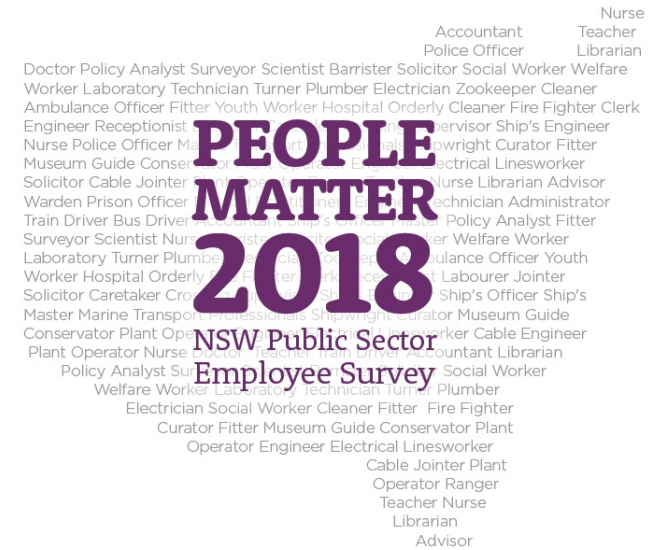

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Justice

NSW Rural Fire Service

RESPONSE RATE

47%

425 OF 913 RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

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

ENGAGEMENT WITH WORK

63%

DIFFERENCE FROM 2017 -3
DIFFERENCE FROM CLUSTER -3
DIFFERENCE FROM PUBLIC SECTOR -9

SENIOR MANAGERS

31%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -9
DIFFERENCE FROM PUBLIC SECTOR -18

COMMUNICATION

44%

DIFFERENCE FROM 2017 -4
DIFFERENCE FROM CLUSTER -10
DIFFERENCE FROM PUBLIC SECTOR -18

HIGH PERFORMANCE

49%

DIFFERENCE FROM 2017 -3
DIFFERENCE FROM CLUSTER -6
DIFFERENCE FROM PUBLIC SECTOR -15

PUBLIC SECTOR VALUES

45%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -8
DIFFERENCE FROM PUBLIC SECTOR -17

DIVERSITY & INCLUSION

57%

DIFFERENCE FROM CLUSTER -6
DIFFERENCE FROM PUBLIC SECTOR -11

FLEXIBLE WORKING SATISFACTION

56%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -3

ACTION ON RESULTS

27%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -1
DIFFERENCE FROM PUBLIC SECTOR -9



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	78%	82%
2a.	My workgroup strives to achieve customer/client satisfaction	78%	79%
1g.	I know how to address a health and safety issue I have identified	76%	-
7j.	I am proud to tell others I work for my organisation	74%	73%
7k.	I feel a strong personal attachment to my organisation	71%	69%
1c.	My job gives me a feeling of personal accomplishment	70%	70%
2c.	I receive help and support from other members of my workgroup	68%	73%
2b.	My workgroup works collaboratively to achieve its objectives	65%	66%
5b.	My manager listens to what I have to say	64%	64%
1d.	I feel motivated to contribute more than what is normally required at work	61%	64%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	20%	28%
7c.	I feel that change is managed well in my organisation	20%	23%
6h.	I feel that senior managers listen to employees	23%	27%
7g.	I have confidence in the way recruitment decisions are made	23%	25%
5h.	My manager appropriately deals with employees who perform poorly	23%	29%
7e.	People in my organisation take responsibility for their own actions	25%	33%
6b.	I feel that senior managers effectively lead and manage change	26%	34%
6g.	I feel that senior managers keep employees informed about what's going on	26%	32%
14.	I believe action will be taken on the results from this survey by my organisation	27%	22%
6d.	Senior managers encourage innovation by employees	28%	32%



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

14.	I believe action will be taken on the results from this survey by my organisation	27%	22%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	59%	55%
3f.	I have received appropriate training and development to do my job well	55%	52%
7k.	I feel a strong personal attachment to my organisation	71%	69%
7j.	I am proud to tell others I work for my organisation	74%	73%
5f.	I have confidence in the decisions my manager makes	55%	54%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7b.	My organisation is making the necessary improvements to meet our future challenges	37%	48%
6a.	I believe senior managers provide clear direction for the future of the organisation	30%	40%
9a.	I have confidence in the ways my organisation resolves grievances	20%	28%
6b.	I feel that senior managers effectively lead and manage change	26%	34%
7e.	People in my organisation take responsibility for their own actions	25%	33%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	44%	51%
7a.	My organisation focuses on improving the work we do	51%	57%
3e.	My performance is assessed against clear criteria	42%	48%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	45%	51%
8c.	I am able to speak up and share a different view to my colleagues and manager	52%	58%



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

Q7b. My organisation is making the necessary improvements to meet our future challenges



Q7f. My organisation is committed to developing its employees



Q7e. People in my organisation take responsibility for their own actions



Q7i. My organisation motivates me to help it achieve its objectives



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q7b. My organisation is making the necessary improvements to meet our future challenges



Q7f. My organisation is committed to developing its employees



Q7e. People in my organisation take responsibility for their own actions



Q7i. My organisation motivates me to help it achieve its objectives



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q7b. My organisation is making the necessary improvements to meet our future challenges



Q7f. My organisation is committed to developing its employees



Q7e. People in my organisation take responsibility for their own actions



Q7i. My organisation motivates me to help it achieve its objectives



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



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

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

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



WHAT'S NEXT?

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

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

27%

of employees replied favourably to:

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

37%

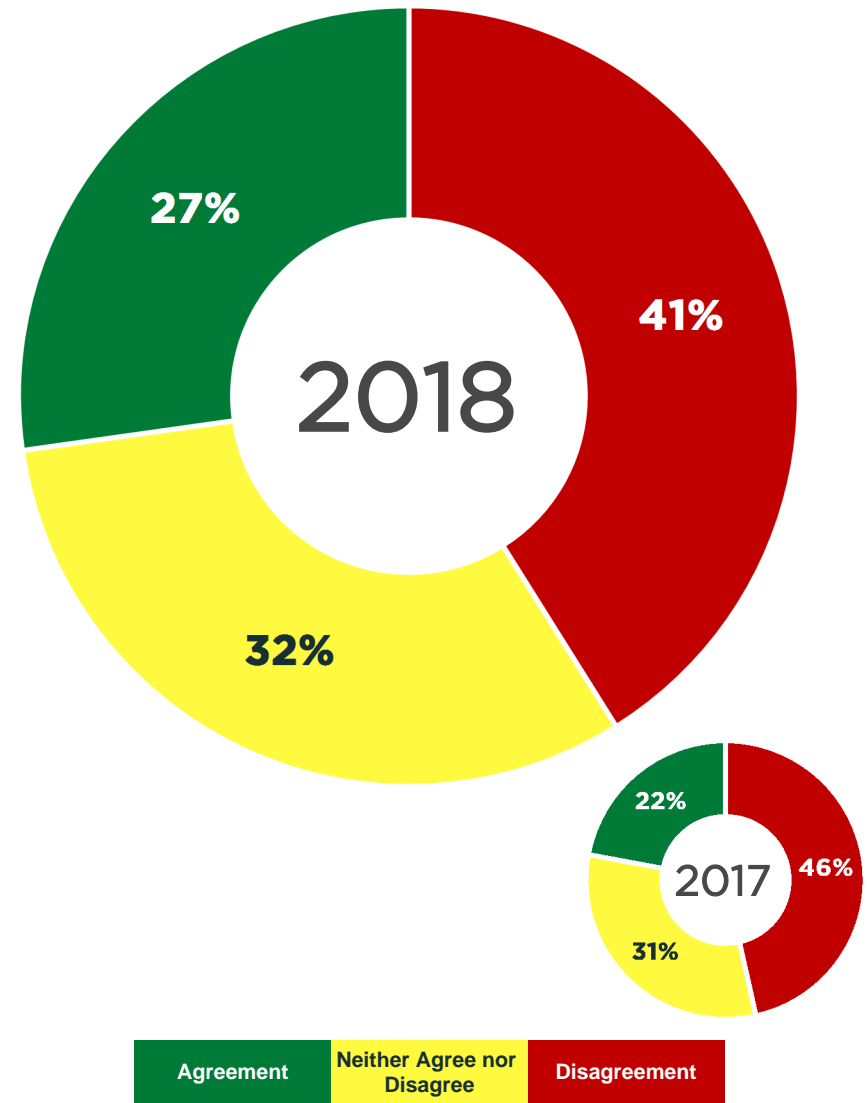
SECTOR

28%

CLUSTER

22%

2017



KEY DRIVERS OF ENGAGEMENT



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

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

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

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

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q6c. I feel that senior managers model the values of my organisation	36%	38%	42%	50%
2	Q7f. My organisation is committed to developing its employees	38%	41%	40%	52%
3	Q6h. I feel that senior managers listen to employees	23%	27%	34%	43%
4	Q7c. I feel that change is managed well in my organisation	20%	23%	31%	40%
5	Q7h. My organisation generally selects capable people to do the job	35%	35%	38%	54%
6	Q6b. I feel that senior managers effectively lead and manage change	26%	34%	37%	46%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Rural Fire Service

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.

	NSW Rural Fire Service	Finance & Executive Services Directorate & Commissioners Office	Infrastructure Services Directorate	Membership & Strategic Services Directorate	Operations Directorate	Region East	Region North	Region South	Region West
NUMBER OF RESPONDENTS	425	23	21	34	99	70	52	58	49
EMPLOYEE ENGAGEMENT	63%	74%	66%	71%	58%	56%	64%	66%	65%
ENGAGEMENT WITH WORK	63%	68%	83%	82%	57%	55%	60%	66%	62%
SENIOR MANAGERS	31%	48%	45%	41%	28%	19%	32%	29%	30%
COMMUNICATION	44%	49%	53%	61%	39%	36%	37%	47%	49%
HIGH PERFORMANCE	49%	55%	56%	63%	43%	41%	48%	52%	53%
PUBLIC SECTOR VALUES	45%	54%	55%	56%	42%	35%	43%	45%	47%
DIVERSITY & INCLUSION	57%	64%	71%	75%	51%	50%	52%	60%	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 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	63% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	14	34	30	14	8	48%	51%	54%	61%
Q7j. I am proud to tell others I work for my organisation	29	44	18			74%	73%	66%	69%
Q7k. I feel a strong personal attachment to my organisation	32	40	18	8		71%	69%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	30	32	16	8	44%	44%	47%	55%
Q7m. My organisation inspires me to do the best in my job	15	31	26	19	9	45%	45%	46%	55%

KEY





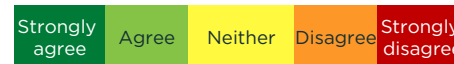
EXPLORE THE FULL RESULTS

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	63% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q1c. My job gives me a feeling of personal accomplishment	24	46	14	12	70%	70%	68%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	24	37	14	17	8	61%	64%	65%	72%
Q1e. I am satisfied with my job	19	40	18	17		59%	64%	65%	69%

KEY





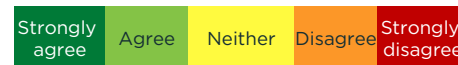
EXPLORE THE FULL RESULTS

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	31% 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	7	23	22	30	18	30%	40%	40%	49%
Q6b. I feel that senior managers effectively lead and manage change		19	23	28	23	26%	34%	37%	46%
Q6c. I feel that senior managers model the values of my organisation	8	27	23	21	20	36%	38%	42%	50%
Q6d. Senior managers encourage innovation by employees		22	29	29	15	28%	32%	38%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	36	31	16	9	44%	51%	44%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	35	31	14	10	45%	50%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		21	27	28	18	26%	32%	39%	47%
Q6h. I feel that senior managers listen to employees		17	26	27	24	23%	27%	34%	43%
Q7c. I feel that change is managed well in my organisation		16	24	32	24	20%	23%	31%	40%

KEY





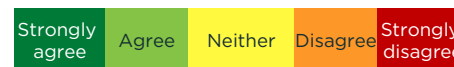
EXPLORE THE FULL RESULTS

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	44% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	21	34	18	15	13	55%	55%	66%	72%
Q5d. My manager encourages and values employee input	22	35	18	12	13	57%	58%	65%	72%
Q5e. My manager involves my workgroup in decisions about our work	19	32	22	13	14	50%	55%	59%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	21	27	28	18		26%	32%	39%	47%
Q6h. I feel that senior managers listen to employees	17	26	27	24		23%	27%	34%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	39	19	15	14	52%	58%	60%	67%

KEY





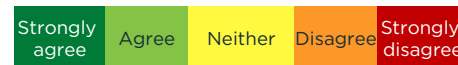
EXPLORE THE FULL RESULTS

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					49% 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	29	49	10	10		78%	82%	88%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	24	40	13	15	8	65%	66%	72%	79%	
Q3f. I have received appropriate training and development to do my job well	14	40	22	15	8	55%	52%	56%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	18	36	24	14	8	55%	60%	65%	74%	
Q5f. I have confidence in the decisions my manager makes	20	35	21	11	13	55%	54%	63%	68%	
Q6d. Senior managers encourage innovation by employees		22	29	29	15	28%	32%	38%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	36	31	16	9	44%	51%	44%	52%	
Q7a. My organisation focuses on improving the work we do	11	40	29	15		51%	57%	58%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	27	33	19	11	37%	48%	47%	57%	

KEY





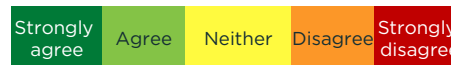
EXPLORE THE FULL RESULTS

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				49% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	32	27	27	9	37%	38%	41%	49%				
Q7h. My organisation generally selects capable people to do the job	29	26	25	14	35%	35%	38%	54%				

KEY





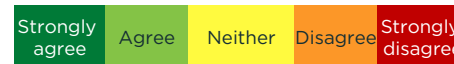
EXPLORE THE FULL RESULTS

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	45% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction	33	45	11	8	78%	79%	78%	86%	
Q2e. People in my workgroup treat each other with respect	24	35	18	14	9	59%	63%	69%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	18	36	24	14	8	55%	60%	65%	74%
Q5b. My manager listens to what I have to say	24	40	13	13	10	64%	64%	70%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	7	23	22	30	18	30%	40%	40%	49%
Q6c. I feel that senior managers model the values of my organisation	8	27	23	21	20	36%	38%	42%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	35	31	14	10	45%	50%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	21	27	28	18		26%	32%	39%	47%
Q6h. I feel that senior managers listen to employees	17	26	27	24		23%	27%	34%	43%

KEY





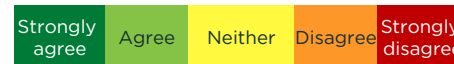
EXPLORE THE FULL RESULTS

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		45% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		51%	57%	58%	69%				
Q7e. People in my organisation take responsibility for their own actions		25%	33%	36%	49%				

KEY





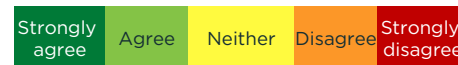
EXPLORE THE FULL RESULTS

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	57% 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	12	37	18	25	8	49%	51%	57%	65%
Q5b. My manager listens to what I have to say	24	40	13	13	10	64%	64%	70%	76%
Q5d. My manager encourages and values employee input	22	35	18	12	13	57%	58%	65%	72%
Q6i. Senior managers in my organisation support the career advancement of women	18	38	30	7	7	55%	59%	58%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	13	45	22	16		58%	60%	68%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	15	45	21	14		59%	55%	68%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	39	19	15	14	52%	58%	60%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	19	36	19	15	10	56%	58%	60%	59%
Q8e. My manager supports flexible working in my team	21	40	21	10	9	61%	-	63%	63%

KEY

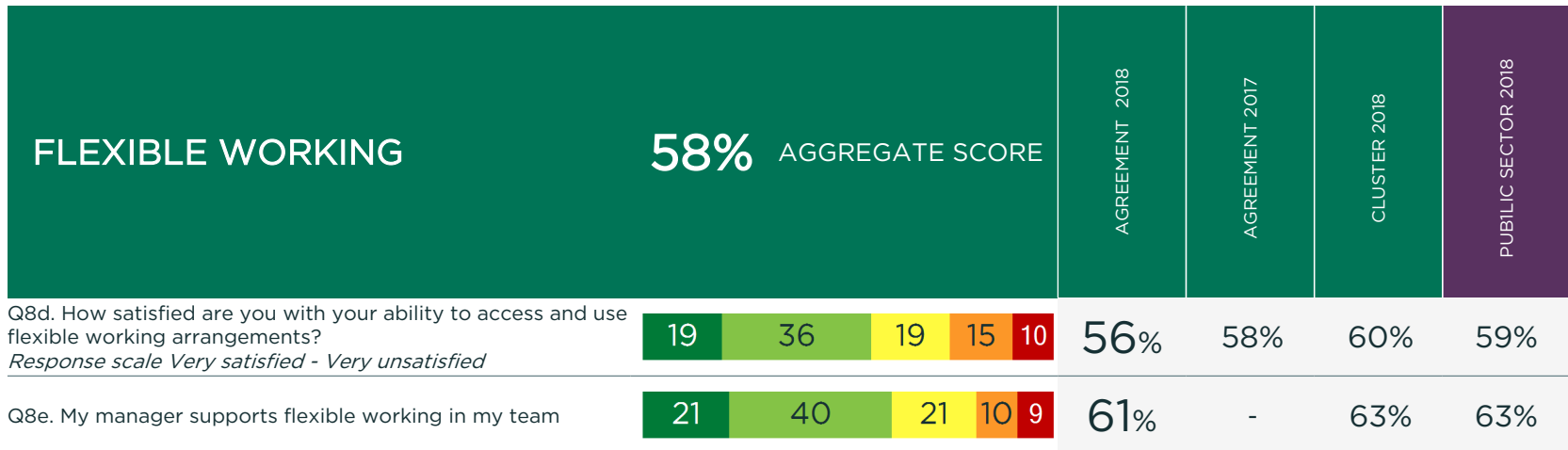




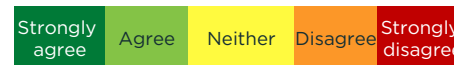
EXPLORE THE FULL RESULTS

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

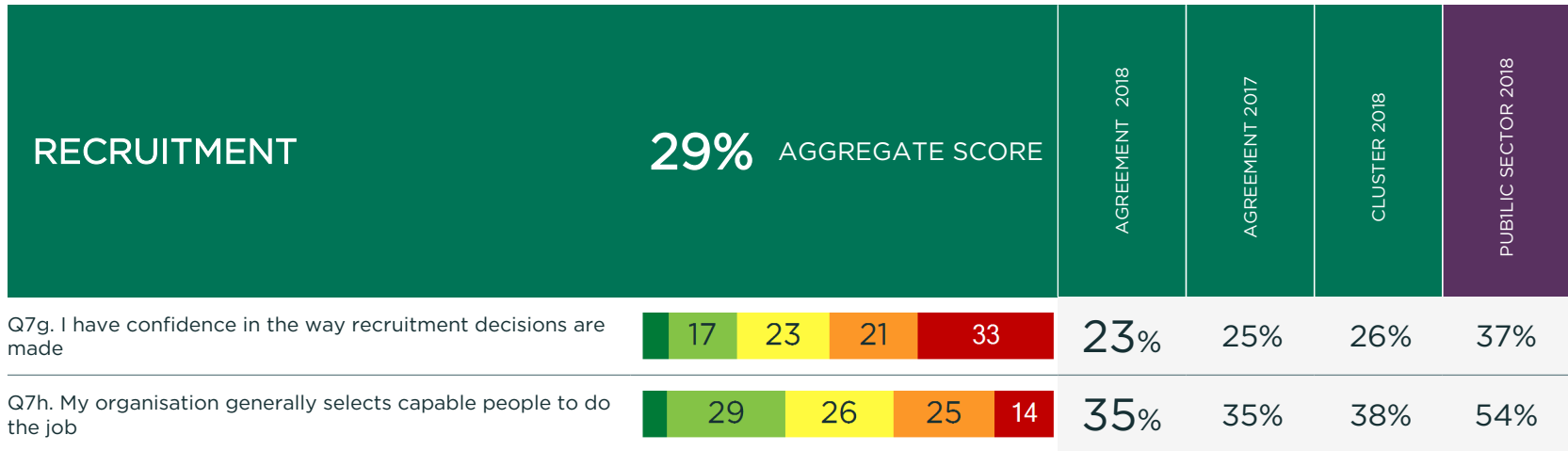




EXPLORE THE FULL RESULTS

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.

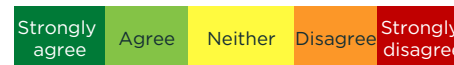
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

39% 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	14	30	21	22	13	45%	51%	55%	65%
Q3e. My performance is assessed against clear criteria	12	30	22	25	11	42%	48%	45%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	10	24	21	23	21	34%	36%	41%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	20	33	20	13	13	54%	58%	62%	69%
Q5h. My manager appropriately deals with employees who perform poorly	10	14	26	26	24	23%	29%	40%	46%
Q7f. My organisation is committed to developing its employees	8	30	32	20	10	38%	41%	40%	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.

	55% 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	12	37	18	25	8	49%	51%	57%	65%
Q1f. I am able to keep my work stress at an acceptable level	9	39	17	24	11	48%	51%	60%	60%
Q2c. I receive help and support from other members of my workgroup	26	41	17	11		68%	73%	77%	81%
Q2d. There is good team spirit in my workgroup	26	30	15	16	12	56%	60%	64%	70%

KEY

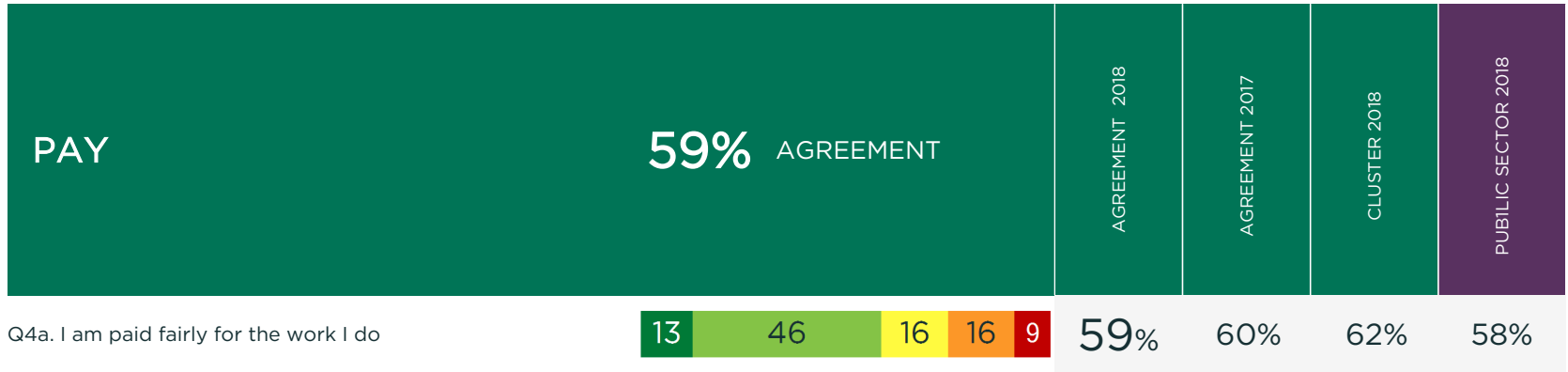




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

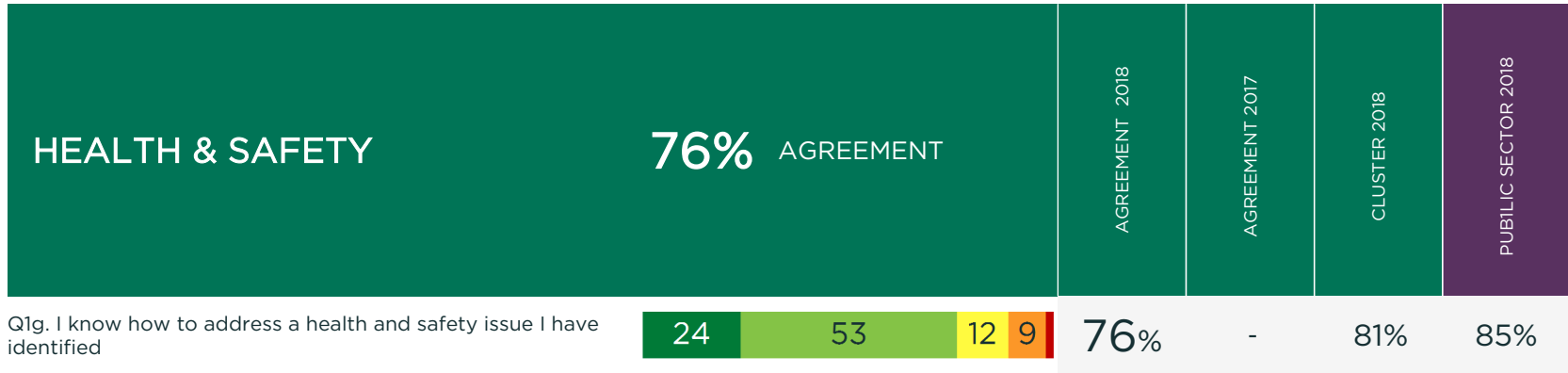




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

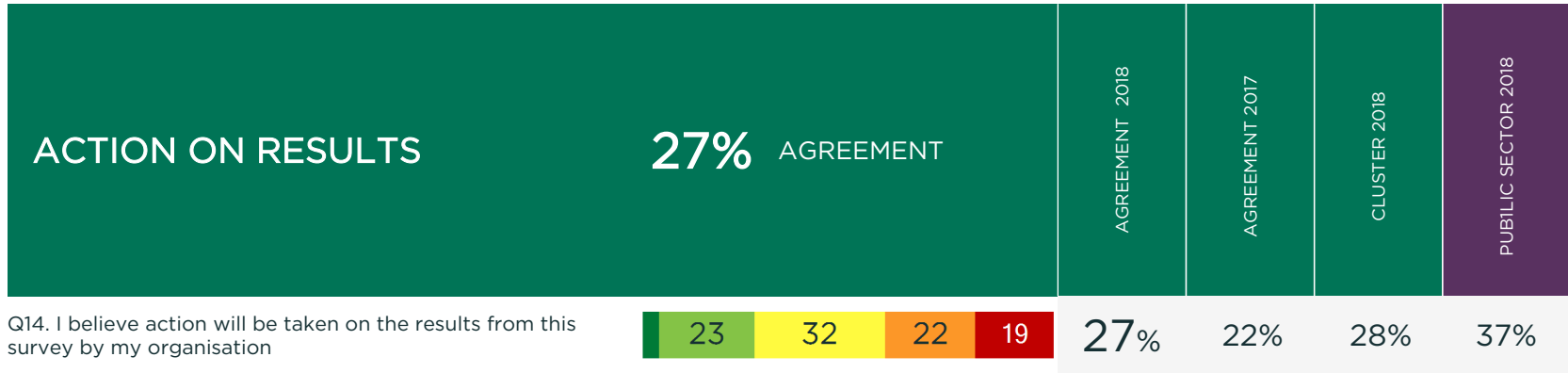




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

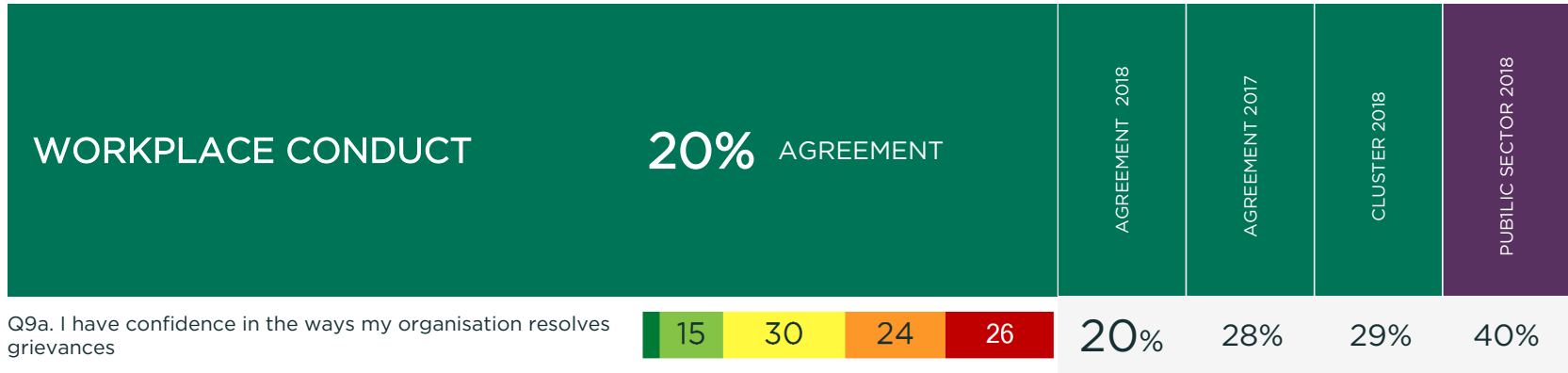




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		63%	65%	52%	71%
No		37%	35%	48%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		63%	69%	67%	76%
No		37%	31%	33%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		43%	47%	43%	58%
No		57%	53%	57%	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		48%	47%	42%	41%
No		52%	53%	58%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?					
Geographic location considerations		53%	50%	35%	26%
Personal/family considerations		47%	49%	34%	30%
Lack of promotion opportunities		42%	42%	37%	29%
The application/recruitment process is too cumbersome or time consuming		33%	33%	27%	23%
Lack of visible opportunities		30%	33%	33%	30%
Lack of support for temporary assignments/secondments		26%	26%	21%	15%
Insufficient training and development		22%	21%	22%	16%
There are no major barriers to my career progression		21%	14%	27%	32%
Lack of support from my manager/supervisor		19%	22%	18%	14%
Lack of required capabilities or experience		13%	15%	12%	11%
Other		10%	12%	10%	9%

% are calculated with the number of unique respondents (N = 415 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT





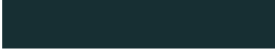

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		36%	37%	24%	24%
No		49%	53%	59%	58%
Don't know		15%	10%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		58%	58%	67%	66%
No		41%	42%	31%	32%
Don't know		1%	-	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		44%	48%	34%	33%
No		49%	46%	57%	57%
Don't know		7%	6%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		26%	27%	20%	18%
No		69%	67%	73%	76%
Don't know		5%	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
Your Immediate Manager/Supervisor		33%	41%	25%	23%
A senior manager		19%	20%	26%	21%
A fellow worker at your level		14%	13%	23%	27%
Prefer not to say		12%	11%	14%	14%
A subordinate		10%	8%	8%	7%
Other		8%	3%	3%	4%
A client or customer		4%	4%	1%	2%
A member of the public other than a client or customer	(r)				



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	4%	-	3%	3%
No	94%	-	94%	94%
Don't know	2%	-	3%	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	76%	-	61%	39%
A member of the public	6%	-	15%	37%
Other	18%	-	17%	19%
Prefer not to say	(r)			



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q1. What is your work location?			
Metropolitan NSW		45%	63%
Regional NSW		55%	37%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?

	2018	CLUSTER 2018
Sworn police officer - general duties	0%	5%
Sworn police officer - other	0%	9%
Non-sworn employee of NSW Police Force	0%	6%
Permanent Fire fighter	10%	6%
Retained Fire fighter	0%	2%
Custodial Officer	0%	18%
Youth Worker	0%	3%
Legal officer or other legal professional	0%	3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?			
Administrative or other clerical worker		30%	24%
Sheriff's Officer		0%	2%
Community Corrections Officer (Probation & Parole)		0%	5%
Psychologist		0%	1%
Teacher		0%	0%
Welfare Officer		0%	1%
Other		59%	16%
Q3. When you answered the questions on Senior Managers e.g. "I feel that senior managers effectively lead and manage change" were you mainly thinking about:			
The most senior leadership in the Department. That is Secretary, Public Service Senior Executives across Bands 1 to 3 and direct reports		76%	55%
Other		24%	45%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		63%
Female		36%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		3%
25 -29		7%
30 - 34		8%
35 - 39		11%
40 - 44		14%
45 - 49		18%
50 - 54		18%
55 - 59		11%
60 - 64		8%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

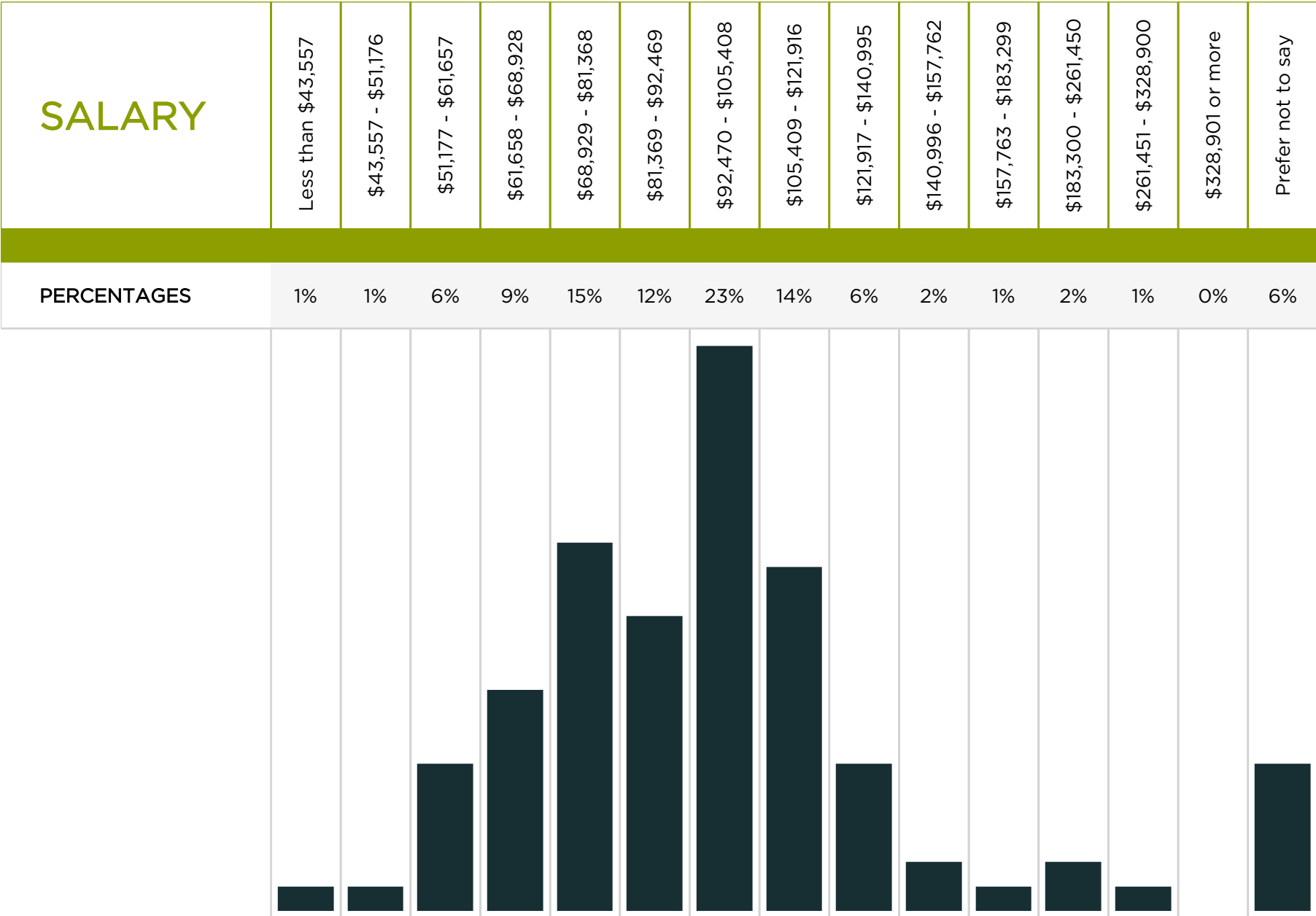
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	42%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	13%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	11%
Policy	2%
Research	1%
Program and project management support	4%
Legal (including developing and/or reviewing legislation)	0%
Other	17%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		8%
1 - 2 years		9%
2 - 5 years		15%
5 - 10 years		28%
10 - 20 years		29%
More than 20 years		11%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		59%
None of the above		30%
Working from different locations		19%
Working additional hours to make up for time off		18%
Working from home		11%
Working more hours over fewer days		7%
Part-time work		5%

% are calculated with the number of unique respondents (N = 395 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Other		4%
Leave without pay		4%
Flexible scheduling for rostered workers		3%
Study leave		2%
Job sharing		1%
Purchasing annual leave		1%

% are calculated with the number of unique respondents (N = 395 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.

	NSW Rural Fire Service	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	425	166	52	36	45	7	3	16	1	69
EMPLOYEE ENGAGEMENT	63%	59%	61%	70%	71%	(r)	(r)	(r)	(r)	64%
ENGAGEMENT WITH WORK	63%	57%	62%	71%	72%	(r)	(r)	(r)	(r)	63%
SENIOR MANAGERS	31%	25%	26%	45%	42%	(r)	(r)	(r)	(r)	33%
COMMUNICATION	44%	37%	41%	55%	56%	(r)	(r)	(r)	(r)	46%
HIGH PERFORMANCE	49%	43%	45%	63%	58%	(r)	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	45%	39%	41%	57%	56%	(r)	(r)	(r)	(r)	47%
DIVERSITY & INCLUSION	57%	51%	56%	70%	72%	(r)	(r)	(r)	(r)	56%

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.

	NSW Rural Fire Service	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	425	5	5	25	37	60	46	93	57	24	6	4	8	2
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	67%	61%	61%	64%	59%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)	(r)	63%	63%	64%	65%	62%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	36%	29%	24%	31%	25%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	44%	(r)	(r)	(r)	49%	40%	35%	47%	42%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	49%	44%	42%	50%	46%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	46%	42%	38%	47%	40%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	60%	55%	51%	60%	54%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Rural Fire Service	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	425	1	25
EMPLOYEE ENGAGEMENT	63%	(r)	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)
COMMUNICATION	44%	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY 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.

	NSW Rural Fire Service	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	425	32	37	58	111	113	45
EMPLOYEE ENGAGEMENT	63%	69%	62%	67%	61%	61%	62%
ENGAGEMENT WITH WORK	63%	75%	62%	77%	61%	55%	62%
SENIOR MANAGERS	31%	49%	29%	29%	29%	30%	29%
COMMUNICATION	44%	63%	42%	45%	44%	40%	40%
HIGH PERFORMANCE	49%	59%	46%	48%	47%	48%	51%
PUBLIC SECTOR VALUES	45%	58%	44%	46%	43%	43%	43%
DIVERSITY & INCLUSION	57%	71%	56%	57%	54%	55%	56%

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.

	NSW Rural Fire Service	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	425	232	27	73	12	21	4	74	43	2	15	9	17	120
EMPLOYEE ENGAGEMENT	63%	66%	(r)	66%	(r)	(r)	(r)	68%	74%	(r)	(r)	(r)	(r)	57%
ENGAGEMENT WITH WORK	63%	68%	(r)	71%	(r)	(r)	(r)	77%	79%	(r)	(r)	(r)	(r)	51%
SENIOR MANAGERS	31%	35%	(r)	38%	(r)	(r)	(r)	37%	42%	(r)	(r)	(r)	(r)	26%
COMMUNICATION	44%	49%	(r)	55%	(r)	(r)	(r)	50%	60%	(r)	(r)	(r)	(r)	36%
HIGH PERFORMANCE	49%	53%	(r)	54%	(r)	(r)	(r)	55%	63%	(r)	(r)	(r)	(r)	41%
PUBLIC SECTOR VALUES	45%	49%	(r)	51%	(r)	(r)	(r)	52%	58%	(r)	(r)	(r)	(r)	38%
DIVERSITY & INCLUSION	57%	64%	(r)	69%	(r)	(r)	(r)	69%	73%	(r)	(r)	(r)	(r)	43%

*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.

	NSW Rural Fire Service	Sydney West	Sydney - Parramatta	Sydney East	Sydney - Inner West	Capital Region	Central West	Far West and Orana	Riverina	Coffs Harbour - Grafton	New England and North West	Sydney - Blacktown	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	425	115	86	46	36	34	19	18	17	16	16	13	11
EMPLOYEE ENGAGEMENT	63%	66%	68%	65%	66%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	63%	67%	69%	69%	70%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	38%	41%	32%	39%	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	44%	45%	46%	47%	50%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	51%	54%	52%	55%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	49%	52%	47%	51%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	59%	63%	62%	61%	65%	(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.

	NSW Rural Fire Service	Sydney - Outer West and Blue Mountains	Central Coast	Hunter Valley exc Newcastle	Murray	Sydney - North Sydney and Hornsby	Mid North Coast	Richmond - Tweed	Illawarra	Sydney - Baukham Hills and Hawkesbury	Sydney - City and Inner South	Sydney - Outer South West	Newcastle and Lake Macquarie	Sydney - Sutherland
NUMBER OF RESPONDENTS	425	9	8	8	7	6	5	5	4	4	3	3	2	1
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(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.

	NSW Rural Fire Service	OUTSIDE NSW	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Ryde	Sydney - South West
NUMBER OF RESPONDENTS	425	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	44%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(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.

	NSW Rural Fire Service	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	425	1	10	28	31	43	54	71	71	44	30	12
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	60%	64%	63%	66%	61%	52%	59%	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)	(r)	48%	62%	63%	64%	65%	51%	64%	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	26%	35%	26%	30%	31%	18%	35%	(r)
COMMUNICATION	44%	(r)	(r)	(r)	43%	49%	40%	47%	44%	29%	46%	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	43%	51%	49%	51%	48%	35%	52%	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	43%	46%	42%	46%	45%	31%	48%	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	57%	59%	57%	60%	57%	41%	58%	(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 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.

	NSW Rural Fire Service	Male	Female	Other
NUMBER OF RESPONDENTS	425	250	145	5
EMPLOYEE ENGAGEMENT	63%	60%	68%	(r)
ENGAGEMENT WITH WORK	63%	61%	67%	(r)
SENIOR MANAGERS	31%	28%	36%	(r)
COMMUNICATION	44%	42%	48%	(r)
HIGH PERFORMANCE	49%	46%	54%	(r)
PUBLIC SECTOR VALUES	45%	43%	49%	(r)
DIVERSITY & INCLUSION	57%	56%	60%	(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

WHAT IS YOUR WORK LOCATION?



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.

	NSW Rural Fire Service	Metropolitan NSW	Regional NSW
NUMBER OF RESPONDENTS	425	179	221
EMPLOYEE ENGAGEMENT	63%	66%	61%
ENGAGEMENT WITH WORK	63%	67%	60%
SENIOR MANAGERS	31%	35%	28%
COMMUNICATION	44%	47%	42%
HIGH PERFORMANCE	49%	51%	47%
PUBLIC SECTOR VALUES	45%	48%	42%
DIVERSITY & INCLUSION	57%	60%	55%

KEY

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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.

	NSW Rural Fire Service	Sworn police officer - general duties	Sworn police officer - other	Non-sworn employee of NSW Police Force	Permanent Fire fighter	Retained Fire fighter	Custodial Officer	Youth Worker	Legal officer or other legal professional	Administrative or other clerical worker	Sheriff's Officer	Community Corrections Officer (Probation & Parole)	Psychologist	Teacher
NUMBER OF RESPONDENTS	425	0	0	0	40	1	0	0	1	121	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	63%	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	32%	(r)	(r)	(r)	(r)	33%	(r)	(r)	(r)	(r)
COMMUNICATION	44%	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	52%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)	47%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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.

	NSW Rural Fire Service	Welfare Officer	Other
NUMBER OF RESPONDENTS	425	0	237
EMPLOYEE ENGAGEMENT	63%	(r)	62%
ENGAGEMENT WITH WORK	63%	(r)	63%
SENIOR MANAGERS	31%	(r)	29%
COMMUNICATION	44%	(r)	43%
HIGH PERFORMANCE	49%	(r)	47%
PUBLIC SECTOR VALUES	45%	(r)	44%
DIVERSITY & INCLUSION	57%	(r)	54%

KEY

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GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

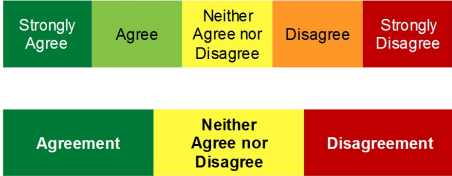
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.