

People Matter Survey – 2021 to 2023 Summary

There were some identified actions in the 2021 response plan that are linked to improvements in scores for the 2023 People Matter Survey Results.

Senior Management Communication and Vision

A strong focus was placed on senior managers effectively communicating, particularly around the vision and direction across the agency and managers disseminating this to divisions and teams.

- The design and launch of the NTPS Executive Leadership Development Framework
- Implemented the new Capability Framework which includes 'people leadership' as its own capability.
- Delivered a communications masterclass for senior executives; delivered an executive roundtable workshop focused on ethics, leadership and communication.
- Implemented the Aboriginal Leadership Development and Career Pathways initiative to support NTPS Aboriginal middle managers in growing their own leadership skills.

- 56% of employees agree their senior managers provide clear strategy and direction, which has increased by 2%. It should also be noted the employees who disagreed with this statement have decreased by 3%.
- All questions relating to the communication of senior managers and managers have improved by an average of 2%.
- Most agencies show significant improvements in senior managers communicating the vision and purpose of the agency.

Feedback and Performance Management

Another focus area was feedback and performance management of employees as it is intrinsically important to the engagement of staff, their discretionary effort and the effectiveness of an organisation.

- The development and implementation of the new Capability Framework, the Capability Discovery Tool and additional resources to upskill managers and employees for effective performance management discussions.
- Ongoing delivery of 'Results through people – getting great performance' training for managers to learn how to constructively address employee performance.
- The implementation and delivery of a whole of sector orientation program which includes essential training modules for all employees.

- 61% of employees agree their manager talks to them about what they are doing well in their performance, which has increased by 3%.
- 49% of employees agree their manager has talked to them about what they could improve in their work, which has increased by 2%. Employees who disagreed with this statement decreased by 3%.
- 56% of employees agree they receive regular and timely feedback from their manager, which has increased by 3%. Employees who disagreed with this statement decreased by 3%.
- 55% of employees agree their manager discusses their career intentions with them, which has increased by 2%. Employees who disagreed with this statement decreased by 2%.
- Scores for employees receiving both formal and informal feedback on their performance have increased by 2%.
- All questions relating to performance conversations have increased by at least 2%.

Inappropriate Workplace Behaviours

Bullying and sexual harassment was the third focus area for the response plan as it can have a significant impact on an employee's satisfaction and engagement when experiencing or witnessing behaviours.

- Modernised the code of conduct to include clear language about appropriate workplace behaviours and delivered 23 code of conduct training sessions.
- Released a sexual harassment policy applicable to all NTPS employees; developed and implemented the NTPS mentally health workplace framework.
- Promoted safe and respectful workplaces through a whole sector campaign and posters about expected workplace behaviours and values.
- Provided website information to actively promote workplace inclusion practices.

- 77% of employees agree that bullying/sexual harassment is not tolerated in their organisation which is an increase of 12%.
- Those who experienced bullying decreased by 3% and those who experienced sexual harassment decreased by 1%.
- Formal complaints made about a bullying experience increased by 5%.

Completed
2021
Response
plan actions

Impact to
2023
survey
scores