



NT PEOPLE MATTER SURVEY 2021

Department of Infrastructure, Planning
and Logistics

RESPONSE
RATE:

64%

RESPONSES:

497
of 773



YOUR
EMPLOYEE
ENGAGEMENT
SCORE:



64%

VARIANCE from 2018 SURVEY: -1

VARIANCE from NTPS: -1

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

YOUR
EMPLOYEE
SATISFACTION
SCORE:



68%

VARIANCE from 2018 SURVEY: +1

VARIANCE from NTPS: -1



WHAT NOW?

1. EXPLORE
TAKE TIME TO
UNDERSTAND THE
RESULTS IN THIS
REPORT.

2. DISCUSS
IDENTIFY WITH YOUR
TEAM THE THINGS TO
CELEBRATE
(STRENGTHS) OR
IMPROVE (ACTION
AREAS).

3. DEVELOP
DEVELOP A PLAN OF
ACTION USING
TEMPLATE AT THE
BACK OF THIS
REPORT.



EEO GROUP ENGAGEMENT SCORES:

ENGAGEMENT
SCORES

ATSI - Yes	68%
DISABILITY - Yes	60%
AGE - 55+ YRS	62%



HIGHEST SCORING QUESTIONS:

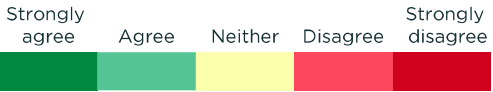
% POSITIVE

Q2g. I believe the work that I do is important	91%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	91%
Q2c. I seek out opportunities to improve my day-to-day performance	89%

GUIDE TO THIS REPORT

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



POSITIVE
RESPONSE

Neutral
response

Negative
response

÷

number of respondents who
answered the question

=

% POSITIVE

ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

ANONYMITY

IT IS ENGINE'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.

COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO INDUSTRY REGULATION&/OR PUBLIC INFRASTRUCTURE

DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

TIPS & SUGGESTIONS

01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

03.

High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

05.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

What do you want employees to be saying about their working lives in the future?
















What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

Is there room for improvement?

06.

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q2g. I believe the work that I do is important	 91%	Q5d. My work performance is assessed against clear criteria	 35%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	 30%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	 91%	Q15d. My organisation motivates me to help it achieve its objectives	 34%	Q7f. I feel senior managers engage with employees at all levels of the organisation	 30%
Q2c. I seek out opportunities to improve my day-to-day performance	 89%	Q6h. My manger appropriately deals with employees who perform poorly	 34%	Q4g. My manager discusses my career plan with me	 29%
Q2a. My behaviour at work is informed/guided by the NTPS values	 87%	Q5g. My manager has talked to me about what I could do to improve my performance	 33%	Q7g. I feel senior managers keep employees informed about what is going on	 29%
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	 87%	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	 33%	Q7h. Communications about change from senior managers are timely	 28%



FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

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

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

EMPLOYEE ENGAGEMENT INDEX



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM. YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.

EMPLOYEE ENGAGEMENT					64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								-1	0	-1
SAY	Q15a. I would recommend my organisation as a great place to work	21	41	23	11	62%	-1	+1	+1	
	Q15b. I am proud to tell others I work for my organisation	22	43	25	8	65%	+1	-1	-1	
STAY	Q15c. I feel a strong personal attachment to my organisation	18	41	28	9	59%	-3	-1	-1	
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	16	32	34	13	48%	-2	-3	-7 ⬇	
	Q15e. My organisation inspires me to do the best in my job	16	33	33	13	49%	-2	-1	-6 ⬇	

KEY

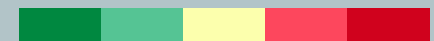


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

THESE QUESTIONS HAVE BEEN IDENTIFIED AS YOUR KEY DRIVERS OF ENGAGEMENT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND OTHERS WILL BE AREAS TO MAINTAIN. IN ORDER TO IMPROVE ENGAGEMENT DEVELOPING ACTIONS AND ACTIVITIES FOCUSED ON THESE QUESTIONS WILL HELP IMPROVE PERFORMANCE.

CONSIDER WHETHER THESE AREAS CAN BE ALIGNED WITH CURRENT PRIORITIES AND OBJECTIVES TO ENSURE ACTIONS CAN BE SUSTAINED.



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

.1

Q7b. Senior managers provide clear strategy and direction

53%

-

+1

-2

.2

Q7c. I believe the senior management team has a clear vision for the future of this organisation

53%

-4

+1

-3

.3

Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders

65%

-4

-1

0

.4

Q8d. My organisation fairly considers recommendations from staff about how we could better operate

45%

-

+1

-1

.5

Q7f. I feel senior managers engage with employees at all levels of the organisation

46%

-

-1

-2

.6

Q7g. I feel senior managers keep employees informed about what is going on

46%

-

-1

-4

EMPLOYEE SATISFACTION INDEX



HOW SATISFIED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF EMPLOYEE SATISFACTION WITHIN YOUR TEAM. THIS SCORE REFLECTS HOW CONTENT EMPLOYEES ARE WITH THEIR JOBS AND THE WIDER ORGANISATION. FEELING CHALLENGED, RECEIVING AN APPROPRIATE LEVEL OF RECOGNITION AND HAVING AN ADEQUATE LEVEL OF RESPONSIBILITY ALL HAVE AN IMPACT ON EMPLOYEE SATISFACTION.

EMPLOYEE SATISFACTION		68%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								+1	-1	-1
Q14a. I receive adequate recognition for doing a good job		18	39	24	14	57%	-1	-3	-2	
Q14b. I have the appropriate level of autonomy to do my job effectively		26	53	13		79%	+1	-1	0	
Q14c. There are opportunities to be innovative in my job		22	46	19	9	68%	+4	-3	-4	
Q14d. Overall, I am satisfied with my job		25	44	19	9	69%	-3	-1	-4	
Q14e. Overall, I am satisfied with my organisation as an employer		23	47	17	9	69%	+2	+2	+3	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



EMPLOYEE EXPERIENCE



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

PURPOSE		66%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	Q2g. I believe the work that I do is important	45	46			91%	-	+1	-1
	Q15d. My organisation motivates me to help it achieve its objectives	16	32	34	13	48%	-2	-3	-7 ↓
Purpose	Q8b. I believe in the purpose and objectives of the organisation	20	57	19		77%	-2	-2	-3
	Q15e. My organisation inspires me to do the best in my job	16	33	33	13	49%	-2	-1	-6 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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IS THERE ROOM FOR IMPROVEMENT?

BELONGING					64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Accepted	Q15c. I feel a strong personal attachment to my organisation	18	41	28	9		59%	-3	-1	-1
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	36	49	9			86%	0	+1	+1
Included	Q5f. My manager has talked to me about what I am doing well in my work	17	36	23	17	7	54%	-	-3	-5 ↓
	Q5g. My manager has talked to me about what I could do to improve my performance	12	30	33	18		42%	-	-2	-6 ↓
	Q6c. My manager involves me in decisions about my work	29	42	15	8		71%	-	0	+2
	Q6b. My manager keeps me informed about changes which affect me	30	40	17	9		70%	+3	-1	-2
Respected	Q14a. I receive adequate recognition for doing a good job	18	39	24	14		57%	-1	-3	-2
	Q3d. People in my workgroup treat each other with respect	29	44	13	9		74%	-	+1	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

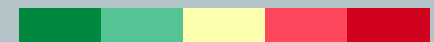


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	58%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2e. I contribute to my workplace outside of the requirements of my job description	45	41	13		85%	-	-2	-3
Q14a. I receive adequate recognition for doing a good job	18	39	24	14	57%	-1	-3	-2
Q2f. I receive adequate recognition for the contributions I make outside of my job description	15	33	26	17	48%	-	-1	-1
Q6h. My manger appropriately deals with employees who perform poorly	15	25	34	15	40%	-	0	-4

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING	72%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	22	45	19	10	67%	- -1 +3
Q9a. In my organisation, my manager considers the wellbeing of employees to be important	33	48	8		81%	- +2 +5 ↑
Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	23	41	17	14	64%	- +2 +3
Q3d. People in my workgroup treat each other with respect	29	44	13	9	74%	- +1 -2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



BULLYING/HARASSMENT



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IS THERE ROOM FOR IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13a. Bullying is not tolerated in my organisation	25	42	19	9	67%	-	+3	+2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

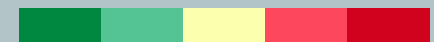


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree








BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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RESPONDED TO THEM.

IS THERE ROOM
FOR
IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13d. Experienced bullying/harassment in the past 12 months		497				
Experienced bullying		104	21%	-	+1	-1
Experienced sexual harassment		7	1%	-	0	0
Experienced both bullying and sexual harassment		22	4%	-	0	-2
No		323	65%	-	0	+3
Prefer not to say		41	8%	-	-1	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

BULLYING/HARASSMENT



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FOR
IMPROVEMENT?

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13f. Have you submitted a formal complaint regarding the bullying incident you personally experience?		126				
Yes	<div></div>	14	11%	-	-2	-5↓
No	<div></div>	112	89%	-	+2	+5↑
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		126				
Yes	<div></div>	43	34%	-	-1	+2
No	<div></div>	83	66%	-	+1	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
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AT LEAST 5 PERCENTAGE POINTS LESS THAN
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BULLYING/HARASSMENT



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HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		29				
Yes	<div></div>	3	10%	-	-7	-8
No	<div></div>	26	90%	-	+7	+8
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		29				
Yes	<div></div>	8	28%	-	-10	-7
No	<div></div>	21	72%	-	+10	+7

KEY



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THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

BULLYING/HARASSMENT



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IS THERE ROOM
FOR
IMPROVEMENT?

WITNESSED BULLYING/HARASSMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q13b. In the past 12 months, have you witnessed bullying/sexual harassment at work?

497

Yes		133	27%	-	-1	-3
No		364	73%	-	+1	+3

Q13c. What action did you take after witnessing this bullying/sexual harassment?

196

Spoke about the matter to the person perceived to be the bully		32	16%	-	+3	+1
Spoke about the matter to the person perceived to have been bullied		43	22%	-	-4	-4
Reported the matter formally or informally		58	30%	-	-1	-3
Made a note of the occurrence but took no action		30	15%	-	+2	+3
Took no action		18	9%	-	-1	+2
Other		15	8%	-	+1	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND HOW COLLEAGUES RESPONDED TO THEM.

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q5a. I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)

497

Yes	<div></div>	198	40%	-8 ↓	-5 ↓	-16 ↓
No	<div></div>	244	49%	+11 ↑	+6 ↑	+17 ↑
Not Sure	<div></div>	55	11%	-3	-1	-1

Q5b. I have received formal feedback on individual performance

497

Yes	<div></div>	220	44%	-4	-3	-5 ↓
No	<div></div>	277	56%	+4	+3	+5 ↑

Q5c. I have received informal feedback on individual performance

497

Yes	<div></div>	361	73%	+1	-4	-2
No	<div></div>	136	27%	-1	+4	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q5e. I receive regular and timely feedback from my manager	15	36	24	18	7	51%	-6 ↓	-1	-2
Q5f. My manager has talked to me about what I am doing well in my work	17	36	23	17	7	54%	-	-3	-5 ↓
Q5g. My manager has talked to me about what I could do to improve my performance	12	30	33	18		42%	-	-2	-6 ↓
Q5d. My work performance is assessed against clear criteria	10	32	35	14	9	43%	-	-3	-8 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



CAPABILITY



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND HOW COLLEAGUES RESPONDED TO THEM.

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		497				
Yes	<div></div>	284	57%	+7	-5	-13
No	<div></div>	213	43%	+5	+5	+13
Q4b. In the past 12 months, have you undertaken any learning and development activities?		497				
Yes	<div></div>	232	47%	-	-5	-21
No	<div></div>	265	53%	-	+5	+21
Q4c. Were the learning and development activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)?		232				
Yes	<div></div>	104	45%	-	-10	-23
No	<div></div>	128	55%	-	+10	+23

KEY



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4f. My manager helps to develop my capability (work related skills and knowledge)	22	39	22	9 7	62%	+1	+1	-1
Q4d. The learning and development I have undertaken has helped me advance my career	20	38	28	12	58%	+24 ↑	+1	-2
Q4e. The learning and development I have undertaken has helped me to do my job better	29	55	11		84%	+29 ↑	+2	+1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

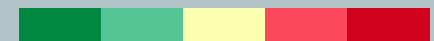


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IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	80%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	45	46	91%	-	+1	-1
Q2d. I clearly understand what I am expected to do in this job	31	50	81%	-6 ↓	0	-2
Q14b. I have the appropriate level of autonomy to do my job effectively	26	53	79%	+1	-1	0
Q2b. My job allows me to utilise my skills, knowledge and abilities	28	51	79%	-1	-1	-4
Q6g. My manager enables the team to do their best	28	40	68%	-	-1	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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INNOVATION



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY			80%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2d. I clearly understand what I am expected to do in this job	31	50	10		81%	-6 ↓	0	-2
Q14b. I have the appropriate level of autonomy to do my job effectively	26	53	13		79%	+1	-1	0
Q2b. My job allows me to utilise my skills, knowledge and abilities	28	51	12		79%	-1	-1	-4

KEY

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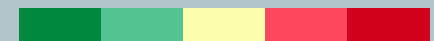


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INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT					63%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	19	46	20	12	65%	-4	-1	0	
	Q16a. I believe my organisation will take action as a result of this survey	11	33	28	18	10	44%	+2	+3	+1
	Q8a. I know what I need to do to make changes happen in my organisation	11	40	31	15		51%	+9	+1	-3
	Q2c. I seek out opportunities to improve my day-to-day performance	35	54	8		89%	-	0	-3	
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	13	38	19	19	11	51%	-	+2	+2
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	11	34	30	18	8	45%	-	+1	-1
	Q3b. My workgroup always tries to improve its performance	30	48	14			78%	-	0	-3
	Q14c. There are opportunities to be innovative in my job	22	46	19	9		68%	+4	-3	-4
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	19	55	19			74%	-6	+3	+4

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

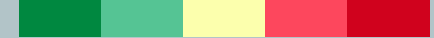


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QUALITY SERVICE DELIVERY



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	19	46	20	12		65%	-4	-1	0
	Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	24	46	20	7		71%	-2	+3	-1
	Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	34	52	10			87%	+5 ↑	+1	+2
	Q10d. My organisation provides high quality services to the Northern Territory community	31	52	12			82%	+2	-1	+3
	Q3c. People in my workgroup use their time and resources efficiently	21	44	19	10		65%	-	-2	-6 ↓
	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	11	38	33	13		50%	-	-3	-3
	Q8e. There is good cooperation between teams across our organisation	11	38	24	16	11	49%	-	0	0

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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MANAGERS



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	86%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	45	46	91%	-	+1	-1
Q2d. I clearly understand what I am expected to do in this job	31	50	81%	-6 ↓	0	-2
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	36	49	86%	0	+1	+1

KEY

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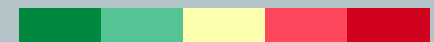


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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		59%					RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me		17	31	23	20	9	48%	+11	↑	+2	-5	↓
Q6g. My manager enables the team to do their best		28	40	21	8		68%	-		-1	-2	
Q5f. My manager has talked to me about what I am doing well in my work		17	36	23	17	7	54%	-		-3	-5	↓
Q5g. My manager has talked to me about what I could do to improve my performance		12	30	33	18		42%	-		-2	-6	↓
Q6c. My manager involves me in decisions about my work		29	42	15	8		71%	-		0	+2	
Q6b. My manager keeps me informed about changes which affect me		30	40	17	9		70%	+3		-1	-2	

KEY

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MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	69%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	34	44	11	8		77%	-	0	0
Q6d. My manager demonstrates objectivity in decision-making	28	40	18	9		68%	-	0	0
Q6j. My manager encourages behaviours that are consistent with the NTPS values	32	42	17			74%	-	0	-1
Q6e. My manager is an effective decision maker	29	39	19	8		69%	-	+1	-1
Q6a. My manager listens to what I have to say	35	42	14			77%	-	0	0
Q6f. My manager sees avoiding conflicts of interest as being important	36	41	17			76%	-	+3	+7 ↑
Q6h. My manager appropriately deals with employees who perform poorly	15	25	34	15	11	40%	-	0	-4

KEY

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SENIOR MANAGERS



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		61%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q8b. I believe in the purpose and objectives of the organisation	20	57	19		77%	-2	-2	-3
K	Q7c. I believe the senior management team has a clear vision for the future of this organisation	17	35	29	12 7	53%	-4	+1	-3
K	Q7b. Senior managers provide clear strategy and direction	19	34	26	13 8	53%	-	+1	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

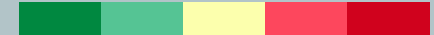


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SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		46%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q7h. Communications about change from senior managers are timely	14	32	26	17	11		46%	+3	-1	-2
K	Q7f. I feel senior managers engage with employees at all levels of the organisation	17	30	24	20	10		46%	-	-1	-2
K	Q7g. I feel senior managers keep employees informed about what is going on	13	33	25	18	11		46%	-	-1	-4
	Q7e. I feel the senior managers in my organisation make timely decisions	15	31	28	18	8		46%	-	0	-2

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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	25	38	20	11		64%	-	+2	+1
Q7d. I feel that senior managers model the behaviours expected of employees	19	40	23	12		58%	-	+2	+2
Q12k. In my organisation, behaving impartially is seen as important	28	46	20			74%	-	+4	+6 ↑
Q12j. In my organisation, engaging in improper conduct is not tolerated	28	42	20			71%	-	+4	+2

KEY

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GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	18	35	24	13	10	53%	-7 ↓	+2	-1
	Q6b. My manager keeps me informed about changes which affect me	30	40	17	9		70%	+3	-1	-2
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	36	55		8		91%	-	0	-1
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	31	51	14			81%	-	+1	0
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	10	41	28	14		52%	-	-2	-2
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	32	31	14	11	45%	-	-4	-2
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	36	51		11		87%	-	+1	+2
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	33	40	19			73%	-	0	0
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	24	52	15	7		76%	-	0	+4

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IS THERE ROOM
FOR
IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q12a. I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)

497

Yes	<div></div>	490	99%	-	0	+1
No	<div></div>	7	1%	-	0	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	64%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	34	44	11	8		77%	-	0	0
Q12i. In my organisation, avoiding conflict of interest is seen as important	35	45	15			80%	-	+2	+7 ↑
Q12j. In my organisation, engaging in improper conduct is not tolerated	28	42	20			71%	-	+4	+2
Q3c. People in my workgroup use their time and resources efficiently	21	44	19	10		65%	-	-2	-6 ↓
Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	32	31	14	11	45%	-	-4	-2
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	22	34	25	12	7	56%	-	-2	-3
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	18	38	26	13		55%	-	+2	+1

KEY

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ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q12b. I have witnessed improper conduct

497

Yes		146	29%	-	-2	-4
No		351	71%	-	+2	+4

Q12c. I know what to do to report improper conduct in my organisation

497

Yes		431	87%	-	-1	-1
No		66	13%	-	+1	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

RESPONDENT PROFILE

This data is to help you consider how representative the survey is of your agency. It also can provide a diversity profile of your workforce.

Survey Responses : 497 NOTE: Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

Gender	Survey %	Do you have a disability?	Survey %	Where is your workplace located?	Survey %
Male	48	Yes	4	Darwin City (including Palmerston)	83
Female	49	No	96	Katherine	3
Self-Specified	3			Alice Springs	8
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	1
15-34 YRS	22	Ongoing	82	Nhulunbuy	1
35-54 YRS	52	Fixed Term	12	Darwin Region (including the Tiwi Islands and West Arnhem)	3
55-64 YRS	22	Casual	0	East Arnhem Region	0
65+ YRS	4	Executive Contract	5	Alice Springs Region	1
				Katherine Region	1
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	Barkly Region	0
Yes	7	Yes	32	Outside of the Northern Territory	0
No	93	No	68		
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	17	Yes	34	Less than 3 months	6
No	83	No	66	3 months to less than 12 months	9
				1 - 4 years	24
				5 - 9 years	25
				10 - 14 years	17
				15 - 19 years	7
				20 - 29 years	8
				30 years or more	2
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %		
Yes	11	Full-time	96		
No	89	Part-time	4		

RESPONDENT PROFILE

This data is to help you consider how representative the survey is of your agency. It also can provide a diversity profile of your workforce.

Survey Responses : 497 NOTE: Values that appear as 0 have been rounded down due to the size of the group. Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

What is your current Classification or occupational group?	Survey %	Personal background is not a barrier to success in my organisation?	Survey %
Executive Contract Officer	6	Strongly agree	22
Administration Stream	58	Agree	49
General NTPS – Professional Stream	14	Neither agree nor disagree	18
General NTPS – Technical Stream	18	Disagree	7
General NTPS- Physical Stream	0	Strongly disagree	4
Graduate	0		
Trainees/NTPS Apprentices/NICP	1		
Other (please specify)	1		
Admin & Corporate Services	0		
Other	1		
		Working flexibly is not a barrier to success in my organisation	Survey %
		Strongly agree	16
		Agree	46
		Neither agree nor disagree	24
		Disagree	9
		Strongly disagree	5
		My workplace has a flexible approach to work	Survey %
		Strongly agree	16
		Agree	43
		Neither agree nor disagree	21
		Disagree	14
		Strongly disagree	6
		In the past 12 months, have you worked flexibly for any period of time?	Survey %
		Yes	34
		No	66

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Department of Infrastructure, Planning and Logistics		497	64%	68%
ATSI	Yes	35	68%	64%
DISABILITY	Yes	22	60%	58%
GENDER	Male	237	64%	68%
	Female	246	66%	71%
	Self-Specified	14	36%	27%
AGE	15-34 YRS	108	69%	77%
	35-54 YRS	260	63%	66%
	55-64 YRS	111	61%	65%
	65+ YRS	18	65%	77%
AGENCY TENURE	Less than 3 months	39	74%	82%
	3 months to less than 12 months	67	67%	76%
	1 - 4 years	186	65%	71%
	5 - 9 years	109	62%	65%
	10 - 14 years	56	61%	59%
	15 - 19 years	20	53%	49%
	20 - 29 years	16	66%	64%
	30 years or more	4	Restricted	Restricted
FLEXIBLE WORKING	Yes	169	68%	73%
	No	328	62%	66%

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Department of Infrastructure, Planning and Logistics		497	64%	68%
MANAGER	Managers	157	67%	75%
	Non-managers	340	63%	66%
WORKING ARRANGEMENT	Ongoing	408	63%	67%
	Fixed Term	61	68%	71%
	Casual	2	<i>Restricted</i>	<i>Restricted</i>
	Executive Contract	26	79%	88%
EMPLOYMENT TYPE	Full-time	479	64%	68%
	Part-time	18	65%	79%
REGION	Darwin City (including Palmerston)	414	64%	69%
	Katherine	15	55%	59%
	Alice Springs	41	70%	71%
	Tennant Creek	3	<i>Restricted</i>	<i>Restricted</i>
	Nhulunbuy	4	<i>Restricted</i>	<i>Restricted</i>
	Darwin Region (including the Tiwi Islands and West Arnhem)	13	50%	51%
	East Arnhem Region	1	<i>Restricted</i>	<i>Restricted</i>
	Alice Springs Region	3	<i>Restricted</i>	<i>Restricted</i>
	Katherine Region	3	<i>Restricted</i>	<i>Restricted</i>
	Barkly Region	0	<i>Restricted</i>	<i>Restricted</i>
	Outside of the Northern Territory	0	<i>Restricted</i>	<i>Restricted</i>

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the 2021 People Matter Employee Survey which was open from 22 February to 14 March 2021.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Employee Satisfaction, this has been calculated by adding the unrounded positive scores of all items in the group, and then dividing by the number of questions in the index to create a % positive average figure. For ease of reporting this figure has been rounded. Please note this does not apply to the Engagement Index which has been calculated using the method outlined below.

EMPLOYEE ENGAGEMENT INDEX

Scores are assigned to each of the question responses in the index (100% strongly Agree, 75% Agree, 50% Neither agree nor disagree, 25% Disagree, and 0 Strongly disagree). Once the scores are added together these are then divided by the number of respondents to create an average % positive. For ease of reporting this figure has been rounded.

KEY DRIVER ANALYSIS

Experience tells us that a successful response to survey results requires focus on key priorities. Key Driver Analysis (KDA) helps identify these priority areas. Statistical techniques including Pearson's correlation analysis identifies the individual questions with the strongest influence on your engagement index.

Pearson's correlation measures the strength of the relationship between variables and the direction of that relationship. For example, it measures the extent to which a strong response to one variable indicates a strong response in the other.

This approach is used to identify which questions have the strongest positive relationship with the engagement index, and therefore on engagement. Once we know the highest impacting questions, to simplify reporting we take the highest impacting questions to determine 6 Key Driver questions. the parent unit.

APPENDIX B: COMPARATOR GROUPS

Comparator Group - Agencies that have similar characteristics (eg central coordination, service delivery, regulation etc) are grouped together for the purpose of comparing results.

The 2021 comparator groups are:

Central Agency

Department of Corporate and Digital Development
Department of the Chief Minister and Cabinet
Office of the Commissioner for Public Employment
Department of Treasury and Finance
Department of Legislative Assembly
Department of the Attorney General and Justice

Commercial (or includes commercial element)

Jacana Energy
Power and Water Corporation
Land Development Corporation
Territory Generation

Statutory Authority

Independent Commissioner Against Corruption
Auditor General
Electoral Commission
Ombudsman
Aboriginal Areas Protection Authority

Industry Regulation &/or Public Infrastructure

Department of Environment Parks and Water Security
Department of Industry Tourism and Trade
Department of Infrastructure, Planning and Logistics

Service Delivery - Public facing

Department of Territory Families, Housing and Communities
NT Health - Department of Health, TEHS, CAHS
Northern Territory Police Fire and Emergency Services
Department of Education

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

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 MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

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?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

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