People Matter Employee Survey

HAVE YOUR SAY

Portfolio Report

Transport

- **Survey period:** 18 August to 12 September 2025
- **Completed surveys:** 17,698
- **Response rate:** 58%   -10 compared to 2024

NSW GOVERNMENT

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Contents

High level results

Discover key employee experience insights

People Matter Employee Survey
HAVE **YOUR** SAY

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.
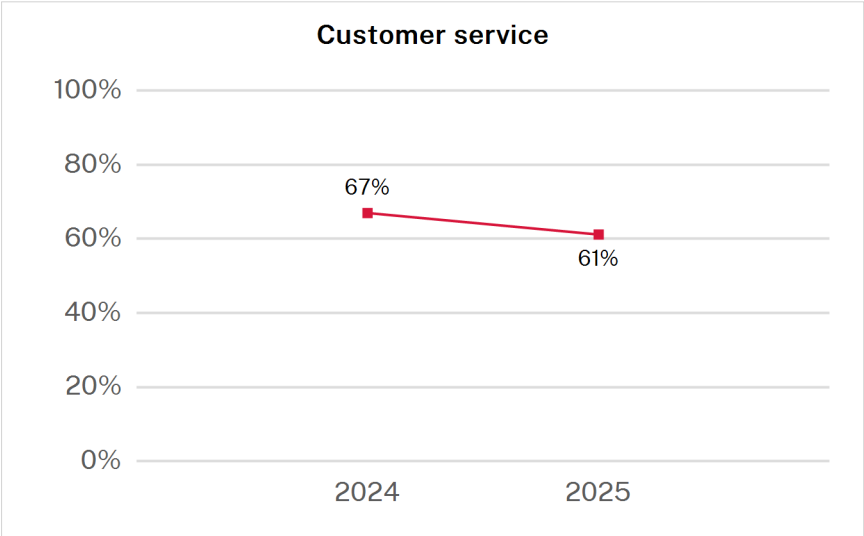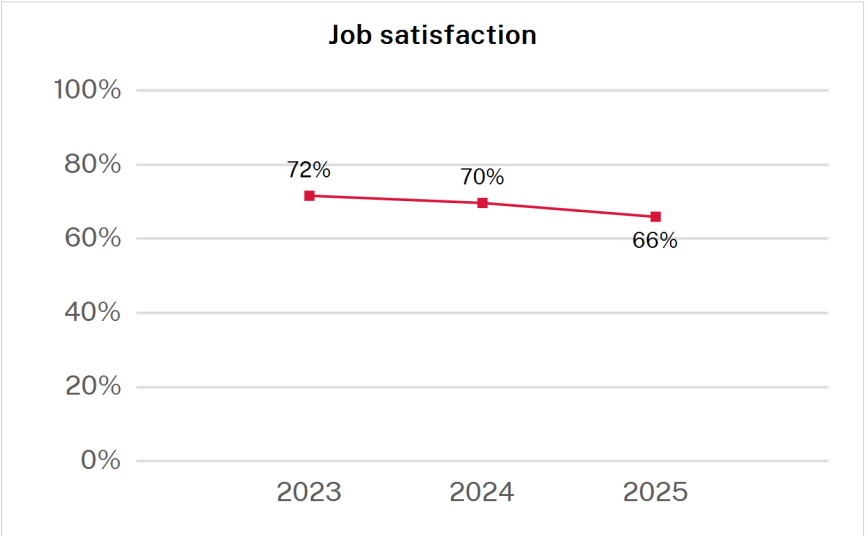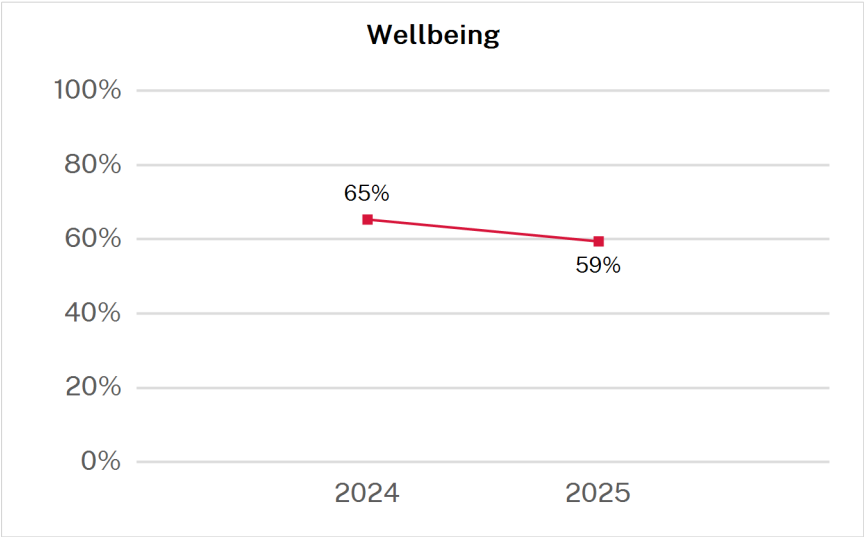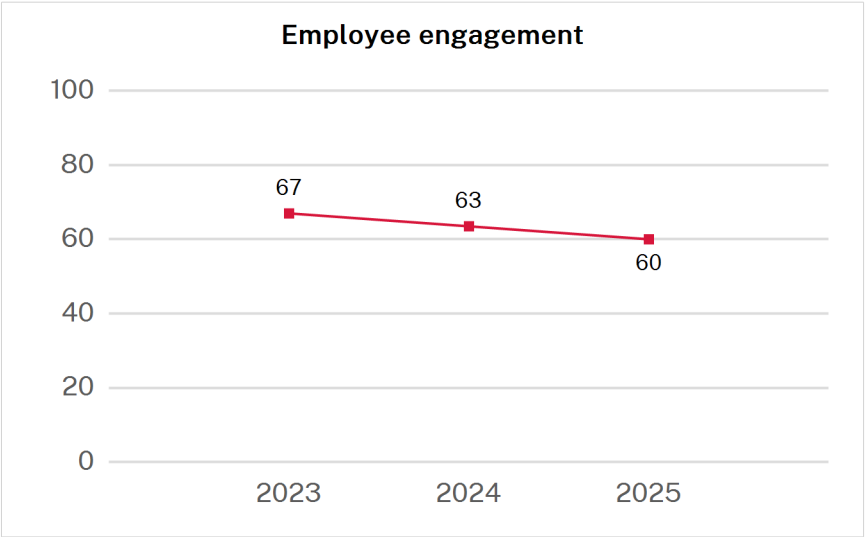
Purpose and direction	Work environment	Enabling practices	Leadership	Outcomes
Role clarity and support 70% ↓ -3pp vs 2024	**Teamwork and collaboration** 55% ↓ -4pp vs 2024	**Recruitment** 42%	**Decision making and accountability** 55% ↓ -4pp vs 2024	**Employee engagement** 60 ↓ -3 vs 2024
Job purpose and enrichment 71% ↓ -3pp vs 2024	**Inclusion and diversity** 67%	**Learning and development** 54% ↓ -6pp vs 2024	**Communication and change management** 46% ↓ -6pp vs 2024	**Job satisfaction** 66% ↓ -4pp vs 2024
Risk and innovation 66% ↓ -5pp vs 2024	**Flexible working** 72% ↓ -3pp vs 2024	**Pay** 61% ↑ +5pp vs 2024	**Employee voice** 60% ↓ -4pp vs 2024	**Wellbeing** 59% ↓ -6pp vs 2024
Ethics and values 77% ↓ -3pp vs 2024	**Grievance handling** 61% ↓ -3pp vs 2024	**Recognition** 58% ↓ -4pp vs 2024	**Action on survey results** 28%	**Customer service** 61% ↓ -6pp vs 2024
	Health and safety 67% ↓ -6pp vs 2024	**Feedback and performance management** 57%		

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Long-term trend

This page shows results for the past three years (2023-2025) for the key outcomes.

Comparing results side by side highlights changes over time, showing where progress has been made, where outcomes are stable, and where further focus may be needed.

Employee engagement

	2023	2024	2025
	67	63	60

Wellbeing

	2024	2025
	65%	59%

Job satisfaction

	2023	2024	2025
	72%	70%	66%

Customer service

	2024	2025
	67%	61%

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 taken in response to last year's survey results or something else?

➕ Most improved questions

			2025 % favourable	difference from 2024
Pay	4	I am paid fairly for the work I do	61%	+5
Ethics and values	7v	I am aware of my obligations under the Code of Ethics and Conduct in my organisation	94%	0
Ethics and values	7s	I would know how to report unethical behaviour if I became aware of it	88%	0

➖ Least improved questions

			2025 % favourable	difference from 2024
Action on survey results	9b	I am confident my organisation will act on the results of this survey	30%	-13
Risk and innovation	7a	My organisation is making improvements to meet future challenges	42%	-10
Communication and change management	7p	I am supported through changes that affect my work	45%	-9
Other wellbeing	1p	I feel mentally exhausted by my work on most days (disagree)	40%	-8
Wellbeing	7t	I am satisfied with current workplace practices to help me manage my wellbeing	56%	-8

Difference from (percentage point)

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

r = below privacy cut-off

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

				2025 % favourable	difference from 2024
Ethics and values		7v	I am aware of my obligations under the Code of Ethics and Conduct in my organisation	94%	0
Ethics and values		7r	I understand what ethical behaviour means within my workplace	92%	-1
Ethics and values		7s	I would know how to report unethical behaviour if I became aware of it	88%	0
Risk and innovation		1k	I know how to manage risks related to my role	84%	-1
Ethics and values		7o	I support my organisation's values	83%	-3

➖ Questions with the lowest favourable scores

				2025 % favourable	difference from 2024
Communication and change management		7b	Change is managed well in my organisation	24%	-6
Action on survey results		9a	My organisation has made improvements based on the survey results from last year	25%	-
Action on survey results		9b	I am confident my organisation will act on the results of this survey	30%	-13
Employee voice		6e	My senior executives listen to employees	34%	-7
Communication and change management		6a	My senior executives provide clear direction for the future of the organisation	35%	-7

Difference from (percentage point)

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

r = below privacy cut-off

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	Favourable	Neutral	Unfavourable	2025 % favourable	Action
Wellbeing	7t	I am satisfied with current workplace practices to help me manage my wellbeing	56	23	22	56%	Improve
Communication and change management	7p	I am supported through changes that affect my work	45	28	26	45%	Improve
Customer service	7f	The processes in my organisation are designed to support the best experience for customers	49	30	21	49%	Improve
Risk and innovation	7a	My organisation is making improvements to meet future challenges	42	29	29	42%	Improve
Ethics and values	7n	My organisation shows a commitment to ethical behaviours	65	20	15	65%	Maintain
Other wellbeing	1q	I am struggling to maintain enthusiasm for my work (disagree)	41	23	36	41%	Improve

Maintain (high correlation, high score) - Questions that have a high correlation with engagement and also have a high favourable score.

Improve (high correlation, low score) - Questions that have a high correlation with engagement but a low favourable score.

Monitor (low correlation, low score) - Questions that have a low correlation with engagement and a low favourable score.

Review (low correlation, high score) - Questions that have a low correlation with engagement but a high favourable score.

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Manager

Managers are key in translating strategy into action, driving day-to-day performance, fostering engagement, and ensuring a safe, inclusive, and productive team environment.

This page shows all survey questions related to employees' managers, drawn from various thematic topics.

The term 'manager' refers to the person in the workgroup, team or project that the employee reports to.

Topic		Questions related to manager	Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024	Difference from Sector
Communication and change management	5b	My manager communicates effectively with me	74	13	13	74%	-3	0
Employee voice	5c	My manager encourages and values employee input	74	14	12	74%	-3	-1
Flexible working	8h	My manager supports flexible working in my team	74	18	8	74%	-3	+6
Risk and innovation	5a	My manager encourages people in my workgroup to keep improving the work they do	72	17	11	72%	-4	-3
Recognition	5f	My manager provides recognition for the work I do	70	16	14	70%	-3	-1
Employee voice	5d	My manager involves my workgroup in decisions about our work	68	17	15	68%	-4	-2
Job purpose and enrichment	5h	My manager communicates how my role contributes to my organisation's purpose	66	20	14	66%	-4	-2
Inclusion and diversity	5i	My manager supports my career advancement	63	23	13	63%	-	-2

Difference from (percentage point)

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

r = below privacy cut-off

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Senior executives

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.

Topic		Questions related to senior executives	Favourable	Neutral	Unfavourable	**2025** % favourable	Difference from **2024**	Difference from **Sector**
Customer service	6d	My senior executives communicate the importance of customers in our work	59	24	18	59%	-7	-4
Ethics and values	6b	My senior executives model the values of my organisation	43	30	27	43%	-8	-10
Teamwork and collaboration	6c	My senior executives promote collaboration between my organisation and other organisations we work with	42	33	24	42%	-6	-8
Communication and change management	6a	My senior executives provide clear direction for the future of the organisation	35	28	37	35%	-7	-14
Employee voice	6e	My senior executives listen to employees	34	30	35	34%	-7	-9

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
Employee engagement (total score)*					**60**	-3	-4
7i	I am proud to tell others I work for my organisation	60	26	15	60%	-8	-7
7h	I would recommend my organisation as a great place to work	58	26	17	58%	-7	-2
7j	I feel a strong personal attachment to my organisation	55	27	18	55%	-3	-4
7l	My organisation inspires me to do the best in my job	47	31	23	47%	-6	-7
7k	My organisation motivates me to help it achieve its goals	46	31	23	46%	-6	-6

*The 'Additional information about the survey' section explains how the engagement score is calculated

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
Job satisfaction (total score)					**66**%	-4	-4
1g	My job gives me a feeling of personal accomplishment	66	18	16	**66**%	-3	-6
1h	I am satisfied with my job	65	18	17	**65**%	-4	-2

Difference from (percentage point)

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

r = below privacy cut-off

Wellbeing - overall

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

		Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024	Difference from Sector
	Wellbeing (total score)				**59**%	-6	+2
7w	There are effective resources in my organisation to support employee wellbeing	66	20	14	66%	-6	+4
1i	The amount of stress in my job is manageable	59	22	19	59%	-5	+5
1l	In general, my sense of wellbeing is..	57	28	15	57%	-5	-1
7t	I am satisfied with current workplace practices to help me manage my wellbeing	56	23	22	56%	-8	0

Difference from (percentage point)

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

r = below privacy cut-off

Other wellbeing questions

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

1m I am able to adapt when changes occur

		2025 % respondents	Difference from **2024**	Difference from **Sector**
Strongly disagree		2%	+1	+1
Disagree		4%	+1	+2
Neither agree nor disagree		13%	+2	+4
Agree		63%	-4	-2
Strongly agree		19%	0	-4

1n What best describes your current workload?

Well above capacity - too much work		14%	-	-6
Slightly above capacity - lots of work to do		30%	-	-7
At capacity - about the right amount of work to do		44%	-	+9
Slightly below capacity - available for more work		9%	-	+3
Well below capacity - not enough work		3%	-	+1

1o I feel burned out by my work

Strongly disagree		7%	-1	0
Disagree		30%	-4	+3
Neither agree nor disagree		32%	+5	+3
Agree		21%	0	-4
Strongly agree		9%	0	-2

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Other wellbeing questions

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.

1p I feel mentally exhausted by my work on most days

	2025 % respondents	Difference from **2024**	Difference from **Sector**
Strongly disagree	8%	-2	0
Disagree	33%	-6	+4
Neither agree nor disagree	28%	+4	+4
Agree	23%	+3	-6
Strongly agree	9%	+2	-3

1q I am struggling to maintain enthusiasm for my work

	2025	2024	Sector
Strongly disagree	9%	-2	-1
Disagree	32%	-4	-2
Neither agree nor disagree	23%	+1	+1
Agree	23%	+2	0
Strongly agree	13%	+3	+2

1r I feel I am not as effective in my role as I used to be

	2025	2024	Sector
Strongly disagree	14%	-2	0
Disagree	37%	-4	-1
Neither agree nor disagree	22%	+2	+1
Agree	18%	+2	-1
Strongly agree	10%	+2	+1

	2025	2024	Sector
% respondents who experienced all three dimensions of burnout	16%	+3	-1

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Customer service

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

		Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024	Difference from Sector
	Customer service (total score)				**61**%	-6	-4
2c	My workgroup considers customer needs when planning our work	76	16	9	**76**%	-3	-3
7g	My organisation meets the needs of the communities, people, and/or businesses of NSW	60	27	13	**60**%	-7	-4
6d	My senior executives communicate the importance of customers in our work	59	24	18	**59**%	-7	-4
7f	The processes in my organisation are designed to support the best experience for customers	49	30	21	**49**%	-6	-7

Difference from (percentage point)

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

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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	2025 % favourable	Difference from 2024	Difference from Sector
Role clarity and support (total score)				**70**%	-3	+2
1a I understand what is expected of me to do well in my job	79	11	10	**79**%	-3	-5
1c I have the tools and technology to do my job well	70	15	15	**70**%	-3	+2
1d I have the time to do my job well	65	17	17	**65**%	-2	+12
1b I get the support I need to do my job well	64	17	19	**64**%	-5	-1

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
	Job purpose and enrichment (total score)		**71%**	-3	-2
1f	I have a choice in deciding how I carry out day to day work tasks	74 / 14 / 12	74%	-2	+2
1e	My job gives me opportunities to use a variety of skills	74 / 14 / 12	74%	-2	-6
5h	My manager communicates how my role contributes to my organisation's purpose	66 / 20 / 14	66%	-4	-2

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
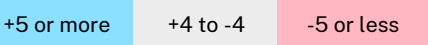
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Risk and innovation
Purpose and direction

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	2025 % favourable	Difference from 2024	Difference from Sector
	Risk and innovation (total score)				**66**%	-5	-4
1k	I know how to manage risks related to my role	84	11		**84**%	-1	+1
5a	My manager encourages people in my workgroup to keep improving the work they do	72	17	11	**72**%	-4	-3
7a	My organisation is making improvements to meet future challenges	42	29	29	**42**%	-10	-11

Difference from (percentage point)

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

r = below privacy cut-off

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
	Ethics and values (total score)			**77**%	-3	-4
7v	I am aware of my obligations under the Code of Ethics and Conduct in my organisation		94	**94**%	0	-2
7r	I understand what ethical behaviour means within my workplace		92	**92**%	-1	-2
7s	I would know how to report unethical behaviour if I became aware of it		88 / 8	**88**%	0	-1
7o	I support my organisation's values		83 / 14	**83**%	-3	-5
7n	My organisation shows a commitment to ethical behaviours		65 / 20 / 15	**65**%	-7	-6
6b	My senior executives model the values of my organisation		43 / 30 / 27	**43**%	-8	-10

Difference from (percentage point)

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

r = below privacy cut-off

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
	Teamwork and collaboration (total score)				**55**%	-4	-6
2a	My workgroup works collaboratively to achieve its goals	73	15	12	**73**%	-4	-3
7d	There is good co-operation between teams across my organisation	49	27	24	**49**%	-3	-7
6c	My senior executives promote collaboration between my organisation and other organisations we work with	42	33	24	**42**%	-6	-8

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
	Inclusion and diversity (total score)		**67%**	-	-4
2b	People in my workgroup treat each other with respect	76 / 13 / 11	76%	-3	-1
8c	I feel culturally safe at work	72 / 18 / 11	72%	-4	-5
5i	My manager supports my career advancement	63 / 23 / 13	63%	-	-2
8b	I feel that I belong in my organisation	62 / 24 / 14	62%	-5	-5
8d	If I chose to, I would feel safe sharing personal aspects about myself at work	62 / 22 / 16	62%	-4	-6

Difference from (percentage point)

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

r = below privacy cut-off

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
	Flexible working (total score)				**72**%	-3	+7
8h	My manager supports flexible working in my team	74	18	8	**74**%	-3	+6
8g	How satisfied are you with your ability to access and use flexible working arrangements?	70	19	11	**70**%	-3	+9

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		2025 % respondents	Difference from **2024**	Difference from **Sector**
Working from home		61%	-3	+20
Flexible start and finish times		60%	-3	+17
Working from different locations		38%	-1	+18
Working additional hours to make up for time off		26%	-1	+8
I did not use any flexible working arrangements		25%	+2	-4
Working more hours over fewer days		15%	-1	+5
Flexible scheduling for rostered workers		5%	0	-2
Leave without pay		4%	-1	-5
Part-time work		4%	0	-10
Other		3%	0	0
Purchasing annual leave		2%	0	+1
Job sharing		1%	0	-2
Study leave		1%	0	-3

r = below privacy cut-off

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
Grievance handling							
10	If I experienced a grievance at work, I would be comfortable in raising it with my organisation	61	20	19	**61**%	-3	-3

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
Health and safety						
7x I am confident work health and safety issues I raise will be addressed promptly	67	19	14	67%	-6	-1

Difference from (percentage point)

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

r = below privacy cut-off

Recruitment
Enabling practices

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

		Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024	Difference from Sector
Recruitment							
7u	My organisation follows a merit-based process for recruitment and promotion decisions	42	27	31	42%	-	-9

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
	Learning and development (total score)				**54**%	-6	-6
1j	I have the opportunity to develop the skills that I need to do my job well	62	19	18	**62**%	-4	-4
3f	I have received the training and development I need to do my job well	57	24	19	**57**%	-5	-6
3g	I am satisfied with the opportunities available for professional development in my organisation	43	24	32	**43**%	-7	-8

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

	2025 % respondents	Difference from 2024	Difference from Sector
Lack of promotion opportunities	39%	+6	+7
Lack of visible opportunities	36%	+4	+5
There are no major barriers to my career progression	24%	-3	-4
Personal / family considerations	22%	-2	-5
The application / recruitment process is too cumbersome or time consuming	22%	+1	0
Geographic location considerations	21%	0	-1
Lack of support for temporary assignments / secondments	20%	+4	+5
Insufficient training and development	18%	+3	+3
Lack of support from my manager / supervisor	14%	+3	+2
Other	14%	+2	+4
Lack of required capabilities or experience	12%	0	+1

r = below privacy cut-off

Pay
Enabling practices

		Favourable	Neutral	Unfavourable	**2025** % favourable	Difference from **2024**	Difference from **Sector**
Pay							
4	I am paid fairly for the work I do	61	19	20	**61**%	+5	+15

Difference from (percentage point)

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

r = below privacy cut-off

Recognition
Enabling practices

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

	Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024	Difference from Sector
Recognition (total score)				**58**%	-4	-2
5f My manager provides recognition for the work I do	70	16	14	**70**%	-3	-1
7m I receive adequate recognition for my contributions from my organisation	46	28	25	**46**%	-5	-4

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
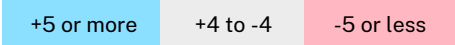
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Feedback and performance management
## Enabling practices

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

	Favourable	Neutral	Unfavourable	**2025** % favourable	Difference from **2024**	Difference from **Sector**
Feedback and performance management (total score)				**57**%	-	-3
5g I am confident my manager would appropriately deal with employees who perform poorly	60	20	20	**60**%	-	-2
3d In the last 12 months, I have received feedback to help me improve my work	59	22	19	**59**%	-7	-5
3e My performance is assessed against clear criteria	53	26	21	**53**%	-6	-2

	2025 % respondents	Difference from **2024**	Difference from **Sector**
Performance management process			
3a I have a performance and development plan that sets out my individual goals	**69**%	-6	-7
3b I have informal feedback conversations with my manager	**77**%	-3	-2
3c I have scheduled feedback conversations with my manager	**63**%	-4	-4

Difference from (percentage point)

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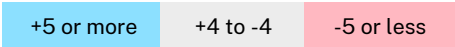
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Decision making and accountability
Leadership

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	2025 % favourable	Difference from 2024	Difference from Sector
Decision making and accountability (total score)				**55**%	-4	-5
5e I have confidence in the decisions my manager makes	69	17	14	**69**%	-3	-2
7e People in my organisation take responsibility for their own actions	41	31	28	**41**%	-5	-8

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
	Communication and change management (total score)		**46**%	-6	-8
5b	My manager communicates effectively with me	74 / 13 / 13	74%	-3	0
7q	I have the opportunity to provide feedback on change processes that directly affect me	52 / 24 / 25	52%	-6	-4
7p	I am supported through changes that affect my work	45 / 28 / 26	45%	-9	-10
6a	My senior executives provide clear direction for the future of the organisation	35 / 28 / 37	35%	-7	-14
7b	Change is managed well in my organisation	24 / 25 / 51	24%	-6	-12

Difference from (percentage point)

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

r = below privacy cut-off

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	2025 % favourable	Difference from 2024	Difference from Sector
	Employee voice (total score)				**60%**	-4	-3
5c	My manager encourages and values employee input	74	14	12	74%	-3	-1
5d	My manager involves my workgroup in decisions about our work	68	17	15	68%	-4	-2
8a	I am comfortable sharing a different view to others in my organisation	64	19	16	64%	-4	-2
6e	My senior executives listen to employees	34	30	35	34%	-7	-9

Difference from (percentage point)

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

r = below privacy cut-off

Negative workplace behaviours

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...		2025 % respondents	Difference from 2024	Difference from Sector
been aware of any misconduct in your organisation		14%	+1	0
witnessed bullying		17%	-1	-2
experienced bullying		12%	0	0
witnessed sexual harassment		2%	0	0
experienced sexual harassment		3%	-1	-1
experienced threats or physical harm		1%	-3	-1
witnessed discrimination		9%	-2	+1
experienced discrimination		7%	-2	+2
witnessed racism		5%	-1	-1
experienced racism		3%	-1	0

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
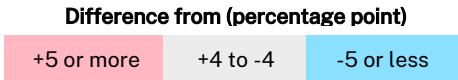
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Action on survey results
Leadership

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	**2025** % favourable	Difference from **2024**	Difference from **Sector**
	Action on survey results (total score)				**28**%	-	**-7**
9b	I am confident my organisation will act on the results of this survey	30	32	38	**30**%	**-13**	**-8**
9a	My organisation has made improvements based on the survey results from last year	25	41	34	**25**%	-	**-6**

Difference from (percentage point)

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

r = below privacy cut-off

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.

21k   How long do you think you will continue to work in your current organisation?

	2025 % respondents	Difference from 2024	Difference from Sector
Less than 1 year	7%	+1	0
1 year to less than 2 years	6%	-1	-2
2 years to less than 5 years	16%	-2	-3
5 years to less than 10 years	23%	0	-2
10 years to less than 20 years	25%	+1	+1
More than 20 years	22%	+1	+6

21l   What best describes your plans involved with leaving your current organisation?

	2025 % respondents	Difference from 2024	Difference from Sector
I am planning to retire	14%	+2	-1
I am applying for/intend to apply for new roles in another NSW public sector organisation	21%	-5	-9
I am applying for/intend to apply for roles in the private sector	22%	-5	+5
I am applying for/intend to apply for new roles in the not for profit / community sector	2%	+1	-1
It is the end of my non-ongoing, casual or contracted employment	11%	-2	+2
Other	31%	+9	+4

r = below privacy cut-off

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.

21m **What is the primary reason behind your desire to leave your current organisation? (top 5 reasons)**

	2025 % respondents	Difference from **2024**	Difference from **Sector**
There are a lack of future career opportunities in my organisation	48%	+7	+13
Senior leadership is of a poor quality	38%	+12	+12
I am not satisfied with the work	21%	+2	+4
I am emotionally exhausted	17%	+5	-2
I can receive a higher salary elsewhere	16%	-3	-2

r = below privacy cut-off

Transport questions

	Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024

Transport questions

Question	Favourable	Neutral	Unfavourable	2025 % favourable	Difference from 2024
I am confident in my ability to provide quality customer service to customers/passengers	86	11		86%	-2
My workgroup demonstrates good health and safety behaviour	80	13		80%	-4
I am able to work productively to deliver what is required of me	78	13	8	78%	-4
My organisation works towards achieving the greater good for the community	72	19	9	72%	-6
I see people in my workgroup being respectful and demonstrating the five ways of leading behaviours	67	21	12	67%	-4
My manager prepares me effectively for changes that affect my work	60	24	16	60%	-6
People in this organisation are able to speak up about problems and tough issues in their workplace	52	26	22	52%	-6
I believe that over the past 12 months my organisation has taken positive action to address negative workplace behaviours	43	33	24	43%	-
I see senior managers of my organisation actively putting people at the heart of the decisions they make	39	30	31	39%	-10
Senior executives inspire me about the future of this organisation	32	32	36	32%	-8

Difference from (percentage point)

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

r = below privacy cut-off

Results by child unit and demographic group

Discover if employees in different groups have different views

Respondent profile

This section provides a snapshot of survey respondents. Use it to assess whether the respondent group reflects your broader organisation or team.

Gender	% respondents
Woman or female	31
Man or male	51
Non-binary	1
Use a different term	1
Prefer not to answer	18

Age	
15-34 years	14
35-54 years	48
55+ years	17
Prefer not to answer	22

Aboriginal and/or Torres Strait Islander	
Yes	3
No	81
Prefer not to answer	16

LOTE spoken at home	
Yes	31
No	53
Prefer not to answer	16

Cultural minority	
Yes	20
No	58
Prefer not to answer	22

Disability	
Yes	6
No	80
Prefer not to answer	14

LGBQA+	% respondents
Yes	5
No	70
I don't know	1
Prefer not to answer	24

Trans or gender diverse	
Yes	0.5
No	79
I don't know	1
Prefer not to answer	19

Person with an intersex variation	
Yes	0.3
No	80
Prefer not to answer	20

Working arrangement	
Full-time	96
Part-time	4

Caring responsibilities	
Yes	47
No	39
Prefer not to answer	14

Organisation tenure	
Less than 1 year	6
1 year to less than 2 years	6
2 years to less than 5 years	27
5 years to less than 10 years	24
10 years to less than 20 years	20
More than 20 years	16

Frontline / Non-frontline	% respondents
Frontline	24
Non-frontline	76

Type of work	
Service delivery involving direct contact with the public	24
Other service delivery work	23
Administrative support	4
Corporate services	14
Policy	1
Research	0.5
Program and project management support	17
Legal	1
Other	16

Salary	
$97,026 and below	17
$97,027 - $125,692	17
$125,693 - $168,129	24
$168,130 and above	20
Prefer not to answer	22

Employment status	
Senior executive	6
Ongoing / permanent	81
Temporary	4
Casual	0.2
Contract-non-executive	2
Labour hire	1
Other	1
Don't know	4

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	NSW TrainLink	Sydney Metro	Sydney Trains	Transport for NSW
Employee engagement	60	61	63	64	56
Wellbeing	59%	64%	60%	67%	53%
Role clarity and support	70%	72%	70%	75%	65%
Inclusion and diversity	67%	65%	74%	67%	67%
Teamwork and collaboration	55%	55%	63%	54%	54%
Learning and development	54%	58%	46%	62%	49%
Communication and change management	46%	50%	48%	52%	41%
Employee voice	60%	63%	65%	59%	60%

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

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	Caring responsibilities*	Cultural minority
Employee engagement	60	62	63	47	58	52	56	68	64	62	63	61	64
Wellbeing	59%	63%	64%	46%	54%	44%	53%	69%	65%	63%	66%	60%	64%
Role clarity and support	70%	74%	73%	55%	67%	61%	66%	78%	75%	72%	74%	70%	75%
Inclusion and diversity	67%	72%	71%	53%	60%	58%	64%	74%	75%	71%	68%	69%	70%
Teamwork and collaboration	55%	59%	57%	38%	51%	48%	50%	62%	59%	58%	57%	56%	59%
Learning and development	54%	58%	59%	44%	53%	45%	54%	62%	63%	57%	59%	54%	58%
Communication and change management	46%	50%	50%	36%	45%	36%	41%	56%	51%	49%	51%	46%	51%
Employee voice	60%	65%	64%	44%	55%	53%	56%	67%	65%	64%	62%	62%	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

r = below privacy cut-off

* See interpretation guide for the definition of who is included in this group

Selected key topic results by type of work

	Report total	Frontline	Non-frontline	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
Employee engagement	60	65	59	65	60	62	59	52	55	57	58	59
Wellbeing	59%	68%	57%	68%	60%	61%	58%	46%	56%	54%	47%	56%
Role clarity and support	70%	77%	67%	77%	68%	74%	69%	64%	64%	66%	64%	66%
Inclusion and diversity	67%	67%	68%	67%	68%	69%	71%	64%	62%	70%	70%	63%
Teamwork and collaboration	55%	54%	55%	54%	55%	61%	57%	50%	54%	55%	56%	52%
Learning and development	54%	65%	51%	65%	54%	56%	51%	43%	40%	48%	51%	51%
Communication and change management	46%	54%	44%	54%	45%	49%	46%	36%	36%	40%	44%	44%
Employee voice	60%	59%	61%	59%	61%	63%	64%	56%	60%	62%	60%	57%

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

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	60	74	67	60	58	57	61
Wellbeing	59%	80%	70%	58%	56%	57%	62%
Role clarity and support	70%	85%	76%	70%	67%	67%	71%
Inclusion and diversity	67%	79%	73%	70%	66%	65%	64%
Teamwork and collaboration	55%	71%	60%	56%	52%	52%	54%
Learning and development	54%	73%	64%	52%	50%	53%	58%
Communication and change management	46%	67%	55%	45%	43%	42%	48%
Employee voice	60%	73%	66%	62%	59%	58%	59%

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

Selected key topic results by geographic region (continued)

	Report total	Metro	Regional	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley excluding Newcastle
Employee engagement	60	61	58	60	64	58	58	60	59	64	53
Wellbeing	59%	61%	58%	60%	65%	58%	54%	58%	62%	66%	49%
Role clarity and support	70%	71%	69%	70%	74%	70%	67%	68%	68%	75%	63%
Inclusion and diversity	67%	69%	68%	68%	71%	64%	66%	71%	71%	74%	55%
Teamwork and collaboration	55%	57%	54%	56%	59%	56%	49%	57%	57%	64%	39%
Learning and development	54%	56%	55%	54%	60%	53%	51%	55%	55%	67%	44%
Communication and change management	46%	48%	43%	47%	50%	45%	40%	39%	46%	56%	31%
Employee voice	60%	62%	61%	61%	64%	60%	58%	61%	63%	66%	46%

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

Selected key topic results by geographic region

	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	59	55	69	60	51	56	59	53	57
Wellbeing	59%	64%	57%	83%	55%	50%	52%	57%	57%	63%
Role clarity and support	70%	73%	64%	88%	67%	63%	70%	71%	68%	69%
Inclusion and diversity	67%	75%	62%	84%	59%	63%	60%	71%	54%	65%
Teamwork and collaboration	55%	55%	56%	79%	52%	49%	46%	55%	39%	53%
Learning and development	54%	58%	46%	81%	55%	46%	56%	60%	52%	50%
Communication and change management	46%	43%	48%	76%	44%	35%	41%	43%	36%	48%
Employee voice	60%	64%	65%	83%	61%	55%	56%	65%	55%	58%

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

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	Decision making and accountability	Employee engagement
Job purpose and enrichment	Inclusion and diversity	Learning and development	Communication and change management	Job satisfaction
Risk and innovation	Flexible working	Pay	Employee voice	Wellbeing
Ethics and values	Grievance handling	Recognition	Action on survey results	Customer service
	Health and safety	Feedback and performance management		

Interpretation guide

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.
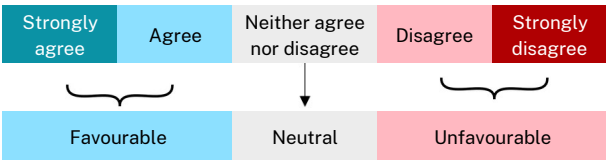
Headline Results – Key topics

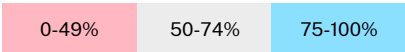Due to changes in the survey questions some topics do not have a comparison to the previous year. Where a comparison is available, the change is displayed in the box.

To improve clarity, survey questions that previously sat under multiple topics have now been assigned to a single, most relevant thematic topic. As a result, previous years' topic scores have been recalculated and may differ slightly from past reports.

% 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%

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%.

Methodology - Burnout questions (disagree)

Burnout (disagree) questions are reported using a 5-point Likert scale from 'strongly disagree' to 'strongly agree'. For negatively framed questions, lower scores ('strongly disagree' and 'disagree') indicate more favourable responses (less burnout), while higher scores ('agree' and 'strongly agree') indicate less favourable scores (more burnout). To interpret the results, the further responses are towards 'strongly disagree', the less burnout is reported; the further towards 'strongly agree', the more burnout is reported.

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.

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
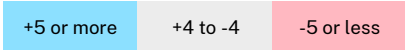
A '-' represents there is no applicable comparison available.

Sector: The NSW public sector as a whole, including all NSW Government employees who participated in the survey.

Interpretation guide

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 roles are those where employees spend at least 70% of their time delivering services directly to members of the public. In the PMES, frontline and non-frontline status is determined by responses to 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

Caring responsibilities

These are employees who selected at least one of the below options from the question; 'Do you have caring responsibilities outside of work?'

- Yes, for a child
- Yes, for a child who needs support due to disability, chronic illness, mental illness or other circumstances
- Yes, for an adult who needs support due to disability, chronic illness, mental illness, dementia, frail age or other circumstances

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: _____ _____ _____ Think about how we can build on our strengths and learn from what we are good at.	Are there any other opportunities coming out of the results that we want to explore further? _____ _____ _____ How could we investigate? Through looking at the data in in more detail or through discussions with staff?	Areas we need to focus on and turn into action plans: _____ _____ _____ 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.				