People Matter

NSW Public Sector Employee Survey 2024

Organisational Unit Report
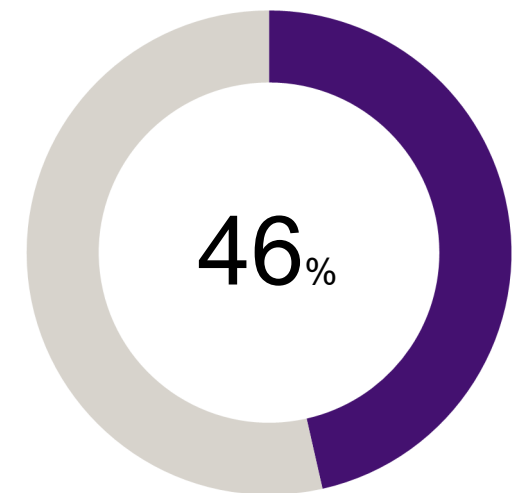
Interpreter Services

Parent unit: Sydney Local Health District

Survey period: 19 August to 13 September 2024

Completed surveys: 105

Response rate: 46%   +7 compared to 2023

Response rate:

46%

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

NSW public sector

‣ Health

   ‣ Sydney Local Health District

      ‣ Interpreter Services

Contents

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High level results
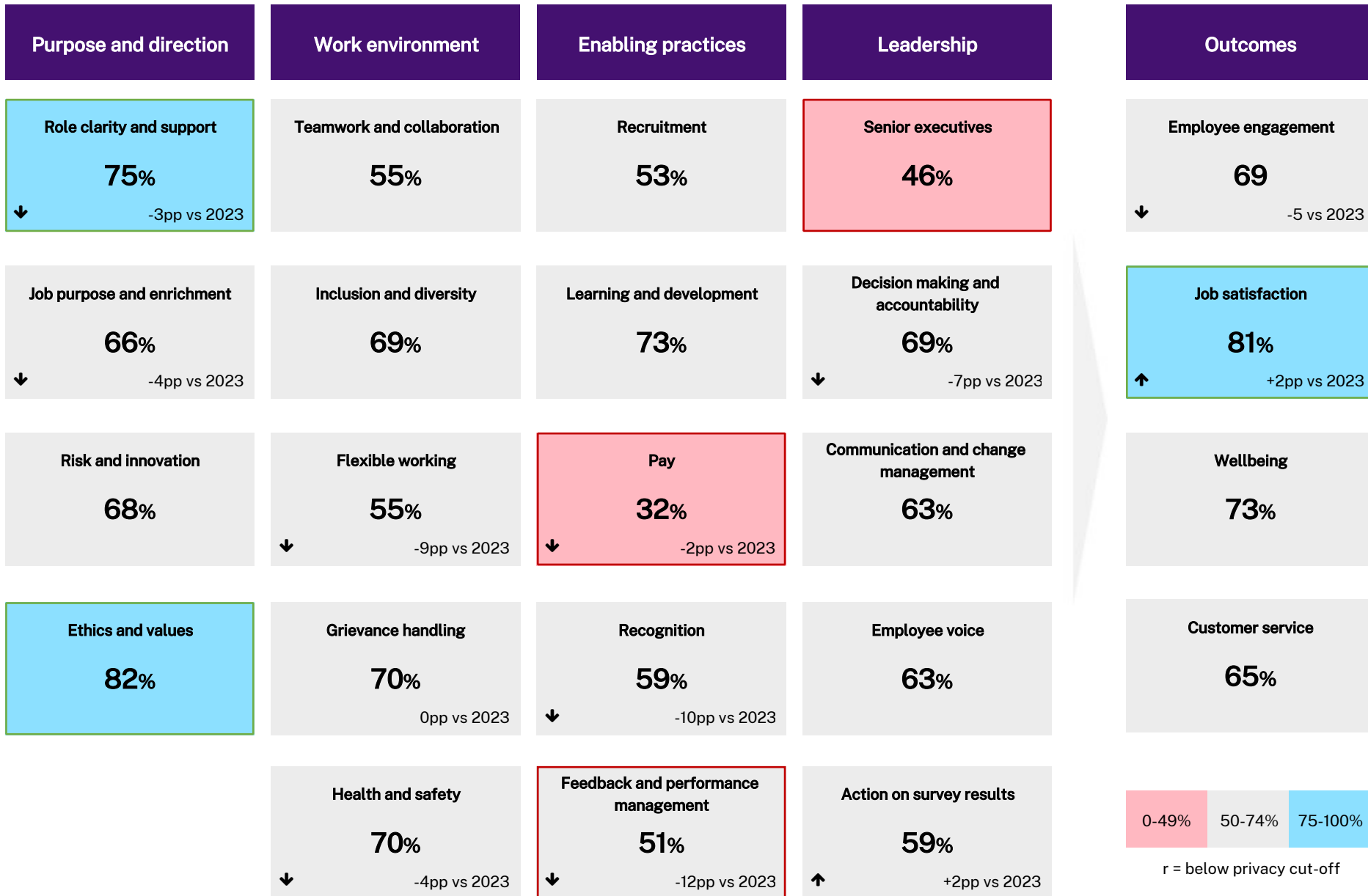Discover key employee experience insights

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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. Use these topics as a starting point for exploring your results.

See 'Additional information about the survey' for interpretation guidance and details about the survey model.

Purpose and direction	Work environment	Enabling practices	Leadership		Outcomes
Role clarity and support 75% ↓ -3pp vs 2023	Teamwork and collaboration 55%	Recruitment 53%	**Senior executives** 46%		Employee engagement 69 ↓ -5 vs 2023
Job purpose and enrichment 66% ↓ -4pp vs 2023	Inclusion and diversity 69%	Learning and development 73%	Decision making and accountability 69% ↓ -7pp vs 2023		**Job satisfaction** 81% ↑ +2pp vs 2023
Risk and innovation 68%	Flexible working 55% ↓ -9pp vs 2023	**Pay** 32% ↓ -2pp vs 2023	Communication and change management 63%		Wellbeing 73%
Ethics and values 82%	Grievance handling 70% 0pp vs 2023	Recognition 59% ↓ -10pp vs 2023	Employee voice 63%		Customer service 65%
	Health and safety 70% ↓ -4pp vs 2023	**Feedback and performance management** 51% ↓ -12pp vs 2023	Action on survey results 59% ↑ +2pp vs 2023		

0-49% | 50-74% | 75-100%

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Highest and lowest scoring questions

These are the questions with the highest and lowest % favourable scores. % favourable is based on the respondents who selected 'strongly agree' or 'agree'.

➕ Questions with the highest favourable scores

			2024 % favourable	difference from **2023**
Ethics and values	7s	I understand what ethical behaviour means within my workplace	96%	+3
Role clarity and support	1a	I understand what is expected of me to do well in my job	93%	+1
Ethics and values	7x	I am aware of my obligations under the Code of Ethics and Conduct in my organisation	91%	-
Ethics and values	7p	I support my organisation's values	89%	-1
Inclusion and diversity	8c	I feel culturally safe at work	86%	-

➖ Questions with the lowest favourable scores

			2024 % favourable	difference from **2023**
Pay	4	I am paid fairly for the work I do	32%	-2
Inclusion and diversity / Senior executives	6f	I feel my senior executives support my career advancement	33%	-
Employee voice / Senior executives	6e	My senior executives listen to employees	41%	-
Communication and change management	7b	Change is managed well in my organisation	44%	-12
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly	45%	-16

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Most and least improved questions

These are the most and least improved questions by **difference from the previous year**.

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

➕ Most improved questions

				2024 % favourable	difference from 2023
Job purpose and enrichment	1f	I have a choice in deciding how I carry out day to day work tasks		68%	+14
Learning and development	3g	I am satisfied with the opportunities available for professional development in my organisation		60%	+7
Communication and change management	7q	I am supported through changes that affect my work		66%	+3
Customer service	1k	I am empowered to make the decisions needed to help customers and/or communities		59%	+3
Ethics and values	7s	I understand what ethical behaviour means within my workplace		96%	+3

➖ Least improved questions

				2024 % favourable	difference from 2023
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly		45%	-16
Recognition	7n	I receive adequate recognition for my contributions from my organisation		50%	-15
Recruitment	7f	My organisation generally selects capable people to do the job		55%	-15
Employee engagement	7k	I feel a strong personal attachment to my organisation		57%	-15
Job purpose and enrichment	1e	My job gives me opportunities to use a variety of skills		71%	-14

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Key drivers of engagement

The key driver analysis identifies questions with the strongest influence on your employees' engagement.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). Look for ways to maintain your strengths and improve your priorities.

Topic		Engagement key driver questions	2024 % favourable	Action
Recruitment	7f	My organisation generally selects capable people to do the job	55%	Improve
Wellbeing	7u	I am satisfied with current workplace practices to help me manage my wellbeing	65%	Maintain
Role clarity and support	1b	I get the support I need to do my job well	74%	Maintain
Risk and innovation	7a	My organisation is making improvements to meet future challenges	49%	Improve
Communication and change management	7b	Change is managed well in my organisation	44%	Improve
Customer service	7g	The processes in my organisation are designed to support the best experience for customers	66%	Maintain

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Results by topic
Discover more about your results

Employee engagement

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, wellbeing, manager support, accountability, and flexible work to name a few.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Employee engagement (total score)*				**69**	-5	+6	+8	+6
7i	I would recommend my organisation as a great place to work	69	27		69%	-4	+11	+15	+15
7j	I am proud to tell others I work for my organisation	78	18		78%	-7	+12	+15	+13
7k	I feel a strong personal attachment to my organisation	57	32	11	57%	-15	0	+4	-1
7l	My organisation motivates me to help it achieve its goals	56	35	9	56%	-10	+5	+9	+6
7m	My organisation inspires me to do the best in my job	59	33	8	59%	-12	+7	+10	+8

*See 'Additional information about the survey' for details on how we calculate the employee engagement score.

Difference from (percentage point)

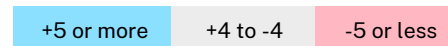| +5 or more	+4 to -4	-5 or less

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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.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
Job satisfaction (total score)					**81**%	+2	+12	+13	+12
1g	My job gives me a feeling of personal accomplishment	84	10	7	**84**%	+2	+12	+12	+11
1h	I am satisfied with my job	78	13	9	**78**%	+2	+11	+13	+13

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Wellbeing - overall

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

		Favourable / Neutral / Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Wellbeing (total score)		**73%**	-	+11	+13	+11
1i	The amount of stress in my job is manageable	75 / 17 / 8	75%	+2	+21	+22	+21
1m	In general, my sense of wellbeing is...	75 / 21	75%	+1	+18	+19	+17
1n	I am able to adapt when changes occur	85 / 11	85%	-	-3	-3	-3
1o	I am confident in my ability to overcome setbacks at work	85 / 10	85%	-	+2	+3	+3
1p	I feel burned out by my work (disagree)	59 / 27 / 14	59%	-3	+23	+25	+22
7u	I am satisfied with current workplace practices to help me manage my wellbeing	65 / 27 / 7	65%	+1	+10	+14	+13
7y	There are effective resources in my organisation to support employee wellbeing	67 / 25 / 8	67%	-6	+5	+10	+7

Note on interpretation:
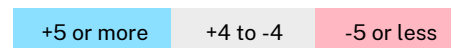
The burnout question is negatively worded.
For consistency with other survey questions the results are displayed as follows:
The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.
The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.

Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree

Favourable | Neutral | Unfavourable

Difference from (percentage point)

+5 or more | +4 to -4 | -5 or less
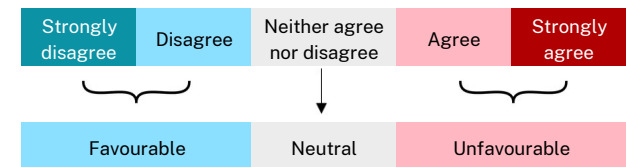
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Wellbeing - dimensions of burnout

The World Health Organisation has defined burnout as a syndrome resulting from chronic workplace stress which has not been properly managed.

These questions relate to the three dimensions of burnout: exhaustion, cynicism and reduced professional efficacy.
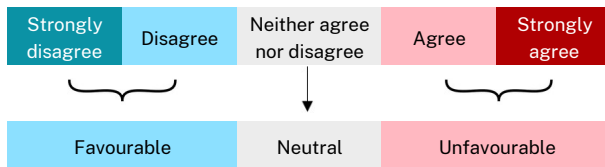
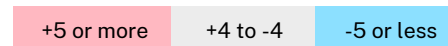|		Favourable	Neutral	Unfavourable	2024 % unfavourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
Dimensions of burnout									
1q	I feel mentally exhausted by my work on most days (disagree)	67	19	14	14%	-	-26	-27	-26
1r	I am struggling to maintain enthusiasm for my work (disagree)	71	22	7	7%	-	-28	-29	-29
1s	I feel I am not as effective in my role as I used to be (disagree)	83	11	7	7%	-	-21	-21	-20
	% respondents who experienced all three dimensions of burnout				1%	-	-17	-17	-17

Note on interpretation:

The dimensions of burnout questions are negatively worded. For consistency with other survey questions the results are displayed as follows:
- The favourable score (blue bar) shows the % of respondents that <u>did not</u> agree with the statement (e.g. <u>did not</u> feel mentally exhausted).
- The unfavourable score (red bar) shows the % of respondents that <u>did</u> agree with the statement (e.g. <u>did</u> feel mentally exhausted).

The 2024 scores displayed on this page are the <u>unfavourable</u> scores (i.e. respondents who experienced the dimension).

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree

Favourable	Neutral	Unfavourable

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Customer service
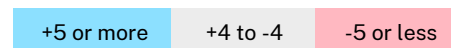
Customer means the people who you or your organisation provide a service to.

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Customer service (total score)				**65%**	-	-4	-1	-4
1k	I am empowered to make the decisions needed to help customers and/or communities	59	30	12	59%	+3	-8	-10	-12
2c	People in my workgroup can explain how their work impacts customers	65	29		65%	-7	-15	-14	-16
2d	My workgroup considers customer needs when planning our work	69	25		69%	-5	-12	-11	-13
6d	My senior executives communicate the importance of customers in our work	59	34		59%	-	-3	+7	+5
7g	The processes in my organisation are designed to support the best experience for customers	66	27	7	66%	-5	+10	+9	+7
7h	My organisation meets the needs of the communities, people, and/or businesses of NSW	71	22		71%	+1	+7	+12	+8

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

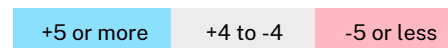r = below privacy cut-off

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Role clarity and support
Purpose and direction

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

Employees also need the right support to deliver what is expected in their role such as time to do their job well, tools and technology, and training.

		Favourable / Neutral / Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Role clarity and support (total score)		**75%**	-3	+11	+11	+9
1a	I understand what is expected of me to do well in my job	93	93%	+1	+9	+8	+7
1b	I get the support I need to do my job well	74 / 21	74%	0	+10	+12	+13
1c	I have the tools and technology to do my job well	81 / 11 / 9	81%	-4	+13	+15	+16
1d	I have the time to do my job well	73 / 21	73%	0	+20	+21	+20
3e	My performance is assessed against clear criteria	53 / 33 / 14	53%	-11	-3	-4	-8
3f	I have received the training and development I need to do my job well	77 / 17	77%	-4	+14	+12	+9

Difference from (percentage point)

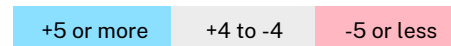| +5 or more	+4 to -4	-5 or less

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Job purpose and enrichment
Purpose and direction

In addition to role clarity and support, employees are likely to feel more satisfied with their job when there is a clear sense of purpose and when it is enriched with characteristics such as skill variety, autonomy, and feedback.

		Favourable / Neutral / Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Job purpose and enrichment (total score)		**66**%	-4	-6	-3	-5
1e	My job gives me opportunities to use a variety of skills	71 / 23 /	**71**%	-14	-8	-8	-8
1f	I have a choice in deciding how I carry out day to day work tasks	68 / 15 / 17	**68**%	+14	-4	0	-2
3d	In the last 12 months, I have received feedback to help me improve my work	53 / 22 / 25	**53**%	-8	-11	-8	-12
5h	My manager communicates how my role contributes to my organisation's purpose	69 / 26 /	**69**%	-10	+1	+5	+1

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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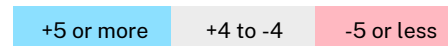# Risk and innovation
Purpose and direction

Risk refers to the effect of uncertainty in achieving work goals and organisational objectives. Workplace risks can have negative or positive effects on your objectives.

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.

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Risk and innovation (total score)				**68%**	-	-2	+1	-1
1l	I know how to manage risks related to my role	79	19		**79%**	-	-3	-3	-4
5a	My manager encourages people in my workgroup to keep improving the work they do	73	22		**73%**	-3	-1	+3	+1
7a	My organisation is making improvements to meet future challenges	49	43	7	**49%**	-14	-2	+2	+1

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Ethics and values
Purpose and direction
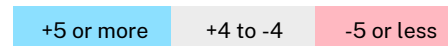
Ethics refer to the standards for morally right and wrong conduct. Ethical behaviours means behaving in ways that are ethical, lawful, build trust, and demonstrate the sector's core values.

Values are beliefs that guide and motivate attitudes and actions. An organisation's values are a set of guiding beliefs upon which the organisation is based. They help people function together as one and shape the way employees should operate and achieve outcomes.

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Ethics and values (total score)				**82%**	-	+1	+5	+4
6b	My senior executives model the values of my organisation	50	45		**50%**	-	-1	+8	+7
7o	My organisation shows a commitment to ethical behaviours	84	13		**84%**	-1	+13	+18	+15
7p	I support my organisation's values	89	8		**89%**	-1	+2	+2	+2
7s	I understand what ethical behaviour means within my workplace	96			**96%**	+3	+2	+4	+4
7t	I would know how to report unethical behaviour if I became aware of it	80	16		**80%**	-2	-8	-5	-4
7x	I am aware of my obligations under the Code of Ethics and Conduct in my organisation	91	7		**91%**	-	-3	-1	-2

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Teamwork and collaboration
Work environment

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.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Teamwork and collaboration (total score)				**55**%	-	-6	-2	-5
2a	My workgroup works collaboratively to achieve its goals	69	22	9	69%	-7	-8	-6	-9
6c	My senior executives promote collaboration between my organisation and other organisations we work with	46	46	9	46%	-	-4	+5	+3
7d	There is good co-operation between teams across my organisation	50	43	7	50%	-13	-5	-4	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Inclusion and diversity
Work environment

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.

		Favourable / Neutral / Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Inclusion and diversity (total score)		**69%**	-	+3	+6	+3
2b	People in my workgroup treat each other with respect	76 / 18	76%	-10	-2	+2	-2
6f	I feel my senior executives support my career advancement	33 / 51 / 16	33%	-	-5	+2	+1
8a	I am comfortable sharing a different view to others in my organisation	71 / 23 / 7	71%	-6	+3	+4	+3
8b	I feel that I belong in my organisation	73 / 20 / 8	73%	-12	+6	+8	+6
8c	I feel culturally safe at work	86 / 11	86%	-	+9	+11	+7
8d	If I chose to, I would feel safe sharing personal aspects about myself at work	71 / 23	71%	-	+4	+6	+3

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
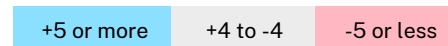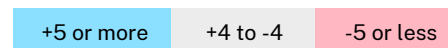
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Flexible working

Work environment

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

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Flexible working (total score)				**55**%	-9	-9	-3	0
8g	How satisfied are you with your ability to access and use flexible working arrangements?	53	37	10	53%	-9	-9	-3	+1
8h	My manager supports flexible working in my team	58	33	9	58%	-9	-10	-4	0

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Use of flexible working
Work environment

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

8f Type of flexible working		**2024** % respondents	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
Flexible start and finish times		27%	-2	-20	-9	-9
Working more hours over fewer days		r	-	-	-	-
Working additional hours to make up for time off		r	-	-	-	-
Flexible scheduling for rostered workers		r	-	-	-	-
Part-time work		13%	r	0	-6	-3
Job sharing		r	-	-	-	-
Working from different locations		22%	-9	+1	+8	+10
Working from home		39%	-1	-5	+12	+16
Purchasing annual leave		r	-	-	-	-
Leave without pay		11%	r	+2	+2	+3
Study leave		r	-	-	-	-
Other		13%	r	+10	+9	+7
I did not use any flexible working arrangements		36%	+6	+10	+6	+4

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Grievance handling
Work environment

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.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
10	If I experienced a grievance at work, I would be comfortable in raising it with my organisation	70	23	8	**70**%	0	+6	+8	+6

*See p.35 for related results on negative workplace behaviours.

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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Health and safety
Work environment

Work health and safety (WHS) involves the management of risks to the health and safety of everyone in your workplace. Health refers to both physical and psychological health.

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Health and safety (total score)				**70**%	-4	+5	+9	+6
7y	There are effective resources in my organisation to support employee wellbeing	67	25	8	67%	-6	+5	+10	+7
7z	I am confident work health and safety issues I raise will be addressed promptly	72	22		72%	-2	+5	+9	+5

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
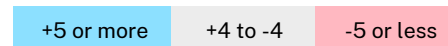
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Recruitment
Enabling practices

Recruitment refers to the process of attracting, screening, and onboarding people.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Recruitment (total score)				**53**%	-	+1	+4	-1
7f	My organisation generally selects capable people to do the job	55	38		**55**%	-15	+2	+3	-1
7v	My organisation follows a merit-based recruitment process	54	41		**54**%	-	0	+3	-2
7w	My organisation follows a merit-based promotion process	48	44	8	**48**%	-	+2	+5	0

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

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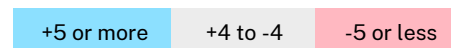
Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes.

		Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
Learning and development (total score)					**73**%	-	+13	+12	+10
1j	I have the opportunity to develop the skills that I need to do my job well	81	14		81%	-	+15	+16	+14
3f	I have received the training and development I need to do my job well	77	17		77%	-4	+14	+12	+9
3g	I am satisfied with the opportunities available for professional development in my organisation	60	30	10	60%	+7	+9	+9	+7

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Mobility
Enabling practices

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.

3h 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?

	2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
Yes	21%	+2	-21	-21	-24
No	79%	-2	+21	+21	+24

3i Are there barriers preventing you from moving to another role? If so, what are they?

	2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
Lack of visible opportunities	27%	+8	-3	-2	-3
Lack of promotion opportunities	21%	+4	-8	-5	-9
Lack of support from my manager / supervisor	11%	r	0	-1	-1
Geographic location considerations	21%	+5	-5	-4	-1
Personal / family considerations	21%	-3	-10	-11	-6
Insufficient training and development	r	-	-	-	-
Lack of required capabilities or experience	r	-	-	-	-
Lack of support for temporary assignments / secondments	r	-	-	-	-
The application / recruitment process is too cumbersome or time consuming	11%	r	-11	-7	-5
Other	17%	r	+6	+7	+7
There are no major barriers to my career progression	39%	-2	+12	+11	+10

r = below privacy cut-off

Pay
Enabling practices

	Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
4 I am paid fairly for the work I do	32	23	46	32%	-2	-12	+1	+3

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

People Matter
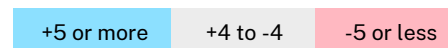
Recognition
Enabling practices

Recognition involves recognising employees' contributions and achievements in the workplace through formal and informal channels.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Recognition (total score)				**59**%	-10	-1	+4	+2
5f	My manager provides recognition for the work I do	67	23	9	**67**%	-5	-3	+2	0
7n	I receive adequate recognition for my contributions from my organisation	50	32	18	**50**%	-15	0	+6	+3

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Feedback and performance management
Enabling practices

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

		Favourable / Neutral / Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Feedback and performance management (total score)		**51%**	-12	-6	-4	-9
3d	In the last 12 months, I have received feedback to help me improve my work	53 / 22 / 25	**53%**	-8	-11	-8	-12
3e	My performance is assessed against clear criteria	53 / 33 / 14	**53%**	-11	-3	-4	-8
5g	My manager appropriately deals with employees who perform poorly	45 / 51	**45%**	-16	-4	-2	-7

		2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Performance management process					
3a	I have a performance and development plan that sets out my individual goals	**66%**	-13	-10	-11	-17
3b	I have informal feedback conversations with my manager	**63%**	-4	-17	-13	-13
3c	I have scheduled feedback conversations with my manager	**46%**	-3	-20	-18	-20

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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People Matter
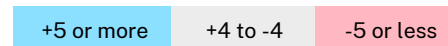
Senior executives
Leadership

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

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

		Favourable / Neutral / Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Senior executives (total score)		**46**%	-	-2	+7	+5
6a	My senior executives provide clear direction for the future of the organisation	50 / 46	50%	-	+3	+11	+9
6b	My senior executives model the values of my organisation	50 / 45	50%	-	-1	+8	+7
6c	My senior executives promote collaboration between my organisation and other organisations we work with	46 / 46 / 9	46%	-	-4	+5	+3
6d	My senior executives communicate the importance of customers in our work	59 / 34	59%	-	-3	+7	+5
6e	My senior executives listen to employees	41 / 51 / 9	41%	-	-1	+7	+6
6f	I feel my senior executives support my career advancement	33 / 51 / 16	33%	-	-5	+2	+1

Difference from (percentage point)

+5 or more | +4 to -4 | -5 or less
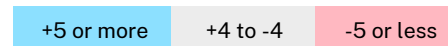
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Decision making and accountability
Leadership

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions.

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.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Decision making and accountability (total score)				**69%**	-7	+9	+12	+7
5e	I have confidence in the decisions my manager makes	73	22		**73%**	-9	+3	+7	+5
7e	People in my organisation take responsibility for their own actions	65	31		**65%**	-6	+16	+17	+10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

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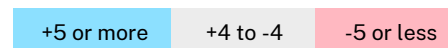
Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

		Favourable / Neutral / Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
	Communication and change management (total score)		**63**%	-	+10	+13	+11
5b	My manager communicates effectively with me	84 / 13	**84**%	-1	+10	+13	+12
6a	My senior executives provide clear direction for the future of the organisation	50 / 46	**50**%	-	+3	+11	+9
7b	Change is managed well in my organisation	44 / 47 / 8	**44**%	-12	+9	+10	+6
7q	I am supported through changes that affect my work	66 / 26 / 8	**66**%	+3	+12	+13	+11
7r	I have the opportunity to provide feedback on change processes that directly affect me	70 / 21 / 9	**70**%	-4	+14	+15	+14

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

People Matter

Employee voice
Leadership
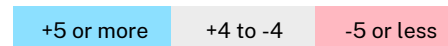
Ensuring employees feel like they can share a different view to others and be heard shifts the employee-employer relationship from a transactional one to an effective, dynamic one.

		Favourable / Neutral / Unfavourable	2024 % favourable	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
	Employee voice (total score)		**63%**	-	-1	+4	+2
5c	My manager encourages and values employee input	78 / 17 /	78%	-6	+3	+7	+5
5d	My manager involves my workgroup in decisions about our work	61 / 30 / 8	61%	-9	-9	-5	-7
6e	My senior executives listen to employees	41 / 51 / 9	41%	-	-1	+7	+6
8a	I am comfortable sharing a different view to others in my organisation	71 / 23 / 7	71%	-6	+3	+4	+3

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
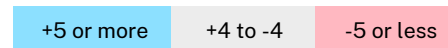
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Negative workplace behaviours

People Matter

In NSW public sector, we are committed to reducing and preventing negative workplace behaviours such as misconduct, bullying, sexual harassment, threats or physical harm, discrimination, and racism.

In the last 12 months, have you...	2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
been aware of any misconduct in your organisation	r	-	-	-	-
witnessed bullying	r	-	-	-	-
experienced bullying	r	-	-	-	-
witnessed sexual harassment	r	-	-	-	-
experienced sexual harassment	r	-	-	-	-
experienced threats or physical harm	r	-	-	-	-
witnessed discrimination	r	-	-	-	-
experienced discrimination	r	-	-	-	-
witnessed racism	r	-	-	-	-
experienced racism	r	-	-	-	-

Definitions

- **Misconduct:** behaviour that is unethical, illegal, corrupt, or that breaches your organisation's code of conduct
- **Bullying:** repeated unreasonable behaviour directed towards a worker or group of workers
- **Sexual harassment:** unwelcome behaviour of a sexual nature that would offend, humiliate or intimidate someone
- **Discrimination:** when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics
- **Racism:** prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Action on survey results
Leadership

To improve employee experience, leaders at all levels should take on board employee feedback and act on the survey results.

Employees can become disengaged if they are asked their opinion and then no action takes place as a result.

		Favourable	Neutral	Unfavourable	**2024** % favourable	difference from **2023**	difference from **Sector**	difference from **Portfolio**	difference from **Parent**
9	I am confident my organisation will act on the results of this survey	59	33	8	**59**%	+2	+17	+20	+18

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

People Matter
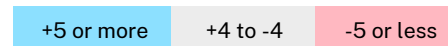
Intention to stay

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.

19n How long do you think you will continue to work in your current organisation?

	2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
Less than 1 year	r	-	-	-	-
1 year to less than 2 years	r	-	-	-	-
2 years to less than 5 years	r	-	-	-	-
5 years to less than 10 years	32%	+1	+7	+7	+10
10 years to less than 20 years	27%	+3	+5	+5	+7
More than 20 years	19%	-2	+4	+6	+1

19o What best describes your plans involved with leaving your current organisation?

	2024 % respondents	difference from 2023	difference from Sector	difference from Portfolio	difference from Parent
I am planning to retire	r	-	-	-	-
I am applying for/intend to apply for new roles in another NSW public sector organisation	r	-	-	-	-
I am applying for/intend to apply for roles in the private sector	r	-	-	-	-
I am applying for/intend to apply for new roles in the not for profit / community sector	r	-	-	-	-
It is the end of my non-ongoing, casual or contracted employment	r	-	-	-	-
Other	r	-	-	-	-

r = below privacy cut-off

Health questions

	Favourable	Neutral	Unfavourable	2024 % favourable	difference from 2023	difference from Portfolio	difference from Parent
I believe I am valued for what I can offer at my workplace	82	13		82%	+2	+19	+16
In my workplace, we recognise our successes and innovations	72	23		72%	-2	+10	+6
Overall, I have confidence in the decisions made by my senior managers	73	21		73%	+5	+21	+18
I have a say in decisions which affect my work	50	39	11	50%	-11	0	-4
Where I work, we share the lessons learnt when mistakes are made	69	25		69%	-1	+1	-1
My team's objectives/work plans are clearly outlined	70	25		70%	-3	+3	-1
Our objectives/work plans help us to deliver a quality service	71	24		71%	-5	+3	0
There is good team spirit in my workgroup	67	27		67%	-1	-1	-3
Overall, I believe the culture at my workplace has improved in the last 12 months	48	49		48%	0	+4	+2
I support my organisation taking action to improve environmental sustainability	80	18		80%	-12	+3	0

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
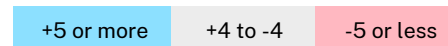
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Which of the following best describes your current role? (grouped)	2024 % respondents	difference from 2023	difference from Portfolio	difference from Parent
Medical	r	–	–	–
Nursing and Midwifery	r	–	–	–
Clinical Support Workers	r	–	–	–
Corporate Support	r	–	–	–
Allied Health	r	–	–	–
Other Health Professionals	r	–	–	–
Scientific and Technical	r	–	–	–
Oral Health	r	–	–	–
Ambulance	r	–	–	–
Health Manager	r	–	–	–
Patient Support Services	r	–	–	–
Maintenance and Trades	r	–	–	–
Other	r	–	–	–

r = below privacy cut-off

People Matter

Results by child unit and demographic group
Discover if employees in different groups have different views

People Matter

Respondent profile

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
Woman or female	75
Man or male	r
Non-binary	r
Use a different term	r
Prefer not to answer	r

Age	
15-34 years	r
35-54 years	23
55+ years	49
Prefer not to answer	r

Aboriginal and/or Torres Strait Islander	
Yes	r
No	r
Prefer not to answer	r

LOTE spoken at home	
Yes	85
No	r
Prefer not to answer	r

Cultural background	
Oceanian	33
North-West European	r
Southern and Eastern European	19
North African and Middle Eastern	18
South-East Asian	r
North-East Asian	34
Southern and Central Asian	r
Peoples of the Americas	r
Sub-Saharan African	r

Note, the cultural background question is multi-select, so results may not sum to 100%.

Disability	% respondents
Yes	r
No	83
Prefer not to answer	r

LGBTIQA+	
Yes	r
No	84
I don't know	r
Prefer not to answer	r

Trans or gender diverse	
Yes	r
No	r
I don't know	r
Prefer not to answer	r

Person with an intersex variation	
Yes	r
No	r
Prefer not to answer	r

Care for a child	
Yes	r
No	79
Prefer not to answer	r

Working arrangement	
Full-time	44
Part-time	56

Type of work	% respondents
Service delivery involving direct contact with the public	57
Other service delivery work	r
Administrative support	r
Corporate services	r
Policy	r
Research	r
Program and project management support	r
Legal	r
Other	r

Organisation tenure	
Less than 1 year	r
1 year to less than 2 years	r
2 years to less than 5 years	17
5 years to less than 10 years	30
10 years to less than 20 years	18
More than 20 years	16

Salary	
$93,294 and below	85
$93,295 - $120,858	r
$120,859 - $161,662	r
$161,663 and above	r
Prefer not to answer	r

Employment status	
Senior executive	r
Ongoing / permanent	36
Temporary	r
Casual	r
Contract-non-executive	r
Labour hire	r
Other	30
Don't know	r

r = below privacy cut-off

Selected key topic results by child unit

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	Interpreter Services	SHCIS
Employee engagement	69	79	68
Wellbeing	73%	77%	71%
Role clarity and support	75%	78%	73%
Inclusion and diversity	69%	71%	66%
Teamwork and collaboration	55%	67%	52%
Learning and development	73%	80%	70%
Senior executives	46%	54%	41%
Communication and change management	63%	71%	61%
Employee voice	63%	71%	64%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

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People Matter

Selected key topic results by select demographics

	Report total	Woman or female	Man or male	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTIQA+	People who speak a language other than English	15-34 years	35-54 years	55+ years	Carers
Employee engagement	69	70	r	r	r	r	r	70	r	69	72	72
Wellbeing	73%	74%	r	r	r	r	r	72%	r	70%	76%	69%
Role clarity and support	75%	79%	r	r	r	r	r	77%	r	71%	81%	73%
Inclusion and diversity	69%	72%	r	r	r	r	r	69%	r	65%	77%	73%
Teamwork and collaboration	55%	58%	r	r	r	r	r	57%	r	52%	60%	60%
Learning and development	73%	75%	r	r	r	r	r	74%	r	68%	83%	69%
Senior executives	46%	47%	r	r	r	r	r	46%	r	44%	50%	50%
Communication and change management	63%	66%	r	r	r	r	r	65%	r	59%	70%	63%
Employee voice	63%	63%	r	r	r	r	r	63%	r	60%	67%	66%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

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Selected key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other	Frontline	Non-frontline
Employee engagement	69	73	r	r	r	r	r	r	r	r	73	63
Wellbeing	73%	79%	r	r	r	r	r	r	r	r	79%	61%
Role clarity and support	75%	81%	r	r	r	r	r	r	r	r	81%	66%
Inclusion and diversity	69%	72%	r	r	r	r	r	r	r	r	72%	60%
Teamwork and collaboration	55%	62%	r	r	r	r	r	r	r	r	62%	43%
Learning and development	73%	77%	r	r	r	r	r	r	r	r	77%	65%
Senior executives	46%	51%	r	r	r	r	r	r	r	r	51%	36%
Communication and change management	63%	68%	r	r	r	r	r	r	r	r	68%	52%
Employee voice	63%	64%	r	r	r	r	r	r	r	r	64%	56%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

People Matter

Selected 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	69	r	r	62	72	71	72
Wellbeing	73%	r	r	64%	76%	78%	82%
Role clarity and support	75%	r	r	68%	75%	86%	81%
Inclusion and diversity	69%	r	r	55%	69%	76%	77%
Teamwork and collaboration	55%	r	r	51%	50%	60%	68%
Learning and development	73%	r	r	60%	74%	88%	74%
Senior executives	46%	r	r	36%	46%	59%	49%
Communication and change management	63%	r	r	49%	65%	71%	62%
Employee voice	63%	r	r	46%	60%	71%	66%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

People Matter

Selected 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	Illawarra	Mid North Coast
Employee engagement	69	73	r	r	r	r	r	r	r	r	r
Wellbeing	73%	78%	r	r	r	r	r	r	r	r	r
Role clarity and support	75%	81%	r	r	r	r	r	r	r	r	r
Inclusion and diversity	69%	74%	r	r	r	r	r	r	r	r	r
Teamwork and collaboration	55%	61%	r	r	r	r	r	r	r	r	r
Learning and development	73%	77%	r	r	r	r	r	r	r	r	r
Senior executives	46%	53%	r	r	r	r	r	r	r	r	r
Communication and change management	63%	71%	r	r	r	r	r	r	r	r	r
Employee voice	63%	69%	r	r	r	r	r	r	r	r	r

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

People Matter

	Report total	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW	Metro	Regional
Employee engagement	69	r	r	r	r	r	r	r	r	r
Wellbeing	73%	r	r	r	r	r	r	r	r	r
Role clarity and support	75%	r	r	r	r	r	r	r	r	r
Inclusion and diversity	69%	r	r	r	r	r	r	r	r	r
Teamwork and collaboration	55%	r	r	r	r	r	r	r	r	r
Learning and development	73%	r	r	r	r	r	r	r	r	r
Senior executives	46%	r	r	r	r	r	r	r	r	r
Communication and change management	63%	r	r	r	r	r	r	r	r	r
Employee voice	63%	r	r	r	r	r	r	r	r	r

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

People Matter

Additional information about the survey
Discover more about how the survey works and how to act on results

Survey model

The People Matter Employee Survey provides an important opportunity for more than 400,000 people to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about their experiences with their work, workgroup, managers, and organisation. Their experiences are grouped into management practices and reported under 4 domains:

- Purpose and direction
- Work environment
- Enabling practices
- Leadership

All of these practices positively contribute towards employee and organisational outcomes, including employee engagement, job satisfaction, wellbeing, and customer service.

Purpose and direction	Work environment	Enabling practices	Leadership	Outcomes
Role clarity and support	Teamwork and collaboration	Recruitment	Senior executives	Employee engagement
Job purpose and enrichment	Inclusion and diversity	Learning and development	Decision making and accountability	Job satisfaction
Risk and innovation	Flexible working	Pay	Communication and change management	Wellbeing
Ethics and values	Grievance handling	Recognition	Employee voice	Customer service
	Health and safety	Feedback and performance management	Action on survey results	

People Matter

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.

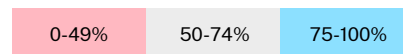## Headline Results - Key Topics

Due to changes in the survey questions some topics do not have a comparison to the previous year. Where a comparison is available, the change is displayed within the box.

% favourable calculation

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

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Favourable		Neutral	Unfavourable	
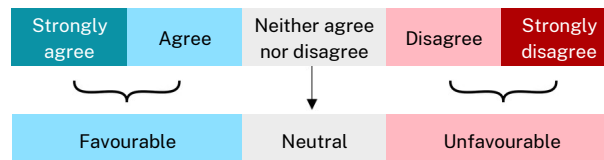
% favourable scores are colour coded based on these ranges:

0-49%	50-74%	75-100%

Difference scores

Difference scores are displayed as a percentage point where available. Differences are colour coded based on these ranges:

+5 or more	+4 to -4	-5 or less
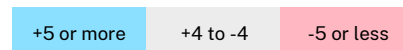
A '-' represents there is no applicable comparison available.

Rounding

Results are presented as whole numbers for ease of reading. Values are rounded down if their first decimal number is less than 5. Values are rounded up if their first decimal number is equal to or greater than 5. Due to rounding, results will not always add up to 100%. Difference scores may appear to be slightly different to values derived from subtracting rounded numbers, usually within 1%.

Burnout (disagree) questions

The score provided for the burnout questions indicates the % favourable responses (i.e. 'strongly disagree' and 'disagree' responses).

The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.
The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.

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 5 question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.

Key driver analysis

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). We recommend looking for ways to maintain your strengths and improve your priority areas.

Experience tells us that a successful response to survey results requires focus on key priorities. The key driver analysis, which uses statistical techniques including Pearson's correlation analysis, identifies individual questions with the strongest influence on your employee engagement score.

Metro and Regional

The survey collects suburb and postcode data which is mapped to the Statistical Areas 4 (SA4) geographical from the Australian Bureau of Statistics (ABS) geographical framework. They are the largest sub-state regions in the Australian Statistical Geography Standard.

Metro includes all Sydney SA4s and is divided into Sydney East and Sydney West.

Sydney East includes Sydney - City and Inner South, Sydney - Eastern Suburbs, Sydney - Inner South West, Sydney - Inner West, Sydney - North Sydney and Hornsby, Sydney - Northern Beaches, Sydney - Ryde and Sydney - Sutherland SA4s.

Sydney West includes Sydney – Baulkham Hills and Hawkesbury, Sydney – Blacktown, Sydney – Outer South West, Sydney – Outer West and Blue Mountains, Sydney – Parramatta and Sydney – South West SA4s.

Regional includes Capital Region; Central Coast; Central West; Coffs Harbour – Grafton, Far West and Orana; Hunter Valley excluding Newcastle; Illawarra; Mid North Coast; Murray; New England and North West; Newcastle and Lake Macquarie; Richmond – Tweed; Riverina; and Southern Highlands and Shoalhaven SA4s.

Frontline and Non-frontline

Frontline and non-frontline are derived from the question 'Which of the following best describes the work you do'.

Frontline is defined as 'Service delivery involving direct contact with the public (e.g., teaching, nursing, policing, shopfront / counter service, train driver, customer service)'.

Non-frontline includes all other types of work:

- 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)
- 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) or
- Other

Cultural backgrounds

The Australian Standard Classification of Cultural and Ethnic Groups (ASCCEG) is used to classify cultural backgrounds. The survey data is collected at the most detailed level (278 cultural and ethnic groups) and the results are reported at the highest level (9 broad groups).

Carers

Carers are employees who respond 'yes' to either of the following questions:

- Do you provide care outside of work for a child or adult who needs support due to disability, chronic illness, mental illness, dementia, frail age, or other circumstances?
- Do you provide care for a child outside of work?

People Matter

Action planning

We are all responsible for building a world class public service. Improving employee experience is one way to work towards this goal.

Survey communication and action planning: Leaders are encouraged to share and discuss survey results with employees, and start thinking about actions using the template below. In addition to PMES results, you should consider work context and internal business data (e.g. turnover data). You should implement and monitor your plan, either on its own or as part of a broader organisational improvement strategy.

CELEBRATE	INVESTIGATE FURTHER WITH OUR TEAMS	OPPORTUNITIES
The things we do well:	Are there any other opportunities coming out of the results that we want to explore further?	Areas we need to focus on and turn into action plans:
Think about how we can build on our strengths and learn from what we are good at.	How could we investigate? Through looking at the data in in more detail or through discussions with staff?	What are the key things we need to improve to make working here better?

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				