



**2020** | NSW Public Sector  
Employee Survey

Agency Report

NSW State Emergency Service

This shows where the report unit sits in the survey's organisational hierarchy.

## NSW public sector

- Stronger Communities
  - NSW State Emergency Service

See your results at a glance .....	4
Target specific areas and get tips for taking action .....	8
Explore how to drive engagement .....	46
Compare organisational units one level down .....	48
Discover if different groups of employees have different views .....	50
Find out more about how the survey works .....	57

**See your results at a glance**

# Headline results for key topics

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

## Response rate

**75%**

265 OF 352 RESPONDENTS

Compared to 2019: 79%

## Employee engagement

**60%**

### Compared to

2019 +6 (53%)

Sector -7 (67%)

Cluster -4 (63%)

## Job satisfaction

**56%**

### Compared to

2019 +7 (48%)

Sector -14 (70%)

Cluster -10 (66%)

## Wellbeing, health and safety

**72% \***

### Compared to

2019 +12 (59%)

Sector -4 (76%)

Cluster -2 (74%)

## Senior managers

**40%**

### Compared to

2019 +7 (33%)

Sector -18 (58%)

Cluster -12 (52%)

## Communication and change management

**46%**

### Compared to

2019 +16 (30%)

Sector -15 (62%)

Cluster -9 (55%)

## Inclusion and diversity

**71% \***

### Compared to

2019 +8 (63%)

Sector -4 (74%)

Cluster +1 (69%)

## Flexible working satisfaction

**85% \***

### Compared to

2019 +15 (70%)

Sector +19 (67%)

Cluster +21 (64%)

## Role clarity and support

**52%**

### Compared to

2019 +4 (49%)

Sector -14 (66%)

Cluster -9 (61%)

## Autonomy and employee voice

**66%**

### Compared to

2019 +7 (59%)

Sector -5 (71%)

Cluster 0 (66%)

## Feedback and performance management

**60%**

### Compared to

2019 +10 (49%)

Sector -3 (63%)

Cluster +3 (56%)

## Learning and development

**33%**

### Compared to

2019 +5 (28%)

Sector -21 (54%)

Cluster -15 (48%)

# Headline results for key topics (continued)

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

## Recruitment

**31%** !

### Compared to

2019	+7 (23%)
Sector	-15 (45%)
Cluster	-6 (36%)

## Teamwork and collaboration

**61%**

### Compared to

2019	+5 (56%)
Sector	-7 (69%)
Cluster	-2 (64%)

## Risk and innovation

**70%**

### Compared to

2019	+8 (62%)
Sector	-4 (75%)
Cluster	+1 (69%)

## Decision making and accountability

**47%**

### Compared to

2019	+9 (38%)
Sector	-13 (60%)
Cluster	-5 (53%)

## Customer service

**59%**

### Compared to

2019	-2 (61%)
Sector	-15 (74%)
Cluster	-9 (69%)

## Pay

**69%**

### Compared to

2019	+10 (59%)
Sector	+6 (63%)
Cluster	+6 (63%)

## Grievance processes

**22%** !

### Compared to

2019	+3 (20%)
Sector	-22 (45%)
Cluster	-14 (36%)

## Action on survey results

**28%** !

### Compared to

2019	+8 (20%)
Sector	-17 (45%)
Cluster	-9 (37%)

## Top increases in favourable scores

These are the questions with the biggest increases in % favourable scores from 2019 to 2020.

Consider why these scores have increased. Was it due to actions you took in response to last year's survey results or something else?

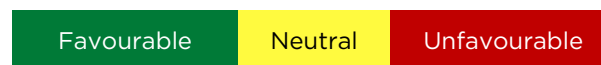
	2020 % favourable	2019 % favourable	Change
My organisation is making improvements to meet future challenges	<b>46%</b>	30%	+16%
How satisfied are you with your ability to access and use flexible working arrangements?	<b>86%</b>	70%	+16%
I can keep my work stress at an acceptable level	<b>59%</b>	43%	+16%
My manager supports flexible working in my team	<b>85%</b>	71%	+14%
I am proud to tell others I work for my organisation	<b>71%</b>	58%	+13%

## Target specific areas and get tips for taking action

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience.

Many factors influence engagement: leadership, a positive and inclusive work culture, manager support, accountability, and flexible work to name a few.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Employee engagement (total score)</b>		<b>60%</b>	53%	67%	63%
I would recommend my organisation as a great place to work	<div><div>45</div><div>29</div><div>26</div></div>	45%	34%	68%	61%
I am proud to tell others I work for my organisation	<div><div>71</div><div>16</div><div>13</div></div>	71%	58%	74%	68%
I feel a strong personal attachment to my organisation	<div><div>62</div><div>22</div><div>15</div></div>	62%	56%	66%	61%
My organisation motivates me to help it achieve its goals	<div><div>43</div><div>33</div><div>24</div></div>	43%	34%	59%	51%
My organisation inspires me to do the best in my job	<div><div>41</div><div>36</div><div>23</div></div>	41%	36%	59%	52%

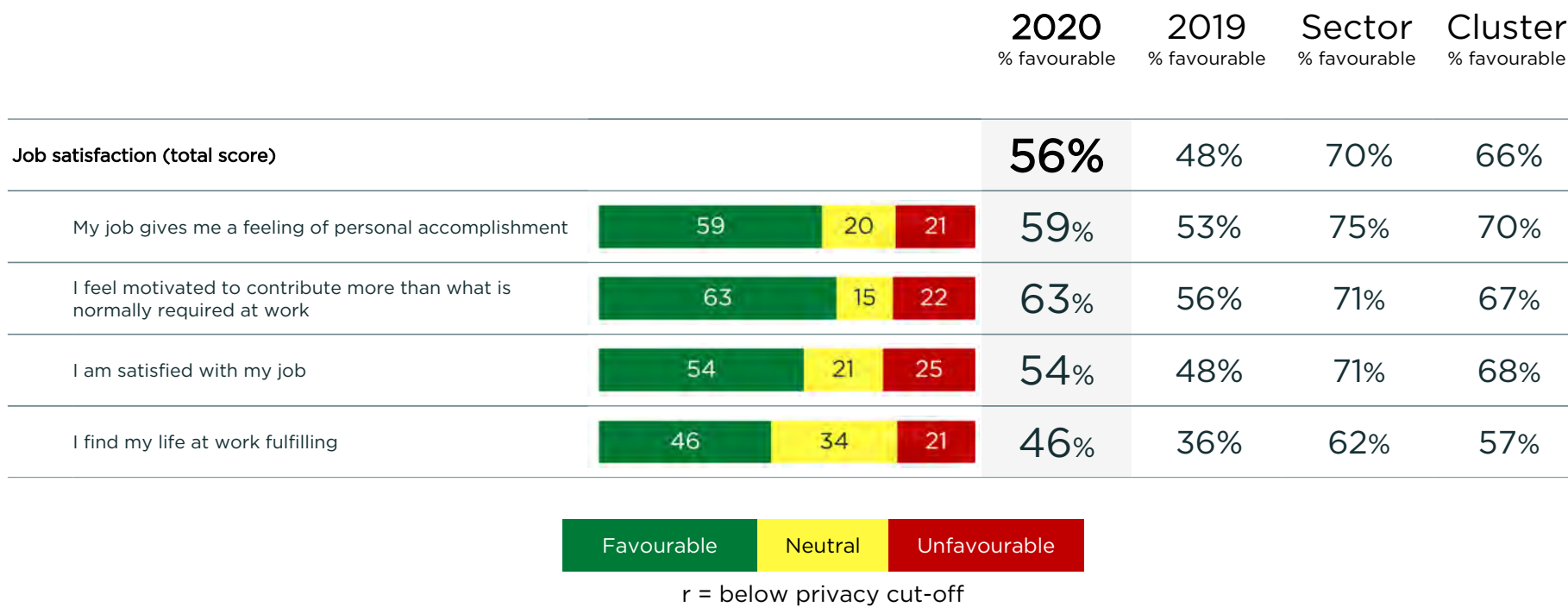


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# Job satisfaction

Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level.






Role clarity and support, autonomy and feedback are some factors that impact job satisfaction.

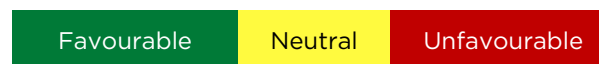


# Wellbeing, health and safety

Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

[See some tips for managing employee wellbeing during COVID-19.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Wellbeing, health and safety (total score)</b>		<b>72%</b>	59%	76%	74%
I can keep my work stress at an acceptable level		59%	43%	63%	62%
I know how to address a health and safety issue I have found		87%	82%	87%	86%
In general, my sense of wellbeing is...		59%	46%	65%	64%
I am confident that I am contributing my best at work		69%	66%	80%	78%
There are people at work who care about me		85%	-	82%	79%



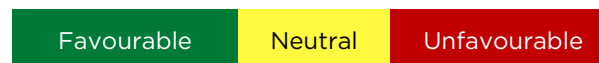
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# Senior managers

Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results.

The term 'senior managers' refers to the group of senior managers in your organisation, not an individual manager.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Senior managers (total score)</b>		<b>40%</b>	33%	58%	52%
Senior managers provide clear direction for the future of the organisation	<div><div>31</div><div>29</div><div>40</div></div>	31%	22%	53%	46%
Senior managers model the values of my organisation	<div><div>40</div><div>28</div><div>32</div></div>	40%	27%	58%	52%
Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>44</div><div>33</div><div>22</div></div>	44%	42%	56%	52%
Senior managers communicate the importance of customers in our work	<div><div>44</div><div>25</div><div>31</div></div>	44%	41%	70%	62%
Senior managers keep employees informed about what's going on	<div><div>33</div><div>26</div><div>41</div></div>	33%	22%	57%	49%
Senior managers listen to employees	<div><div>34</div><div>30</div><div>36</div></div>	34%	25%	49%	41%
Senior managers support the career advancement of women	<div><div>53</div><div>37</div><div>10</div></div>	53%	49%	64%	59%





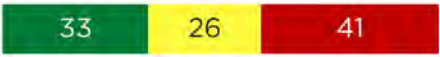


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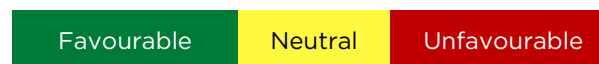
# Communication and change management

Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

Effective communication is always important, but is most critical before, during and after periods of change.

[See some tips for managing change.](#)






		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Communication and change management (total score)</b>		<b>46%</b>	30%	62%	55%
My manager communicates effectively with me		76%	66%	75%	70%
Senior managers provide clear direction for the future of the organisation		31%	22%	53%	46%
Senior managers keep employees informed about what's going on		33%	22%	57%	49%
Change is managed well in my organisation		16%	9%	41%	34%
My organisation quickly adapts and responds during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)		75%	-	83%	79%

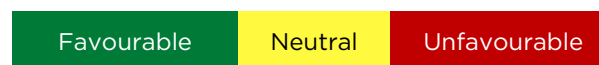


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An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

[Find out more about inclusion in the NSW public sector.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Inclusion and diversity (total score)</b>		<b>71%</b>	63%	74%	69%
People in my workgroup treat each other with respect		85%	78%	80%	73%
Senior managers support the career advancement of women		53%	49%	64%	59%
My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		76%	63%	79%	73%
Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)		75%	63%	79%	75%
I can speak up and share a different view to others in my organisation		65%	62%	69%	65%





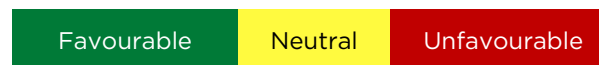
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# Flexible working satisfaction

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

[See some flexible teams resources for managers.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Flexible working satisfaction (total score)</b>		<b>85%</b>	70%	67%	64%
How satisfied are you with your ability to access and use flexible working arrangements?		86%	70%	65%	63%
My manager supports flexible working in my team		85%	71%	68%	66%



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## Flexible working use

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

[See some flexible teams resources for managers.](#)

Type of flexible working	2020 % respondents	2019 % respondents
Flexible start and finish times	86%	84%
Working more hours over fewer days	23%	19%
Working additional hours to make up for time off	38%	29%
Flexible scheduling for rostered workers	9%	2%
Part-time work	7%	5%
Job sharing	4%	2%
Working from different locations	38%	33%

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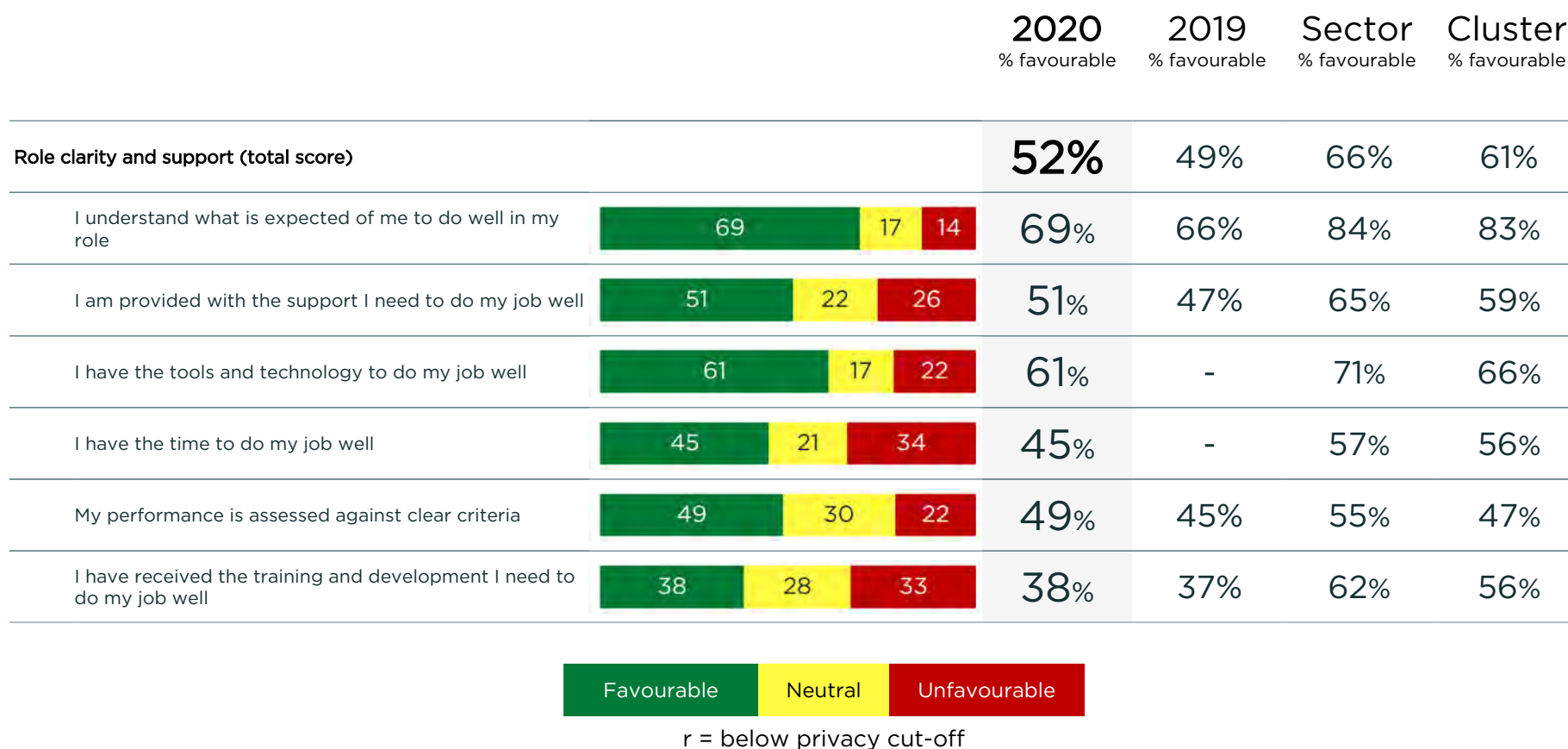
Type of flexible working	2020 % respondents	2019 % respondents
Working from home	90%	44%
Purchasing annual leave	r	-
Leave without pay	4%	3%
Study leave	r	-
Other	r	-
None of the above	4%	11%

# Role clarity and support

An employee has role clarity when they understand their goals, how to achieve these goals, and how the goals link to broader strategy.

Even when an employee does have role clarity, they need the right support to deliver. Support can come in the form of time, tools and technology, and training.

[See some tips for improving role clarity and support.](#)









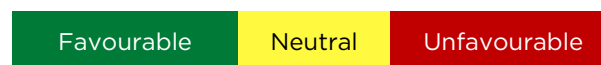
# Autonomy and employee voice

Ensuring employees are empowered to make decisions and feel like they can speak up and be heard shifts the employee–employer relationship from a transactional one to an effective, dynamic one.

Autonomy and employee voice can have major impacts on job satisfaction and employee engagement.

[See some tips for increasing autonomy and giving employees a voice.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Autonomy and employee voice (total score)</b>		<b>66%</b>	59%	71%	66%
I can make the decisions needed to help customers		63%	-	81%	80%
My manager listens to what I have to say		81%	74%	79%	73%
My manager encourages and values employee input		77%	69%	76%	70%
My manager involves my workgroup in decisions about our work		74%	63%	71%	65%
Senior managers listen to employees		34%	25%	49%	41%
I can speak up and share a different view to others in my organisation		65%	62%	69%	65%



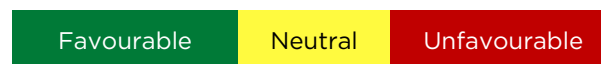
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# Feedback and performance management

Underpinning a high-performance culture is an effective system for managing individual, team, and organisational performance.

The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Feedback and performance management (total score)</b>		<b>60%</b>	49%	63%	56%
In the last 12 months, I have received feedback to help me improve my work	<div><div>61</div><div>23</div><div>16</div></div>	61%	51%	65%	58%
My performance is assessed against clear criteria	<div><div>49</div><div>30</div><div>22</div></div>	49%	45%	55%	47%
My manager provides recognition for the work I do	<div><div>75</div><div>16</div><div>8</div></div>	75%	65%	72%	66%
My manager encourages me to learn from my mistakes	<div><div>70</div><div>21</div><div>9</div></div>	70%	-	72%	68%
My manager appropriately deals with employees who perform poorly	<div><div>44</div><div>35</div><div>21</div></div>	44%	37%	49%	44%



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Underpinning a high-performance culture is an effective system for managing individual, team, and organisational performance.

The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

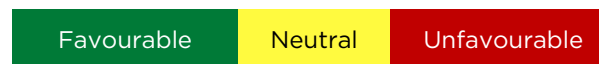
	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
I have a performance and development plan that sets out my individual goals				
Yes	81%	77%	72%	56%
No	19%	23%	28%	44%
I have informal feedback conversations with my manager				
Yes	88%	77%	79%	73%
No	12%	23%	21%	27%
I have scheduled feedback conversations with my manager				
Yes	71%	63%	63%	53%
No	29%	37%	37%	47%

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Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes.

The Managing for Performance: Guide for Managers can help plan and implement learning and development.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Learning and development (total score)</b>		<b>33%</b>	28%	54%	48%
I have received the training and development I need to do my job well	<div><div>38</div><div>28</div><div>33</div></div>	38%	37%	62%	56%
I am satisfied with the opportunities available for career development in my organisation	<div><div>31</div><div>30</div><div>38</div></div>	31%	25%	48%	43%
My organisation is committed to developing its employees	<div><div>30</div><div>36</div><div>34</div></div>	30%	22%	54%	45%

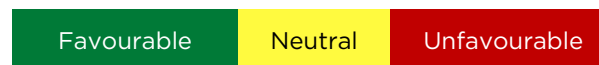


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Recruitment and selection refer to the process of attracting, screening, selecting, and onboarding people.

[See the NSW public sector's recruitment and selection guide for tips to improve recruitment.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Recruitment (total score)</b>		<b>31%</b>	23%	45%	36%
I have confidence in the way recruitment decisions are made	<div><div>28</div><div>28</div><div>44</div></div>	28%	19%	38%	30%
My organisation generally selects capable people to do the job	<div><div>33</div><div>33</div><div>34</div></div>	33%	27%	52%	42%



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Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know-how' in an organisation and the NSW public sector more broadly.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Are you currently looking, or thinking about looking, for a new role within the NSW public sector but outside of your current workplace to broaden your experience?				
Yes	50%	61%	40%	41%
No	50%	39%	60%	59%

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# Barriers to mobility

Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know-how' in an organisation and the NSW public sector more broadly.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Are there barriers preventing you from moving to another role? If so, what are they?				
Lack of visible opportunities	36%	39%	32%	34%
Lack of promotion opportunities	39%	40%	31%	34%
Lack of support from my manager / supervisor	13%	19%	12%	15%
Geographic location considerations	51%	45%	27%	33%
Personal / family considerations	41%	38%	30%	34%
Insufficient training and development	28%	30%	16%	19%
Lack of required capabilities or experience	13%	12%	13%	13%
Lack of support for temporary assignments / secondments	26%	27%	16%	20%
The application / recruitment process is too cumbersome or time consuming	31%	42%	24%	24%
Other	8%	11%	10%	9%
There are no major barriers to my career progression	20%	14%	26%	22%

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Intention to stay refers to an employee's desire and willingness to remain with their current organisation. Intention to stay can be influenced by many aspects of employee experience, including engagement.

Intention to stay is a leading indicator for turnover. However, intention doesn't always translate into action.






	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
How long do you think you will continue to work in your current organisation?				
Less than 1 year	13%	20%	6%	6%
1 year to less than 2 years	10%	14%	8%	7%
2 years to less than 5 years	25%	22%	20%	17%
5 years to less than 10 years	28%	25%	25%	24%
10 years to less than 20 years	18%	13%	24%	27%
More than 20 years	6%	5%	17%	19%

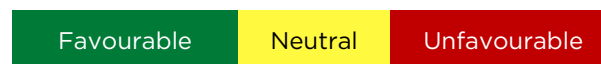
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# Teamwork and collaboration

Delivering for the people of NSW requires agencies to work together and share knowledge internally and with other sectors.

Well-executed collaboration enables agencies to share knowledge, ideas, resources, skills, networks, and assets, leading to better outcomes for customers.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Teamwork and collaboration (total score)</b>		<b>61%</b>	56%	69%	64%
My workgroup works collaboratively to achieve its goals		79%	74%	78%	74%
There is good team spirit in my workgroup		74%	62%	74%	69%
People in my workgroup treat each other with respect		85%	78%	80%	73%
Senior managers promote collaboration between my organisation and other organisations we work with		44%	42%	56%	52%
There is good co-operation between teams across my organisation		23%	21%	54%	49%

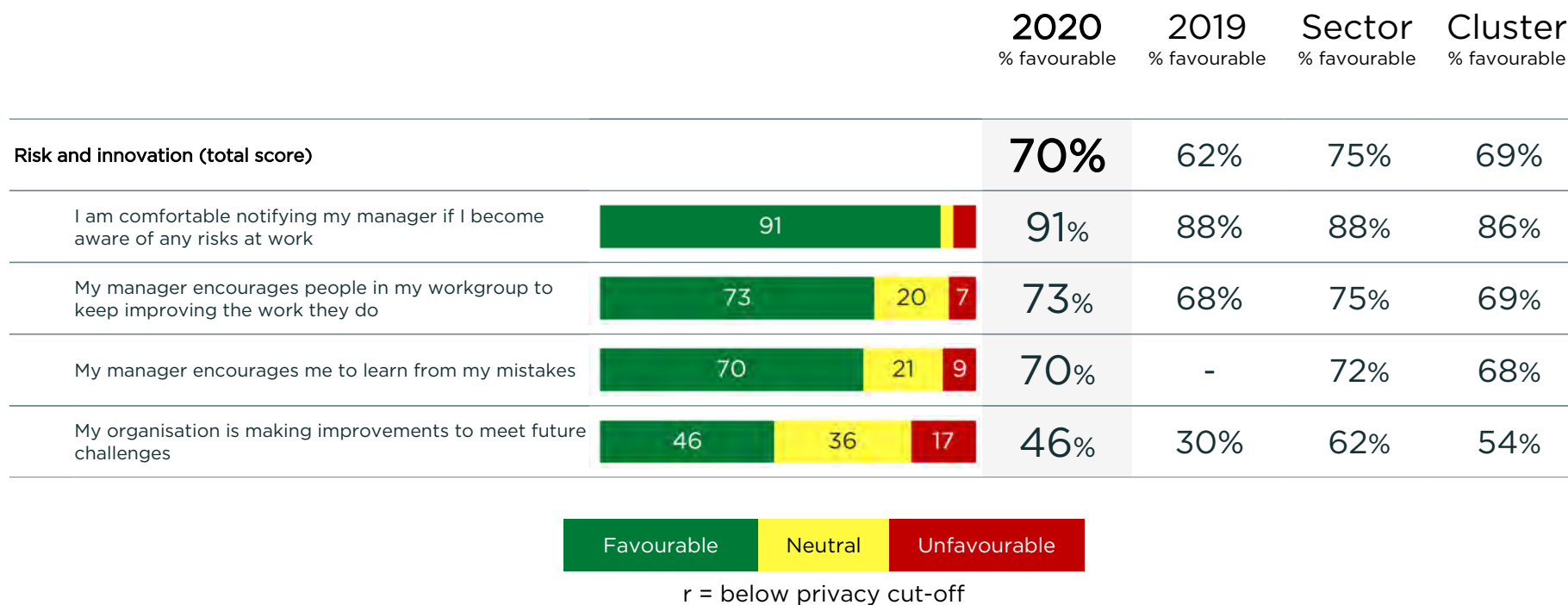


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Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace.



Innovation means creating new and better products, processes, services, and technologies to improve outcomes for the people of NSW

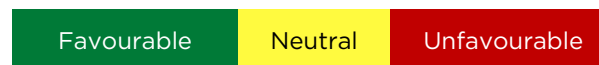
A healthy risk appetite can help foster innovation.



# Decision making and accountability

Accountability is one of the four core NSW public sector values. It is about taking responsibility for decisions and actions. Accountability can add meaning to work and foster engagement.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Decision making and accountability (total score)</b>		<b>47%</b>	38%	60%	53%
I have confidence in the decisions my manager makes		70%	59%	72%	68%
People in my organisation take responsibility for their own actions		24%	17%	48%	37%

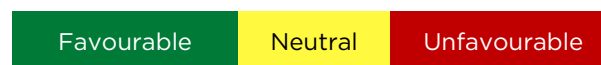


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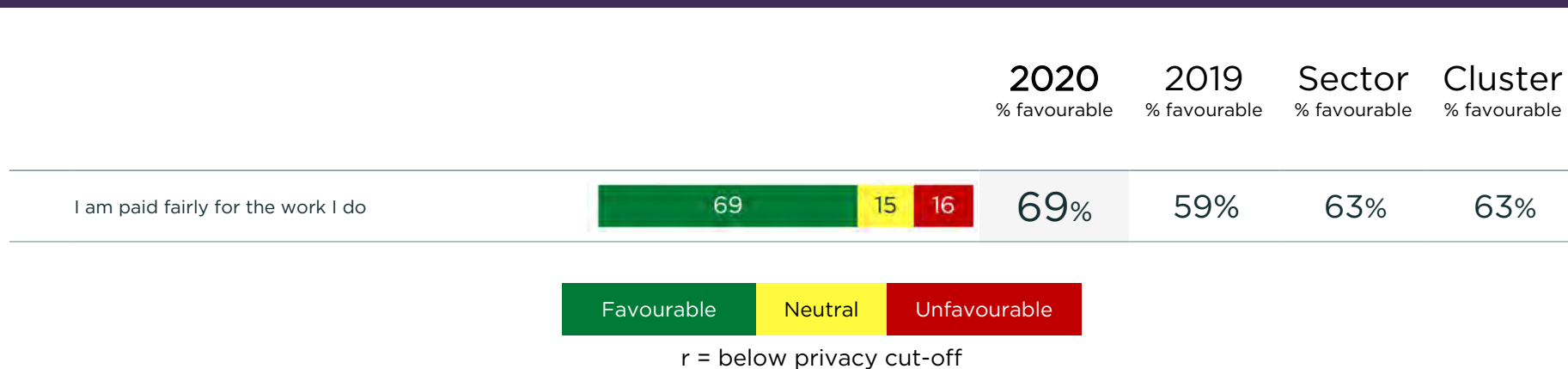
A customer is anyone who received a good or service. In the public sector, customers can be external or internal. Examples include students and their parents; patients and their families; the general community; and another NSW public sector organisation.

The NSW public sector's Customer Commitments give a clear picture of what customers should expect when receiving government services.

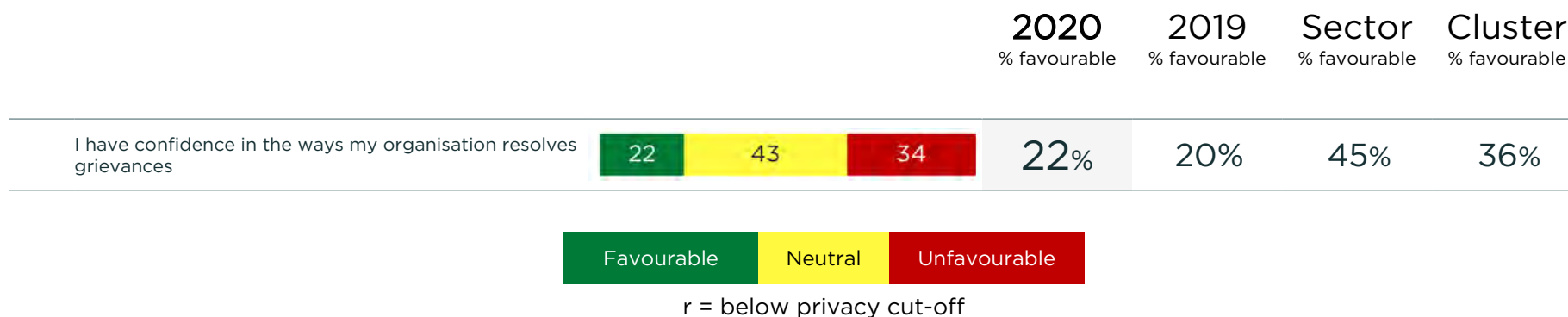
		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable
<b>Customer service (total score)</b>		<b>59%</b>	61%	74%	69%
I can make the decisions needed to help customers	<div><div>63</div><div>17</div><div>20</div></div>	63%	-	81%	80%
My workgroup strives to achieve customer satisfaction	<div><div>87</div><div>7</div><div></div></div>	87%	82%	85%	80%
Senior managers communicate the importance of customers in our work	<div><div>44</div><div>25</div><div>31</div></div>	44%	41%	70%	62%
The processes in my organisation are designed to provide the best experience for customers	<div><div>26</div><div>34</div><div>40</div></div>	26%	-	58%	49%
My organisation meets the needs of the people of NSW	<div><div>64</div><div>25</div><div>11</div></div>	64%	-	69%	63%
I am confident in my organisation's ability to support our customers during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)	<div><div>71</div><div>19</div><div>10</div></div>	71%	-	81%	77%



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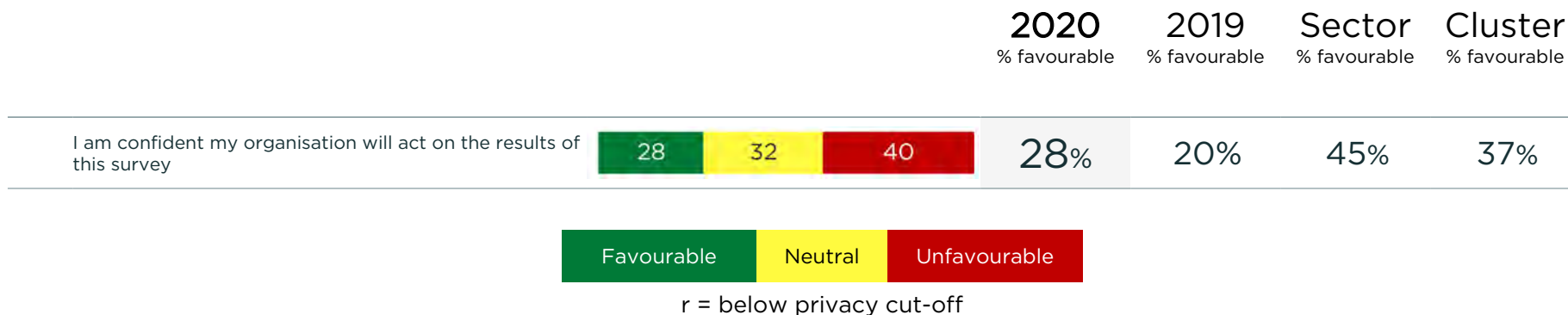


A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.



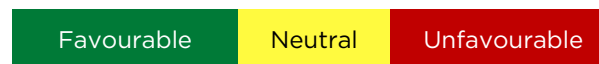
## Action on survey results

Staff confidence that action will be taken on survey results is important for employee experience. Employees can become disengaged if they are asked their opinion and then no action takes place as a result.



# Stronger Communities questions

		2020 % favourable	2019 % favourable	Cluster % favourable
My manager communicates the importance of the people to whom we provide a service in achieving our business objectives.	<div><div>69</div><div>20</div><div>11</div></div>	69%	-	68%
I am equipped to provide advice and service that helps empower the people to whom we deliver our services.	<div><div>66</div><div>19</div><div>14</div></div>	66%	-	74%
I understand how my work links to the strategic outcomes in my organisation.	<div><div>60</div><div>26</div><div>14</div></div>	60%	-	77%
All things considered, I feel my organisation provides good support for my mental health and well-being.	<div><div>54</div><div>26</div><div>20</div></div>	54%	-	56%



r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your role?		
Administration	20%	14%
Business Enabler (Legal, IT, Finance, HR, Procurement & other corporate services)	33%	7%
Custodial Officer	r	-
Youth Worker	r	-
Sheriff's Officer	r	-
Community Corrections Officer	r	-
Child Protection Caseworker	r	-
Caseworker - Joint Child Protection Response (JCPR) / Joint Investigation Response Team (JIRT)	r	-
Caseworker - Helpline	r	-
Casework Support Worker	r	-

r = below privacy cut-off

**2020**   **Cluster**  
% respondents   % respondents

What is your role?		
Casework Specialist	r	-
Manager - Child Protection (Manager Casework and Manager Client Services)	r	-
Asset or Property Management	r	-
Client Liaison Officer / Client Service Officer (field and HCC)	r	-
Housing Manager / Housing Team Leader	r	-
Disability Case Manager	r	-
Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	r	-
Coordinator Accommodation and Respite	r	-
Manager / Residential Unit Nurse Manager / Nurse Unit Manager	r	-
Large Residential Centre (LRC) Manager	r	-

r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your role?		
Legal officer or other legal professional (Legal support,Paralegal)	r	-
Disability Clinician	r	-
Disability Team Leader	r	-
Disability Support Worker	r	-
Registered Nurse / Enrolled Nurse / Assistant in Nursing (AIN)	r	-
Psychologist	r	-
Teacher	r	-
Biomechanist, Physiotherapist, Performance Analysis, Strength and Conditioning, Physiology	r	-
Policy/Program/Project Officer	6%	4%
Policy/Program/Project Manager	5%	2%

r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your role?		
Senior Executive Band 1	r	-
Senior Executive Band 2 and 3	r	-
Sworn police officer - general duties	r	-
Sworn police officer - other	r	-
Non-sworn employee of NSW Police Force	r	-
Permanent Fire fighter	r	-
Retained Fire fighter	r	-
Other	31%	12%

r = below privacy cut-off




	2020 % respondents	Cluster % respondents
What is your job family?		
Administration	17%	13%
Business enabler and manager (Legal, IT, Finance, HR)	33%	8%
Child Protection	r	-
Client Service Officer and Manager	r	-
Disability Services	r	-
Policy/Project/Program Officer and Managers	9%	7%
Property and Asset Management	r	-
Psychologist	r	-
Sports Support	r	-
Sport Coaches	r	-

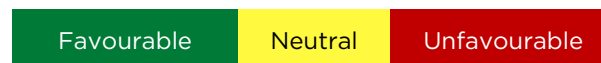
r = below privacy cut-off

	2020 % respondents	Cluster % respondents
What is your job family?		
Senior Executive	r	-
Police	r	-
Firefighter	r	-
Other	35%	28%

r = below privacy cut-off

## Stronger Communities questions

		2020 % favourable	2019 % favourable	Cluster % favourable
My manager demonstrates commitment to meeting the needs of employees with disability that require a workplace adjustment		67%	-	62%
My manager is committed to, and supportive of, diverse workgroups		80%	-	73%
I understand what I can do to promote zero tolerance of sexual harassment in the workplace.		93%	-	89%



r = below privacy cut-off

**2020**    **Cluster**  
% respondents    % respondents

When completing this survey, I believed that the term "Senior Managers" referred to the following people:		
The Secretary and Deputy Secretaries (Commissioner, CEO, Crown Solicitor)	1%	2%
My Executive Director and above (Assistant Crown Solicitor, Assistant Commissioners, Practice Manager)	4%	9%
My Director and above	32%	26%
My Manager's Manager and above	42%	38%
My Manager and above	20%	25%

r = below privacy cut-off

Misconduct is behaviour that is unethical or illegal, or that breaches your organisation's code of conduct.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you ever felt pressured to engage in misconduct at work?				
Yes	r	-	2%	-
No	r	-	95%	-
Don't know	r	-	3%	-
In the last 12 months, have you been aware of any misconduct in your organisation?				
Yes	26%	31%	16%	23%
No	62%	48%	75%	68%
Don't know	12%	21%	8%	8%
Have you reported any of the misconduct you were aware of in the last 12 months? *				
Yes	68%	72%	58%	61%
No	32%	21%	42%	39%

r = below privacy cut-off

\*Scores for 2019 may not add to 100% due to the removal of an answer option in 2020

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you witnessed bullying at work?				
Yes	30%	31%	22%	28%
No	64%	53%	72%	66%
Don't know	6%	16%	6%	6%
In the last 12 months, have you been bullied at work?				
Yes	17%	23%	14%	18%
No	79%	69%	81%	77%
Don't know	5%	8%	5%	5%

r = below privacy cut-off

# Perpetrators of bullying

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
Who has been the source of bullying in the last 12 months?				
A senior manager	37%	-	28%	28%
Your immediate manager / supervisor	24%	-	31%	33%
Another manager	r	-	16%	-
A fellow worker at your level	r	-	34%	-
A subordinate	r	-	12%	-
A customer	r	-	8%	-
A member of the public other than a customer	r	-	3%	-
Other	r	-	4%	-
Prefer not to say	r	-	11%	-

r = below privacy cut-off

# Sexual harassment and physical harm

Sexual harassment is unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents
In the last 12 months, have you experienced sexual harassment at work?				
Yes	r	-	4%	-
Prefer not to say	r	-	2%	-
No	95%	-	94%	93%
In the last 12 months, have you been threatened with physical harm or physically harmed at work?				
Yes	r	-	6%	-
No	r	-	94%	-

r = below privacy cut-off

## Explore how to drive engagement

# Key drivers of employee engagement

The key drivers of employee engagement are the survey questions most strongly related to engagement in your team or organisation.

Improving these areas could help boost employee engagement.

Key driver question	Topic
I am satisfied with my job	Job satisfaction
My job gives me a feeling of personal accomplishment	Job satisfaction
I feel motivated to contribute more than what is normally required at work	Job satisfaction
I am confident my organisation will act on the results of this survey	Action on survey results
My organisation generally selects capable people to do the job	Recruitment

## Compare organisational units one level down

## Child unit comparison for key topics

This shows some key topic scores for the organisational units that sit one level below the report unit. These units are called child units.

	Report total	Corporate Services	Finance, Asset & Business Services	Information & Communications Technology	Metro Operations	Operational Capability and Training	People & Development	Regional Operations
EMPLOYEE ENGAGEMENT	60%	65%+	57%	65%+	46%^	65%+	58%	56%
WELLBEING, HEALTH AND SAFETY	72%	75%	67%	75%	68%	78%+	76%	64%^
SENIOR MANAGERS	40%	36%	27%^	55%+	23%^	58%+	43%	35%^
COMMUNICATION AND CHANGE MANAGEMENT	46%	46%	35%^	61%+	29%^	55%+	54%+	38%^
INCLUSION AND DIVERSITY	71%	73%	65%^	82%+	53%^	77%+	71%	69%
ROLE CLARITY AND SUPPORT	52%	59%+	47%^	63%+	38%^	63%+	48%	36%^
AUTONOMY AND EMPLOYEE VOICE	66%	67%	56%^	76%+	51%^	77%+	70%	63%
LEARNING AND DEVELOPMENT	33%	26%^	25%^	43%+	28%^	49%+	28%^	23%^
TEAMWORK AND COLLABORATION	61%	64%	55%^	70%+	50%^	68%+	64%	54%^

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Discover if different groups of employees have different views

# Respondent profile snapshot

This is a snapshot of survey takers.

Use the snapshot to see if the survey takers are representative of your organisation or team.

Gender	% respondents	LGBTIQ+	% respondents	Type of work	% respondents
Male	35	Yes	(r)	Service delivery involving direct contact with the public	14
Female	51	No	90	Other service delivery work	11
Non-binary	(r)	Prefer not to say	(r)	Administrative support	(r)
Prefer not to say	(r)			Corporate services	39
		<b>Employment status</b>		Policy	(r)
<b>Age</b>		Senior executive	(r)	Research	(r)
15 - 34 years	12	Ongoing / permanent	84	Program and project management support	15
35 - 54 years	53	Temporary	4	Legal	(r)
55+ years	19	Casual	(r)	Other	10
Prefer not to say	16	Contract-non-executive	(r)		
		Labour hire	(r)	<b>Organisation tenure</b>	
<b>LOTE spoken at home</b>		Other	(r)	Less than 1 year	14
Yes	11	Don't know	(r)	1 year to less than 2 years	13
No	82	<b>Working arrangement</b>		2 years to less than 5 years	18
Prefer not to say	7	Full-time	93	5 years to less than 10 years	30
<b>Aboriginal and/or Torres Strait Islander</b>		Part-time	7	10 years to less than 20 years	22
Yes	(r)	<b>Frontline / Non-frontline staff</b>		More than 20 years	4
No	90	Frontline	14	<b>Salary</b>	
Prefer not to say	(r)	Non-frontline	86	\$85,743 and below	24
<b>Disability</b>				\$85,744 - \$111,076	42
Yes	6			\$111,077 - \$148,578	16
No	86			\$148,579 and above	6
Prefer not to say	8			Prefer not to say	12

## Key topic results by select demographics

	Report total	Male	Female	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTIQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
EMPLOYEE ENGAGEMENT	60%	65%+	61%	(r)	(r)	(r)	(r)	(r)	(r)	63%	61%
WELLBEING, HEALTH AND SAFETY	72%	72%	77%+	(r)	(r)	(r)	(r)	(r)	(r)	77%+	69%
SENIOR MANAGERS	40%	53%+	33%^	(r)	(r)	(r)	(r)	(r)	(r)	41%	34%^
COMMUNICATION AND CHANGE MANAGEMENT	46%	52%+	45%	(r)	(r)	(r)	(r)	(r)	(r)	49%	43%
INCLUSION AND DIVERSITY	71%	78%+	69%	(r)	(r)	(r)	(r)	(r)	(r)	72%	68%
ROLE CLARITY AND SUPPORT	52%	57%	55%	(r)	(r)	(r)	(r)	(r)	(r)	58%+	45%^
AUTONOMY AND EMPLOYEE VOICE	66%	74%+	66%	(r)	(r)	(r)	(r)	(r)	(r)	71%+	57%^
LEARNING AND DEVELOPMENT	33%	44%+	30%	(r)	(r)	(r)	(r)	(r)	(r)	41%+	22%^
TEAMWORK AND COLLABORATION	61%	66%	62%	(r)	(r)	(r)	(r)	(r)	(r)	64%	60%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work (work that does not involve contact with the public)	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
EMPLOYEE ENGAGEMENT	60%	54%^	(r)	(r)	61%	(r)	(r)	64%	(r)	(r)
WELLBEING, HEALTH AND SAFETY	72%	71%	(r)	(r)	74%	(r)	(r)	71%	(r)	(r)
SENIOR MANAGERS	40%	38%	(r)	(r)	45%+	(r)	(r)	40%	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	46%	41%^	(r)	(r)	52%+	(r)	(r)	49%	(r)	(r)
INCLUSION AND DIVERSITY	71%	68%	(r)	(r)	75%	(r)	(r)	71%	(r)	(r)
ROLE CLARITY AND SUPPORT	52%	52%	(r)	(r)	56%	(r)	(r)	53%	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	66%	61%^	(r)	(r)	71%+	(r)	(r)	69%	(r)	(r)
LEARNING AND DEVELOPMENT	33%	36%	(r)	(r)	37%	(r)	(r)	35%	(r)	(r)
TEAMWORK AND COLLABORATION	61%	58%	(r)	(r)	63%	(r)	(r)	65%	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by organisation tenure

	Report total	Less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 years to less than 10 years	10 years to less than 20 years	More than 20 years
EMPLOYEE ENGAGEMENT	60%	81%+	70%+	61%	50%^	55%^	(r)
WELLBEING, HEALTH AND SAFETY	72%	86%+	84%+	75%	65%^	65%^	(r)
SENIOR MANAGERS	40%	73%+	53%+	47%+	26%^	29%^	(r)
COMMUNICATION AND CHANGE MANAGEMENT	46%	76%+	57%+	47%	35%^	39%^	(r)
INCLUSION AND DIVERSITY	71%	86%+	81%+	75%	62%^	62%^	(r)
ROLE CLARITY AND SUPPORT	52%	75%+	63%+	59%+	39%^	50%	(r)
AUTONOMY AND EMPLOYEE VOICE	66%	87%+	76%+	70%	55%^	59%^	(r)
LEARNING AND DEVELOPMENT	33%	67%+	48%+	36%	20%^	26%^	(r)
TEAMWORK AND COLLABORATION	61%	83%+	72%+	65%	49%^	55%^	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by geographic region

	Report total	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour – Grafton	Far West and Orana	Hunter Valley excluding Newcastle
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
WELLBEING, HEALTH AND SAFETY	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
INCLUSION AND DIVERSITY	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ROLE CLARITY AND SUPPORT	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
LEARNING AND DEVELOPMENT	33%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
TEAMWORK AND COLLABORATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

## Key topic results by geographic region (continued)

	Report total	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW
EMPLOYEE ENGAGEMENT	60%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
WELLBEING, HEALTH AND SAFETY	72%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	46%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
INCLUSION AND DIVERSITY	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ROLE CLARITY AND SUPPORT	52%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	66%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
LEARNING AND DEVELOPMENT	33%	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
TEAMWORK AND COLLABORATION	61%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

**Find out more about how the survey works**

### Survey period

The People Matter Employee Survey 2020 opened on Monday, 19 October and closed on Friday, 13 November. The survey usually runs in the middle of the year but was delayed due to the COVID-19 pandemic.

### Employee engagement score calculation

Each person who answered all five employee engagement questions gets an employee engagement score. Each answer is assigned a score as follows:

100 to 'strongly agree'

75 to 'agree'

50 to 'neither agree nor disagree'

25 to 'disagree'

0 to 'strongly disagree'

The employee's engagement score is calculated as the average of the five question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.

### % favourable calculation

Most scores are shown as % favourable, which is the sum of the 'strongly agree' and 'agree' percentages.

### Privacy

Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

### Rounding

Results are presented as whole numbers for ease of reading. Results will not always add up to 100% due to rounding. Values less than 0.5 are rounded down. Values equal to or greater than 0.5 are rounded up.