64%	48%

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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

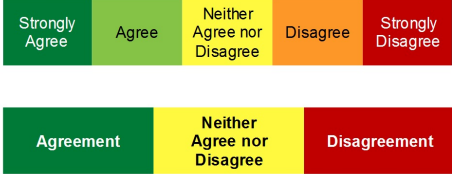
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.