



Our ref: DHS/18/18236
Your ref: 718426

Office of the Chief Executive
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Riverside Building
North Terrace
Adelaide SA 5000

GPO Box 292
Adelaide SA 5001

DX115

Tel: 08 8413 9050
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ABN 11 525 031 744

Ms Alison Sandy
Seven Network
560 Sir Samuel Griffith Drive
Mount Coot-tha QLD 4066

Sent by email: asandy@seven.com.au

Dear Ms Sandy

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Department of Human Services (DHS) on 29 November 2018, seeking access to:

Documents relating to polling/surveys undertaken by the department, specifically:

- 1. A copy of all final reports;*
- 2. Any ministerial/executive briefing notes and attachments relating to the survey/poll;*
- 3. If the final report has not been completed, please include the briefing note/internal correspondence seeking approval including attachments.*

Timeframe: 1 January 2018 to 29 November 2018.

Unfortunately, DHS was unable to make a determination on your application within the 30 days, therefore it is considered to be a 'deemed refusal' under section 19(2)(b) of the Act. However, DHS has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the Act.

Fifteen documents were located that fit within the scope of your request and I have determined as follows:

- Ten documents released in full
- Two documents released in part, and
- Access to three documents is refused in full.

Released in part

Documents 4 and 5 contain identifying details of third parties. I consider that the disclosure of this information would be an unreasonable release of personal information and have determined it exempt pursuant to clause 6(1) of Schedule 1 to the Act. As it is practicable to provide you with a copy of these documents once the exempt information has been removed, and it appears that you would want access to the remaining information, I am releasing these documents to you in part in accordance with section 20(4) of the Act.

Refused in full

Document 14 is a research report commissioned by DHS regarding the rollout of the National Disability Insurance Scheme (NDIS) and Document 13 is briefing containing summarised points from the research from this report. The disclosure of this report and accompanying briefing could reasonably be expected to cause damage to the relationship between the South Australian government and the National Disability Insurance Agency (NDIA)

The NDIS remains in a state of transition as it is currently being rolled out across the country. The release of this document could serve to corrode public trust and confidence in the continued effectiveness of the NDIS which in turn could reasonably be expected to cause damage to the relationship between the South Australian government and the NDIA.

The transition to the NDIS affects thousands of people in the community with a disability and there is clearly a public interest in ensuring that the rollout of the scheme is successful. The sustainability of the NDIS is reliant on strong relationships between States and the Commonwealth and it is not in the public interest to release information that may undermine its success by damaging the working relationship between the NDIA and South Australian government agencies.

I acknowledge that there are public interest factors favouring disclosure of this report including the meeting of the objective of general objects of the Act (openness and transparency) and enhancing public participation in government process. However, I consider that the public interest in ensuring there is a smooth transition to the NDIS carries the greater weight. I have therefore determined the document to be exempt pursuant to clause 5(1)(a)(i) and (b) of Schedule 1 to the Act.

Document 15 is a report that was specifically commissioned for submission to Cabinet and I have therefore determined this document to be exempt in full pursuant to clause 1(1)(a) of Schedule 1 to the Act.

Exemptions

Clause 1 – Cabinet documents

- (1) A document is an exempt document –
 - (a) if it is a document that has been specifically prepared for submission to Cabinet (whether or not it has been so submitted); or

Clause 5 – Documents affecting inter-governmental or local governmental relations

- (1) A document is an exempt document if it contains matter—
 - (a) the disclosure of which—
 - (i) could reasonably be expected to cause damage to intergovernmental relations; or
 - (ii) would divulge information from a confidential intergovernmental communication; and
 - (b) the disclosure of which would, on balance, be contrary to the public interest.

Clause 6 – Documents affecting personal affairs

- (1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

Charges payable

I have determined that the charge for access to these documents will be \$289.90, as per the table below. This amount must be paid by **28 August 2019** prior to access to the documents being provided. If I have not heard from you by that date I will assume that you no longer require access to the documents.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Chief Executive, DHS, as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact Fiona Braendler, Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

Yours sincerely



Matthew Schutz
ACCREDITED FOI OFFICER

14 / 08 / 2019

SCHEDULE OF DOCUMENTS – DHS/18/18236

Freedom of information application from Alison Sandy seeking documents relating to polling/surveys undertaken by the department. I'm specifically seeking: 1. a copy of all final reports; 2. any ministerial/executive briefing notes and attachments relating to the survey/poll; If the final report has not been completed, please include the briefing note/internal correspondence seeking approval including attachments Timeframe: 1 January 2018 to the date of this application inclusive.

No	Author	Date	Description of document	Determination	Reason
1.	Community and Support Services, Community Services	November 2018	Ceduna Leadership Group Survey	Released in full	No exempt material
2.	Katriona Kinsella, Senior Policy and Program Officer, Community and Support Services	6/08/2018	Briefing – 18TDHS/1241 – YACSA LGBTIQ Youth Engagement Proposal	Released in full	No exempt material
3.			Attachment 1 to Document 3 – YACSA Proposal re LGBTIQ youth consultation	Released in full	No exempt material
4.	Community Services		STAY Program Survey Results	Released in part	Clause 6(1) – personal affairs
5.	Concessions and Support Services		ITC Survey 2018 Summary-Charts-Feedback	Released in part	Clause 6(1) – personal affairs
6.	Youth Justice		Youth Justice findings from employee survey	Released in full	No exempt material
7.	Julia Canny, Principal Leadership Consultant, People and Culture	23/03/2018	ELT Agenda Item Paper – 18TDCSI/546 - Employee Pulse Survey Results March 2018	Released in full	No exempt material
8.			Attachment 1 to Document 16 - Employee Pulse Survey - March 2018 Results Overview	Released in full	No exempt material
9.			Attachment 2 to Document 16 - Employee Pulse Survey - Survey Guide	Released in full	No exempt material
10.	Julia Canny, A/Head of Organisational Development & Learning, People and Culture	20/09/2018	ELT Agenda Item Paper – 18TDHS/1475 - Employee Pulse Survey Results August 2018	Released in full	No exempt material
11.			Attachment 1 to Document 19 - Employee Pulse Survey - August 2018 Results Overview	Released in full	No exempt material
12.			Attachment 2 to Document 19 - Engagement Index Trend Results for DHS Divisions v.2	Released in full	No exempt material
13.	Richard Littleton, Communications and Engagement	undated	Briefing to the Disability Reform Committee – Research on the NDIS rollout	Refused in full	Exempt clause 5(1) – intergovernmental relations
14.	Arc Public	April 2018	Research on the NDIS rollout	Refused in full	Exempt clause 5(1) – intergovernmental relations
15.	KPMG		Accommodation Services Transition	Refused in full	Exempt clause 1(1)(a) – prepared for Cabinet

Findings from Ceduna Leadership Group Survey

November 2018

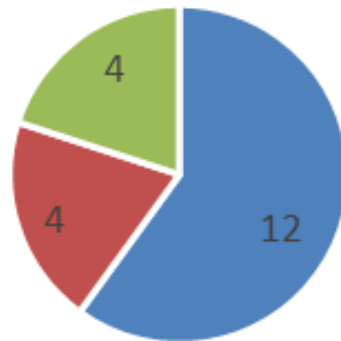
Survey responses

- 26 invited to complete survey
- 20 started the survey
- 16 completed majority of the survey
- 13 completed entire survey

Survey respondents

Length of engagement

- More than half of the respondents have been involved in CSR since its inception (12/20)

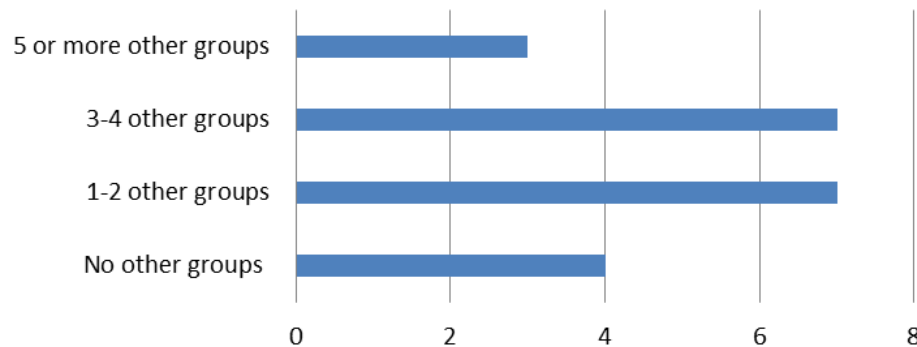


- Leadership Group member for 3+ years
- Leadership Group member for 1-3 years
- Leadership Group member for <1 year

Note: Responses were lower on average for those involved the least amount of time

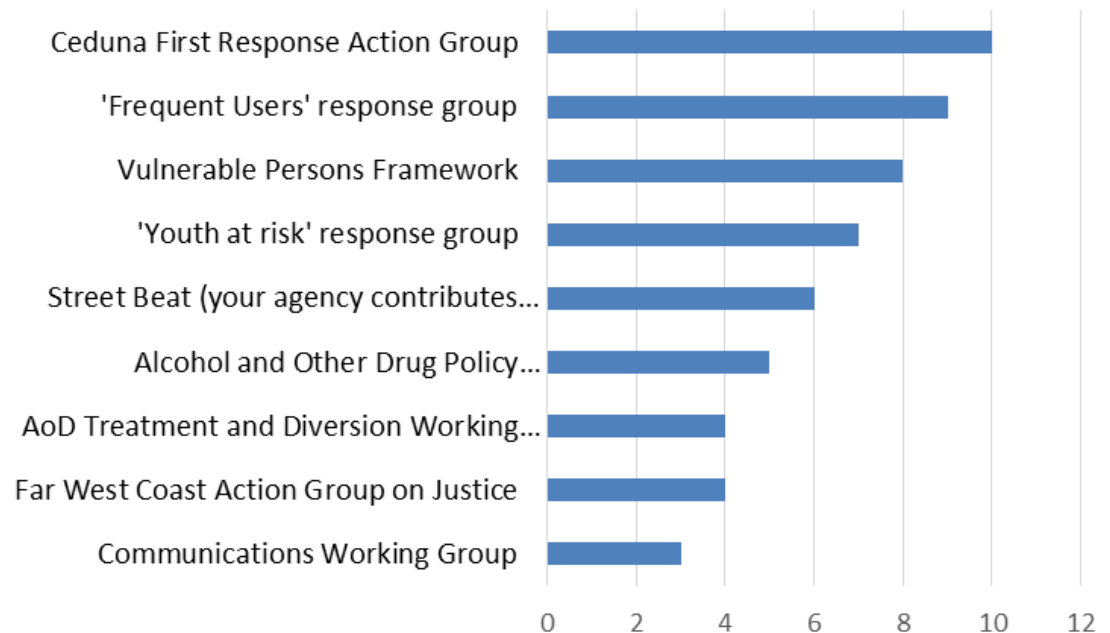
Survey respondents

Level of engagement



More than half (12) of the respondents have been/are involved in 3 or more other CSR groups/committees

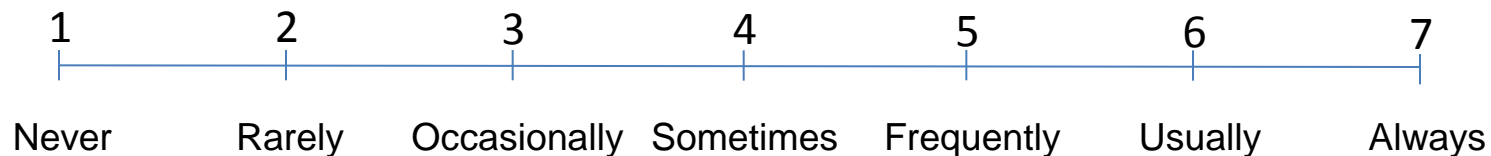
The First Response Action Group was the most commonly reported working group in which members were involved (10/20)



5 areas in the survey

- Collaborative planning processes
- Collaborative identity/ethos
- Trust and respect
- Other collaborative leadership & governance structures & processes
- Leadership collaborative capacity and competencies

For each section, 7-10 questions about the frequency they noted various elements in the functioning of the Leadership Group:



Sections 1-5 Average scores

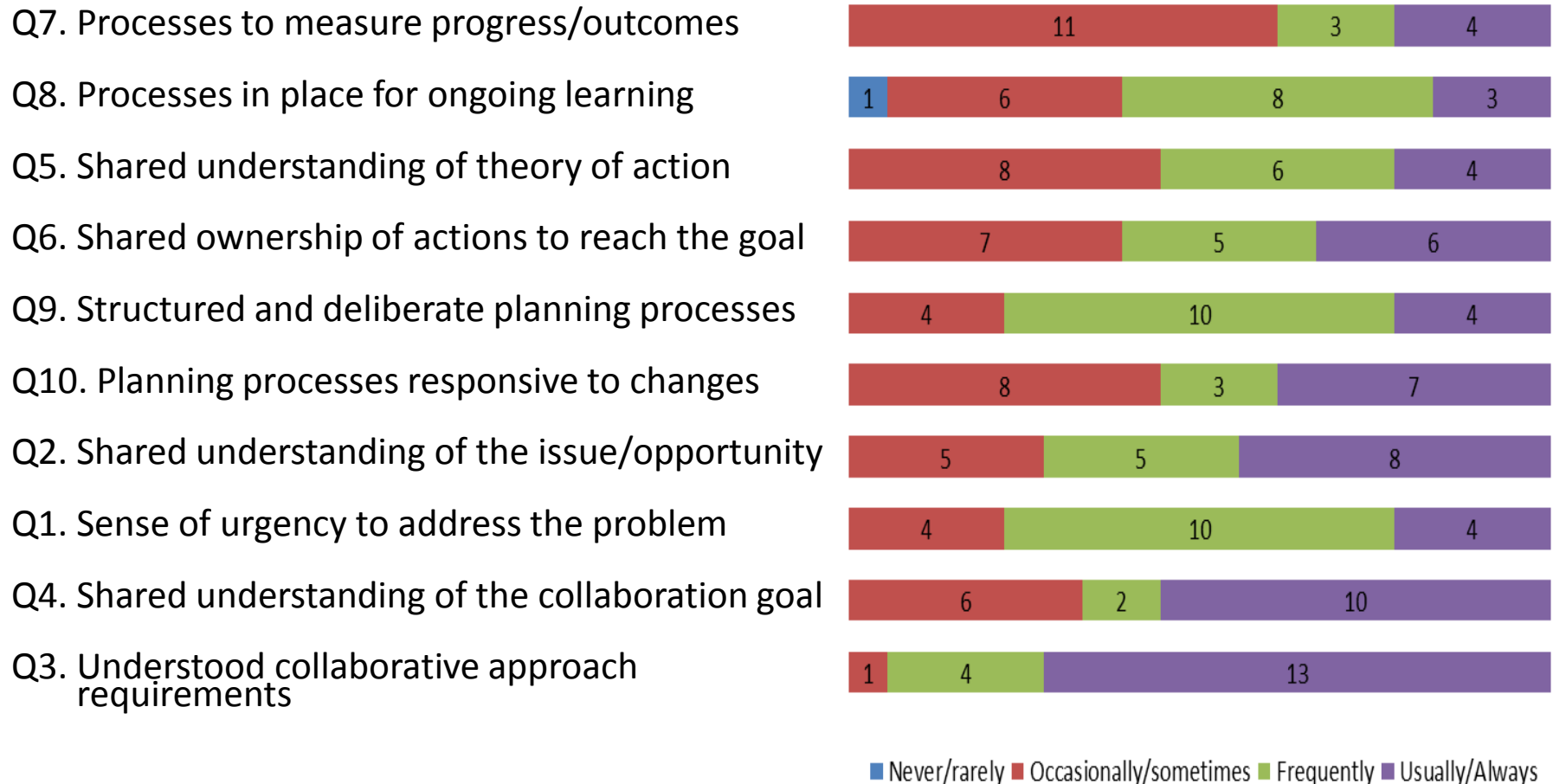
All fall within the 'frequently' range (4.50-5.49; max score=7)



Note: The rankings showed that these 2 areas were considered the weakest elements of CSR & needing the most work

Collaborative planning findings

Responses from 18 participants, ranked from lowest to highest average score



Collaborative identity findings

Responses from 16 participants, ranked from lowest to highest average score



Trust & Respect findings

Responses from 16 participants, ranked from lowest to highest average score

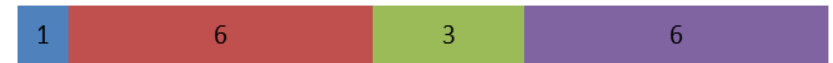
Q6. Capacity to perform and follow through



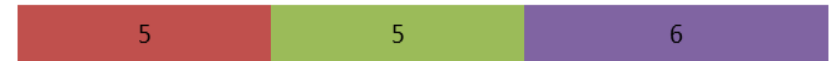
Q3. Confidence in competence of other members



Q1. Respected and trusted each other



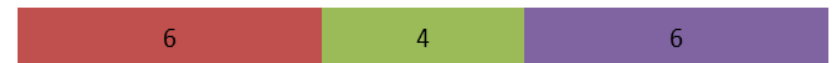
Q4. Willingly shared knowledge and resources



Q7. Successful management of emotional incidents



Q2. Member contributions recognised/appreciated



Q5. Demonstrated good intentions



■ Never/rarely ■ Occasionally/sometimes ■ Frequently ■ Usually/Always

Other Leadership & governance structures/processes findings

Responses from 16 participants, ranked from lowest to highest average score



Collaborative capacity/ competency findings

Responses from 16 participants, ranked from lowest to highest average score

Q2. Appropriate support at all levels of leadership



Q6. Competency in interpersonal skills/understanding



Q5. Competency in teamwork and cooperation



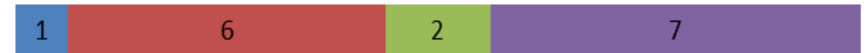
Q8. Collective problem solving on new issues



Q1. Backbone support effective in facilitating collaboration



Q3. Group worked and led in a collaborative way



Q4. Prepared to try new things to achieve change



Q7. Demonstrated concern for the common good



■ Never/rarely ■ Occasionally/sometimes ■ Frequently ■ Usually/Always

Weaknesses

Rankings based on lower than average scores (in the 'sometimes' range)

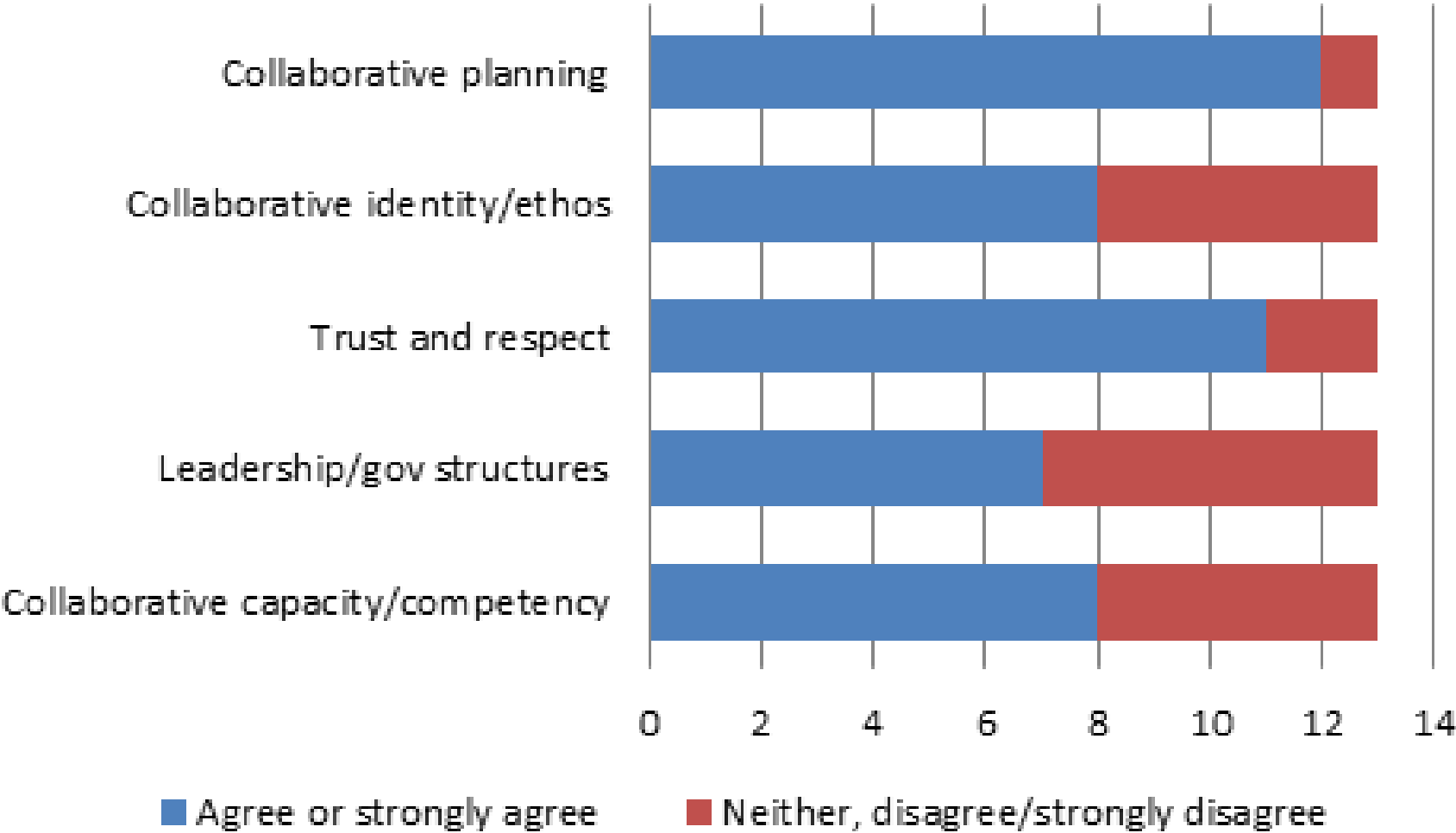
1. An external communication strategy supported achievement of the collaboration's goals
2. Processes were in place to hold the Leadership Group accountable for their commitments
3. The Leadership Group used a shared language
3. All Leadership Group agencies contributed the maximum resources (human and financial) they could to support the work of the collaboration
5. Processes were in place to measure/assess CSRs progress and outcomes against the goal/s
6. The Leadership Group had the delegated authority they needed to do their role effectively
6. The Leadership Group created its own structures and networks to support action

Strengths

Rankings based on higher than average scores (in the 'usually' range)

1. The Leadership Group clearly understood why a collaborative approach was required and what it required
2. The Leadership Group demonstrated good intentions
3. The Leadership Group demonstrated concern for the common good

The following element was a strength of Ceduna Service Reform in 2015-2018



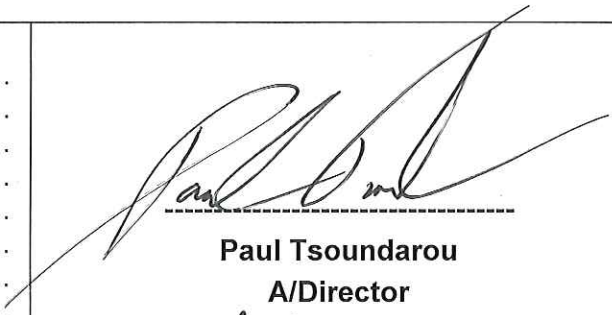
18TDHS/1241



Government of South Australia

Department of Human Services

TO: DIRECTOR, COMMUNITY SERVICES**RE: YACSA LGBTIQ YOUTH ENGAGEMENT PROPOSAL****Decision/action required by: 7 / 8 / 2018****Reason:** Office for Youth meeting with YACSA on 10 / 8 / 2018

Recommendation	Response
1. That you approve the Office for Youth to enter into an agreement (valued at \$7,600 GST excl.) for YACSA to undertake the consultation component of intended 'state of play' report re the current and future needs of LGBTIQ young people in South Australia.	Approved / Not Approved / Noted
Comments:	 Paul Tsoundarou A/Director 6 / 8 / 2018

PURPOSE

To request approval for the Office for Youth to enter into an agreement with the Youth Affairs Council of South Australia (YACSA) to undertake the consultation component of a report to be published by the Office for Youth that explores the 'state of play' for lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ) young people in South Australia (SA).

KEY POINTS

- There is no peak body in SA that represents the LGBTIQ community, and specifically the LGBTIQ youth community.
- YACSA, however, is the peak body for young people and the youth sector in SA.
- The Office for Youth is committed to publishing a report (the Report) on the 'state of play' for LGBTIQ young people in SA.
- The YACSA LGBTIQ youth engagement proposal is attached (attachment 1).

RISKS/SENSITIVITIES

This proposal has been informed, in good faith, by representatives of the LGBTIQ youth sector in SA and by working closely with YACSA. There is an expectation in the sector that the youth engagement component will be progressed in a manner that is appropriate and

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sensitive to the unique needs of this target group. The Office for Youth is confident YACSA have the skills and networks to undertake this work efficiently and appropriately.

DISCUSSION

In early 2018, the Office for Youth announced it was committed to publishing a report to inform the 'state of play' for LGBTIQ young people in SA. The Report will:

- develop a better understanding of LGBTIQ young people's needs, experiences and ideas and opinions
- identify what services or supports are currently working well
- determine supports or opportunities that might be needed going forward.

Given that there is no peak organisation to represent the views and best interests of the LGBTIQ community in SA, including LGBTIQ young people, the Office for Youth is confident that engaging YACSA - along with their commitment to timely and appropriate collaboration with key LGBTIQ youth stakeholders - will be the most effective and efficient method to undertake the youth engagement component required to inform the Report.

It is proposed YACSA will plan and facilitate the youth consultation workshops with key stakeholders and will prepare a report to the Office for Youth that provides a summary of the process and findings, including key themes. YACSA's further involvement in the development of the broader Office for Youth Report is yet to be determined.

The Office for Youth is seeking your approval of YACSA's LGBTIQ youth engagement proposal (attachment 1) to the value of \$7,600 (GST excl.) so that work may begin promptly.

This proposal, as well as the broader Report commitment, is complementary to the currently proposed wider LGBTIQ community roundtables (18TDHS/713). Completion of the Report will also enable the outcomes to be considered in the broader planning of the State's strategic youth directions.

The Minister was updated on the Office for Youth's intention to pursue this arrangement with YACSA in the recent briefing (18MHS/0621) which she noted on 26 July 2018 prior to meeting in person with YACSA representatives on 27 July 2018.

BUDGET

Are there financial implications Yes

Initially, a budget of \$3,500 was allocated for this work in the 2016-17 year. A delay in progress of the project and re-working of the proposal and funding required, resulted in a request for approval of funding in 2017-18 to the value of \$7,600.

This once-off funding would be sourced from the ongoing Office for Youth funds F8734.

Is there a budget impact No

Is there an FTE impact No

Business Manager noted: 

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6.8.18.

Division	Community Services
Chief Innovation Officer	<i>per</i> Chris Karvountzis <i>[Signature]</i> 6/8/18 signature

ATTACHMENT

1. YACSA Proposal re LGBTIQ youth consultation

Contact Officer:	Katriona Kinsella, Senior Policy and Program Officer 8413 8178 / katriona.kinsella@sa.gov.au
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Proposal: Consultation with LGBTIQ young people in South Australia

Overview

Youth Affairs Council of South Australia (YACSA) will consult with LGBTIQ young people, on behalf of the Office for Youth to inform a DHS report on the 'state of play' for LGBTIQ young people in SA.

The purpose of the consultation is to engage with LGBTIQ young people in order to:

- Develop a better understanding of their needs, experiences and ideas and opinions
- Identify what services or supports are currently working well
- Determine supports or opportunities that might be needed going forward.

YACSA will plan and facilitate the consultation workshops with key stakeholders and will prepare a report to DHS that provides a summary of the process and findings including key themes. (YACSA's involvement in the development of the broader DHS report is to be determined).

Project

Part 1: Steering Group

YACSA will seek the support of key stakeholders including young people to develop, implement, and evaluate the consultation plan and activities. This will help ensure that LGBTIQ young people are engaged in a safe, inclusive and meaningful way that upholds their right to privacy and is considerate of their wellbeing at all times.

Part 2: Consultation workshops

Timeframe: July-November 2018

Existing social/support groups of LGBTIQ young people will be approached to host a consultation workshop and an online survey will be created and made available for young people to respond anonymously.

Part 3: Consultation report

Timeframe: Delivered by 14th December 2018

The information gathered at the consultation workshops and online survey will be collated and presented in a report that will include a description of the process, data and a summary of key themes.

Facilitator and project contact:

Kristy Houchin
8211 7546
kristy@yacsa.com.au

Fees

Metro Consultation Workshop (approx. 1 hour session)	
Fee includes: <ul style="list-style-type: none"> Tailored consultation plan & activities negotiated with steering group Liaising with key stakeholders 1 X YACSA facilitator Resources (including paper, pens, handouts, post it notes, etc.) Catering Venue hire Preparation and travel time 	Fee excludes: <ul style="list-style-type: none"> Promotion/Advertising
Total per workshop	\$450 + GST

Regional Consultation Workshop (approx. 1 hour session)	
Fee includes: <ul style="list-style-type: none"> Tailored consultation plan & activities negotiated with steering group Liaising with key stakeholders 1 X YACSA facilitator Resources (including paper, pens, handouts, post it notes, etc.) Catering Venue hire Travel and accommodation costs 	Fee excludes: <ul style="list-style-type: none"> Promotion/Advertising
Total per workshop	\$1250 + GST

Consultation Report	
Fee includes: <ul style="list-style-type: none"> Collation of information from consultation and online survey Description of the process Raw data Summary of key themes 	Fee excludes: <ul style="list-style-type: none"> Detailed analysis of findings Recommendations <p>Note: this is not the DHS report</p>
Total	\$1500 + GST

Quote

Item	Fee
Metro Consultation Workshops (X8)	\$3600
Regional Consultation Workshops (X2)	\$2500
Report	\$1,500
Total (excludes GST)	\$7600
Total (including GST)	\$8360

Lvl 4, 182 Victoria Square/Tarntanyangga
Adelaide, SA 5000

t: (08) 8211 7546
e: yacsa@yacsa.com.au
w: www.yacsa.com.au

Activity	Number of votes
Cooking	42
Bush Camps	39
Music	34
Boxing	28
Basketball	26
Meeting new friends	25
Art/Craft	25
Football	24
Gym	24
Health & Nutrition	19
Netball	19
Support with education and training	18
Support for you and your family	16
Wellbeing	15
IT/Media	9
Support with making broader family connections	9
Leadership / Governance skills	8
Tennis	8
Youth Forums	8
Cricket	8
Landcare/Gardening	8
Youth Parliament	5
Golf	4
Interpersonal/Presentation skills	4

Other suggestions:	
Dancing	
Swimming at the beach	
Hockey	
Paintballing	
Bike hire service	
Ambulance Cadet	
Mixed Netball	

Themes

What do you want to achieve in the next 12 months or longer?

Basic needs to be met	1
Sports goal	7
Manage behaviour	6
Support Others	2
Education success	21
Secure Employment	9
Not known/not stated	14
Art/music	2
Independence /healthy happy life	1

What barriers or challenges are currently affecting you reaching your goals?

unstable living arrangements	2
no motivation, lack of commitment	3
lack of resources/support	5
not known/not stated	23
Negative behaviour	7
Grief/loss/bullying	3
peer pressure	3
young age	3
lack of transport	8
lack of employment opportunities	3
schoolwork	3
poor literacy	1

How do you think the STAY program can help you achieve your goals now and in the future?

Homework club/help with learning	11
recreational activities	2
behaviour management	2
assist with transport	5
not known / not stated	28
support young people	13

Interpreting and Translating Centre Customer Survey 2018

How long have you/your organisation been a client of Interpreting and Translating Centre?		
Answer Options	Percent	Response Count
< 3 months	11.76%	4
3-12 months	35.29%	12
>12 months	52.94%	18

How did you/your organisation become a client of Interpreting and Translating Centre?		
Answer Options	Percent	Response Count
Advertising (e.g. ITC's pamphlet or poster)	8.82%	3
Word of Mouth	29.41%	10
Personal contact	11.76%	4
Google Search	11.76%	4
Other (please specify):	38.24%	13
SAPOL	Government, Tender	Legal Srvc Commissio
Bing search	Catholic Education advised us	Won contract
Long time client	Work in Government	Other Hospital Site

What services of Interpreting and Translating Centre do you use?		
Answer Options	Percent	Response Count
Interpreting only	23.53%	8
Translating only	35.29%	12
Interpreting and Translating	41.18%	14

Overall, how satisfied are you with communication with any ongoing contact with ITC booking team e.g. feedback, account enquiries etc.?		
Answer Options	Percent	Response Count
Very satisfied	79.41%	27
Satisfied	17.65%	6
Unsatisfied	0.00%	0
Very Unsatisfied	2.94%	1

Scammel & CO

How satisfied are you with the service you receive with your initial contact with the interpreting service				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	18	3	0	0

How satisfied are you with the interpreters' punctuality and presentation when attending the interpreting session(s)?				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	11	9	1	0

Private Client Clause 6(1)

How satisfied are you with the quality of the interpreting session(s) provided?				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	14	7	0	0

How would you rate the quality of our Interpreting service?				
Answer Options	Very high quality	High quality	Low quality	Very low quality
	12	9	0	0

How satisfied are you with the service you receive with your initial contact with the translation service				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	16	8	0	0

How satisfied are you with agreed timeframes being met for translating service(s)?				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	15	9	0	0

How satisfied are you with the presentation and quality of the translated documents provided?				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	19	5	0	0

How satisfied are you with the accuracy of the translating service(s)?				
Answer Options	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
	17	7	0	0

How would you rate the quality of our translation service?				
Answer Options	Very high quality	High quality	Low quality	Very low quality
	16	8	0	0

Have you accessed the Interpreting and Translating Centre's new website located at		
Answer Options	Yes	No
	8	24

Did you know you can book online, using "Make a Booking" function on the Interpreting and Translating		
Answer Options	Yes	No
	14	18

Are you aware you can also provide feedback through the "Feedback" function on the Interpreting and Translating Centre's website?		
Answer Options	Yes	No
	8	24

I would recommend using the Interpreting and Translating Centre as a quality provider of interpreting				
Answer Options	Extremely likely	Very likely	Unlikely	Very unlikely
	22	10	0	0

How likely are you to use our service again?				
Answer Options	Extremely likely	Very likely	Unlikely	Very unlikely
	22	10	0	0

Number of responses	34
Incompleted	2
Completed	32

Satisfied	71
Total	238
Percentage	29.83%
Very Satisfied	165
Total	238
Percentage	69.33%

Satisfied and Very Satisfied	236
Total	238
Percentage	99.16%

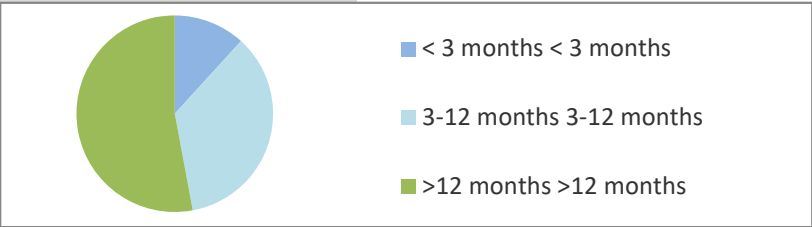
Unsatisfied and Very Unsatisfied	2
Total	238
Percentage	0.84%

Recommend and Use again	64
Total	64
Percentage	100.00%

Interpreting and Translating Centre Customer Survey 2018

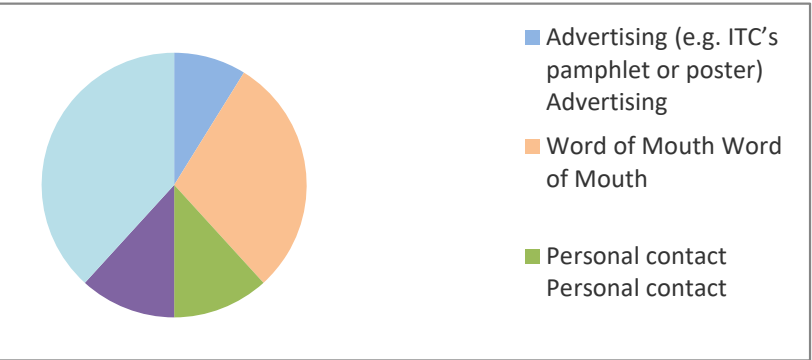
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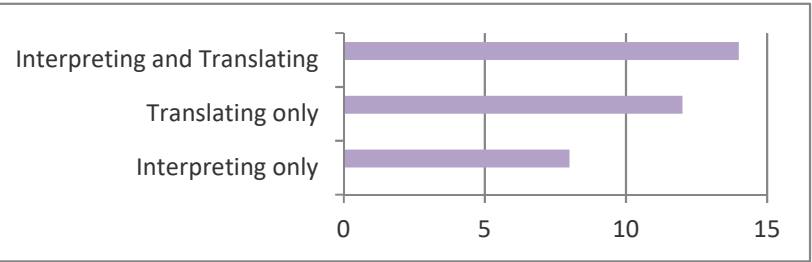
How did you/your organisation become a client of Interpreting and Translating Centre?

Answer Options	Response Percent	Response Count
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Word of Mouth	29.41%	10
Personal contact	11.76%	4
Google Search	11.76%	4
Other (Please specify):	38.24%	13
		34



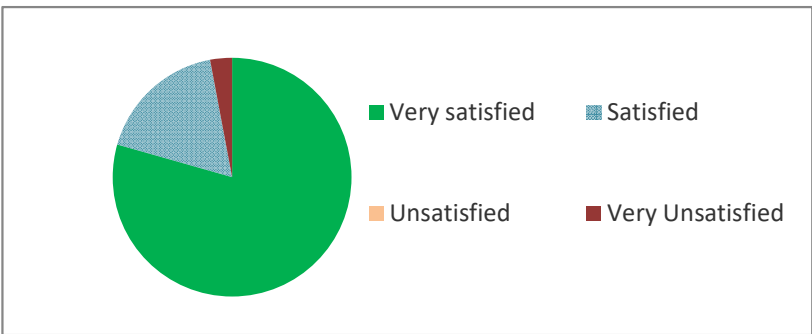
What services of Interpreting and Translating Centre do you use?

Answer Options	Response Percent	Response Count
Interpreting only	23.53%	8
Translating only	35.29%	12
Interpreting and Translating	41.18%	14



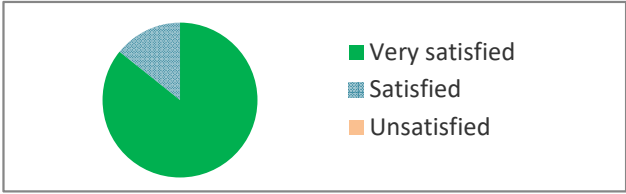
Overall, how satisfied are you with communication with any ongoing contact with ITC booking team e.g. feedback, account enquiries etc.?

Answer Options	Response Percent	Response Count
Very satisfied	79.41%	27
Satisfied	17.65%	6
Unsatisfied	0.00%	0
Very Unsatisfied	2.94%	1



How satisfied are you with the service you receive with your initial contact with the interpreting service

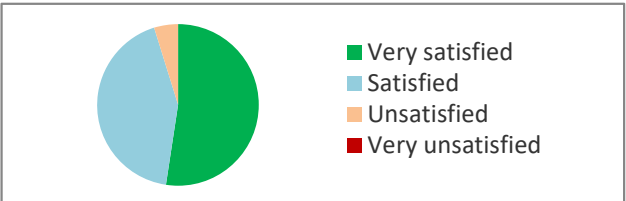
Answer Options	Response Percent	Response Count
Very satisfied	62.07%	18
Satisfied	10.34%	3
Unsatisfied	0.00%	0
Very unsatisfied	0.00%	0



Typical time spent	00h:02m:01s
Number of Responses	34
Incompleted	2
Completed	32

How satisfied are you with the interpreters' punctuality and presentation when attending the interpreting

Answer Options	Response Percent	Response Count
Very satisfied	37.93%	11
Satisfied	31.03%	9
Unsatisfied	3.45%	1
Very unsatisfied	0.00%	0



Satisfied Percentage	29.83%
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Very Satisfied Percentage	69.33%
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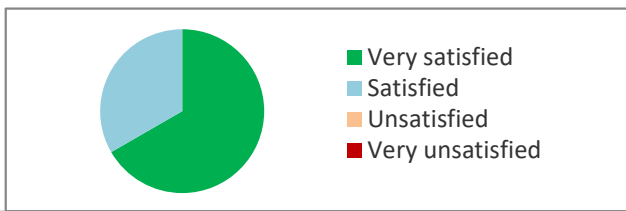
Satisfied and Very Satisfied Percentage	99.16%
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Unsatisfied and Very Unsatisfied Percentage	0.84%
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Recommend and Use again Percentage	100.00%
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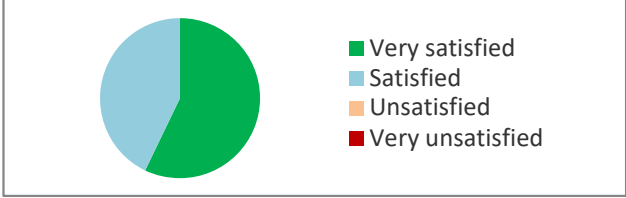
How satisfied are you with the quality of the interpreting session(s) provided?

Answer Options	Response Percent	Response Count
Very satisfied	48.28%	14
Satisfied	24.14%	7
Unsatisfied	0.00%	0
Very unsatisfied	0.00%	0



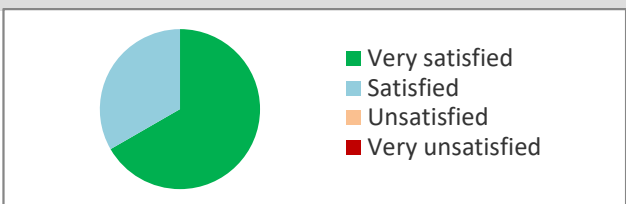
How would you rate the quality of our Interpreting service?

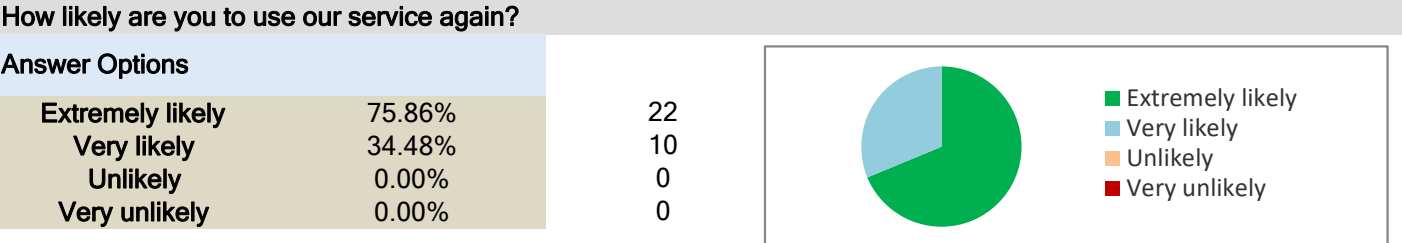
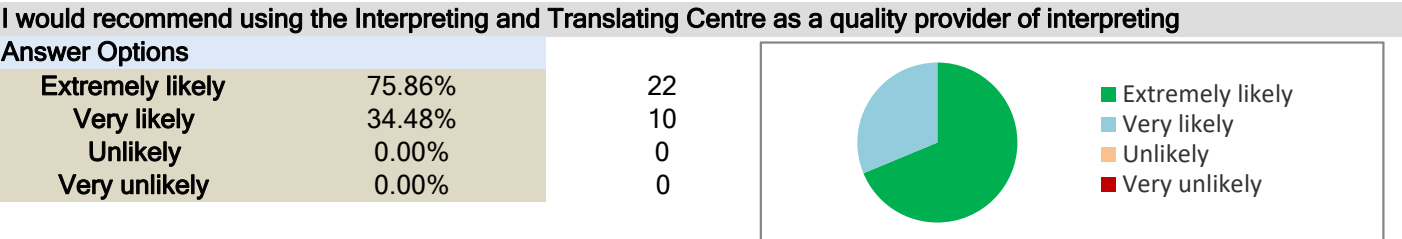
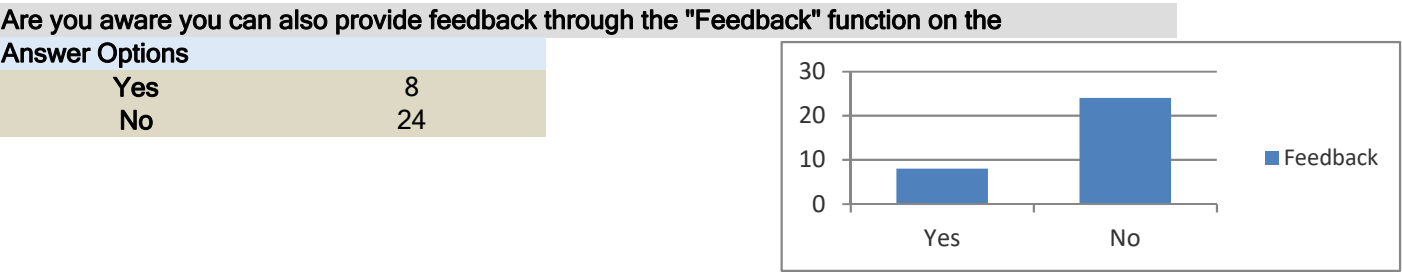
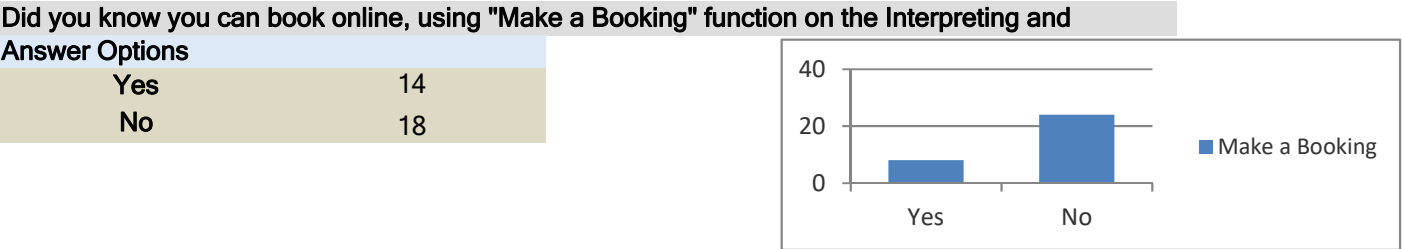
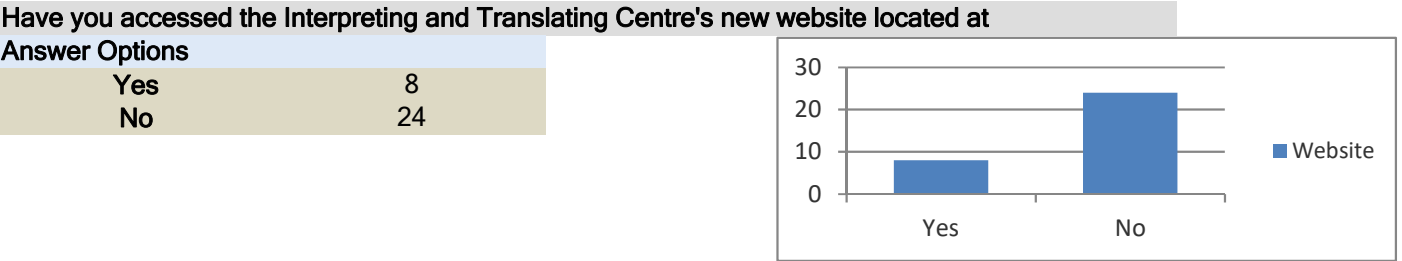
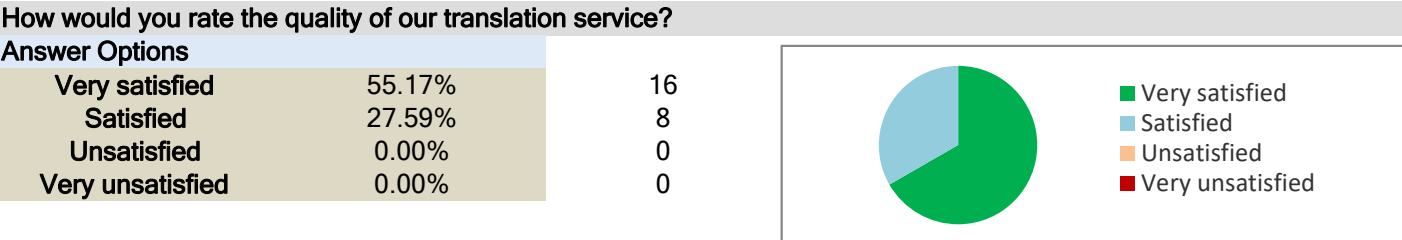
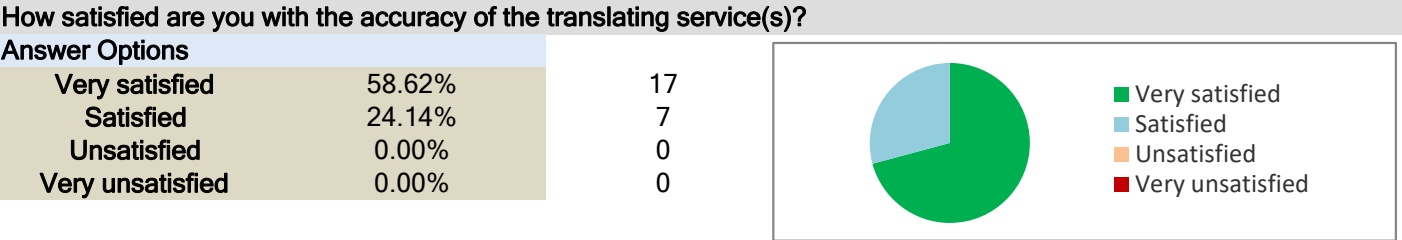
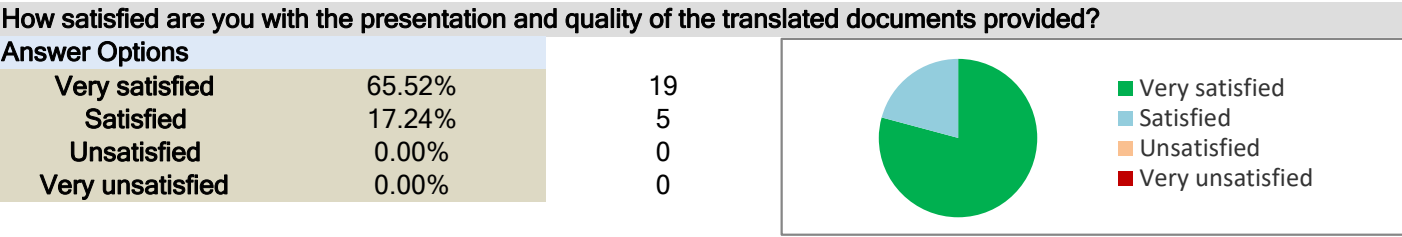
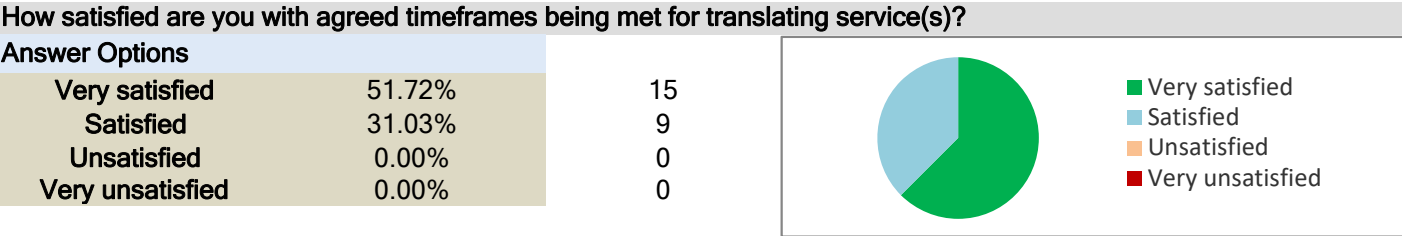
Answer Options	Response Percent	Response Count
Very satisfied	41.38%	12
Satisfied	31.03%	9
Unsatisfied	0.00%	0
Very unsatisfied	0.00%	0



How satisfied are you with the service you receive with your initial contact with the translation service e.g. enquiries, bookings etc.?

Answer Options	Response Percent	Response Count
Very satisfied	55.17%	16
Satisfied	27.59%	8
Unsatisfied	0.00%	0
Very unsatisfied	0.00%	0



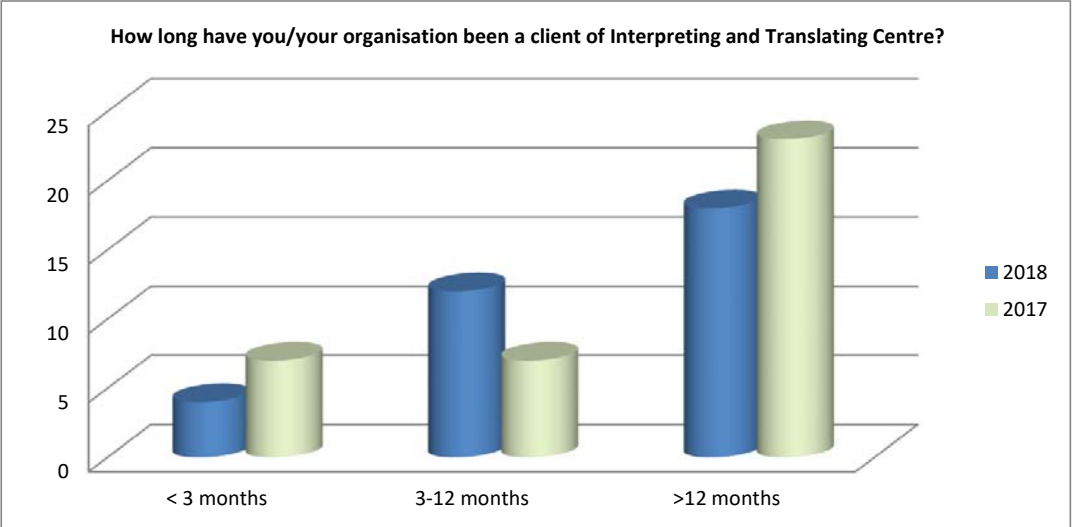


Positive/Negative Feedback 2018

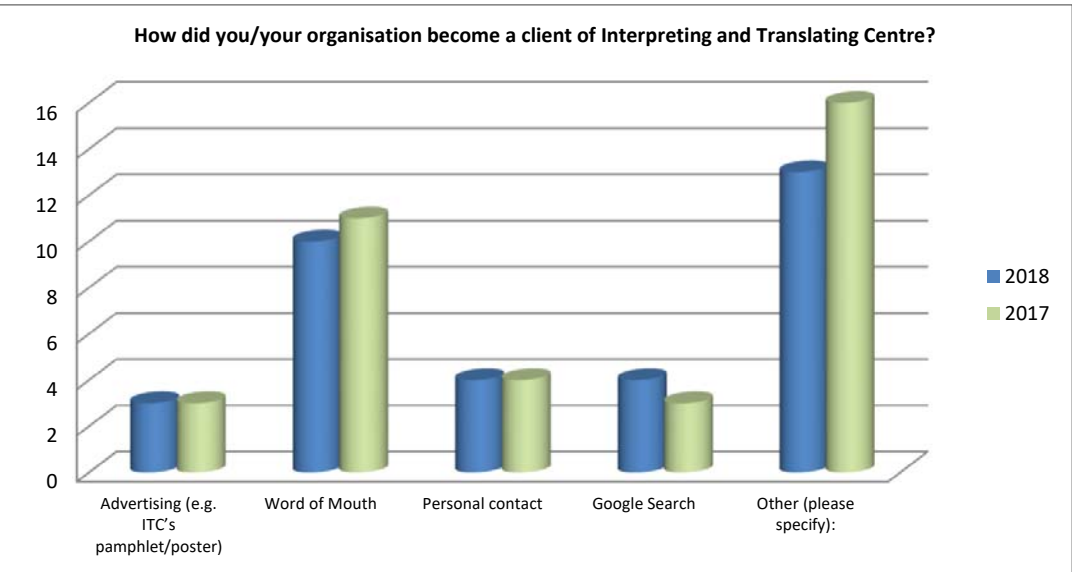
INT	Private T2T Alliance	We are very happy with the service, T2T Community Team
INT	Port ADL Mental Health Services Clause 6(1)	I always find the Admin staff very friendly and helpful anytime an interpreter is required. Many times they have gone above and beyond to provide interpreters at very short notice. The interpreters provided are punctual and friendly. All in all a great service, Well Done.
INT	Private Client Clause 6(1)	when attending wedding ceremonies a formal dress standard should apply
INT	Hampstead Rehab Clause 6(1)	Keep up the good work.
INT	NALHN Modbury: Clause 6(1)	Reminder calls to be incorporated within a job. not necessary to have a health professional.
INT	Adelaide Family Law	The person that came to our school was very helpful and friendly (Interpreter: Clause 6(1))
INT	RAH	ITC have great communication and very friendly and helpful staff. I recommend ITC Services to anyone asking. Since the new financial year there has been some issues with cancelling bookings less than 24 hours and not enough interpreters. which is involving extra work as the coordinator as of late. I appreciate the all the hard work the girls put in!TC have great communication and very friendly and helpful staff. I recommend ITC Services to anyone asking. Since the new financial year there has been some issues with cancelling bookings less than 24 hours and not enough interpreters. which is involving extra work as the coordinator as of late. I appreciate the all the hard work the girls put in!
TRNS	Hillary Orr Chartered Accountant	I was extremely happy with the service and the friendliness and efficiency of the staff we dealt with. I have no suggestions

Interpreting and Translating Centre Customer Survey
2017 vs 2018

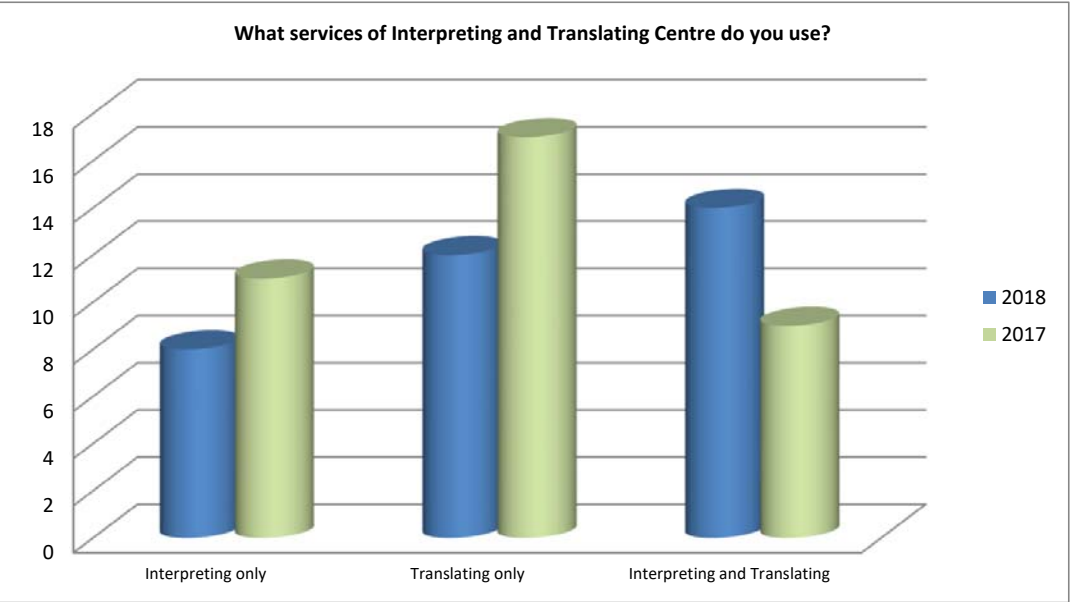
	2017		2018	
	%	Count	%	Count
How long have you/your organisation been a client of Interpreting and Translating Centre?				
< 3 months	18.92%	7	11.76%	4
3-12 months	18.92%	7	35.29%	12
>12 months	62.16%	23	52.94%	18



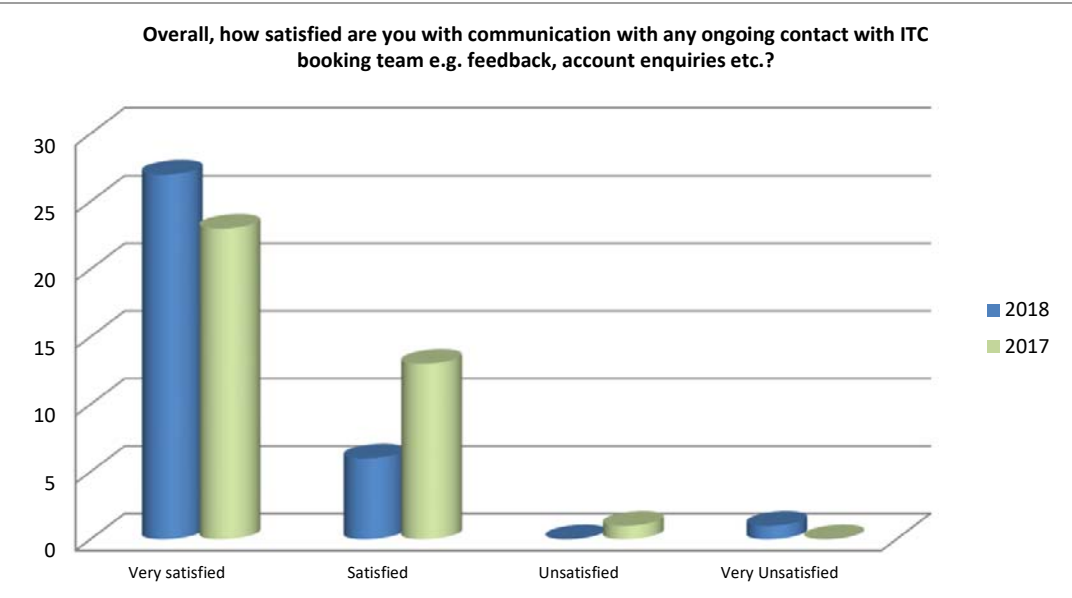
How did you/your organisation become a client of Interpreting and Translating Centre?				
Advertising (e.g. ITC's pamphlet/poster)	8.11%	3	8.82%	3
Word of Mouth	29.73%	11	29.41%	10
Personal contact	10.81%	4	11.76%	4
Google Search	8.11%	3	11.76%	4
Other (please specify):	43.24%	16	38.24%	13



What services of Interpreting and Translating Centre do you use?				
Interpreting only	29.73%	11	23.53%	8
Translating only	45.95%	17	35.29%	12
Interpreting and Translating	24.32%	9	41.18%	14

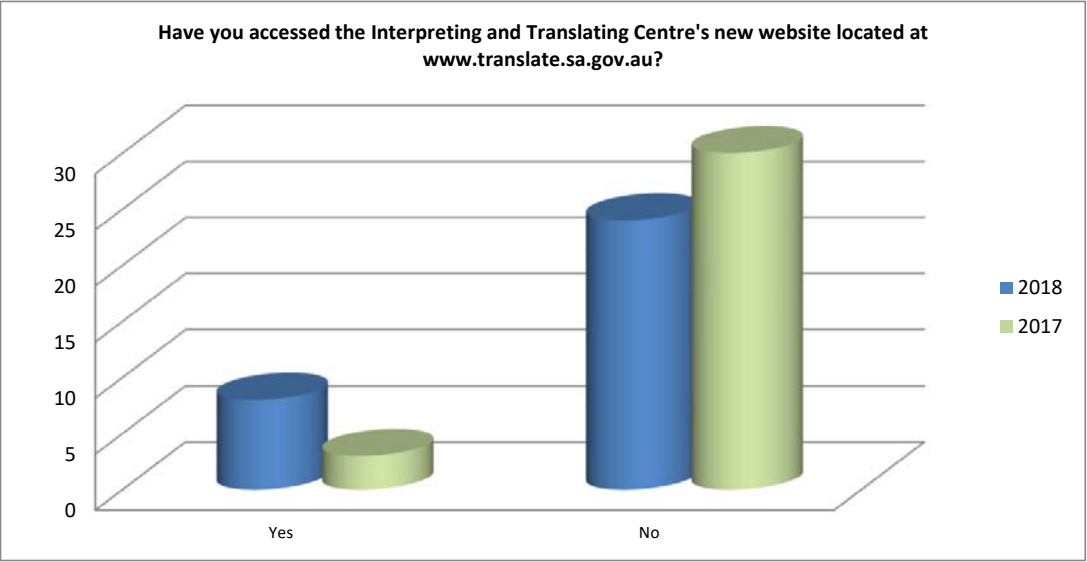


Overall, how satisfied are you with communication with any ongoing contact with ITC booking team e.g. feedback, account enquiries etc.?				
Very satisfied	62.16%	23	79.41%	27
Satisfied	35.14%	13	17.65%	6
Unsatisfied	2.70%	1	0.00%	0
Very Unsatisfied	0.00%	0	2.94%	1



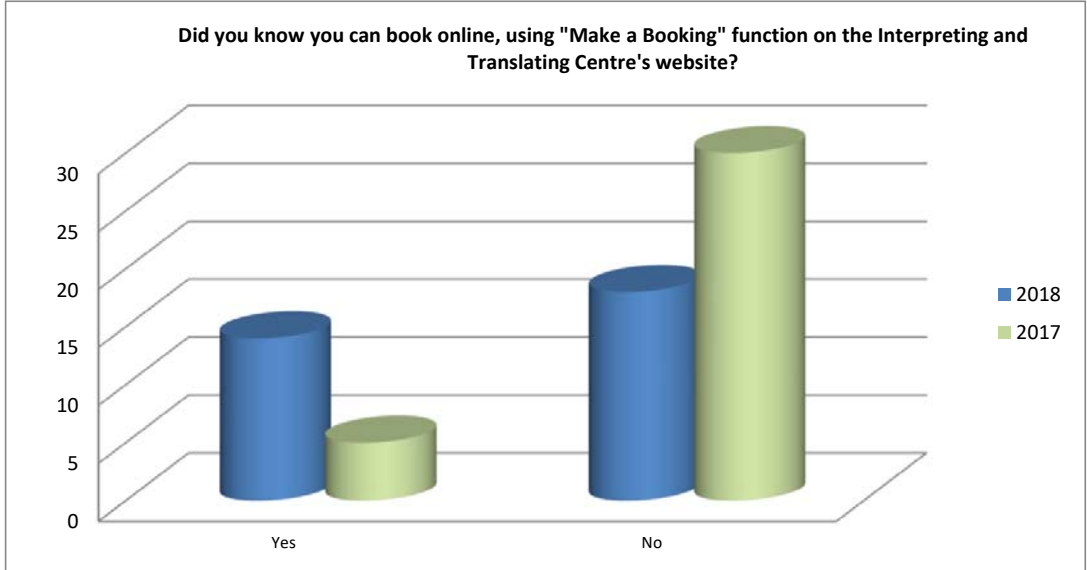
Have you accessed the Interpreting and Translating Centre's new website located at www.translate.sa.gov.au?

Yes	9.09%	3	25.00%	8
No	90.91%	30	75.00%	24



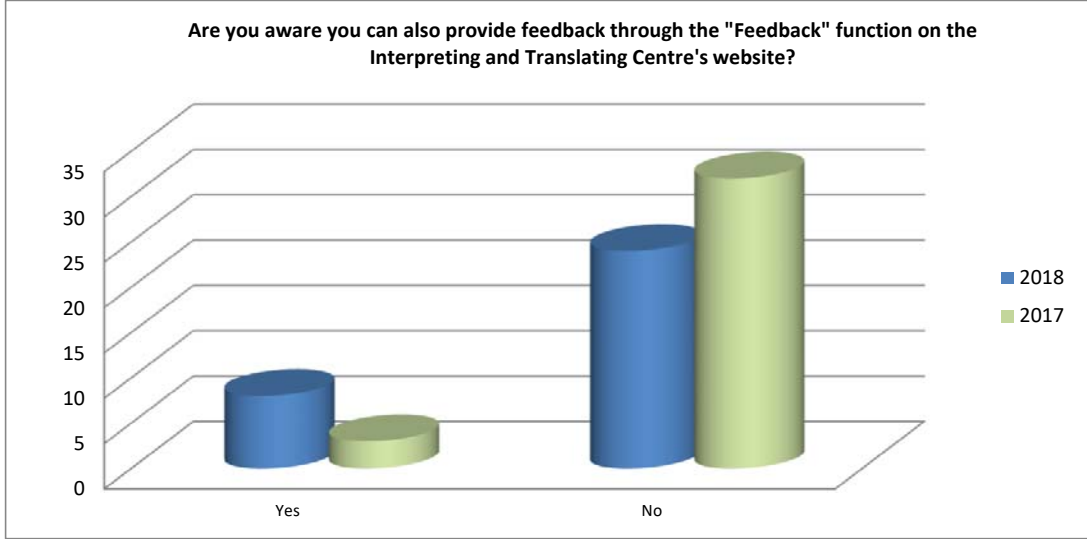
Did you know you can book online, using "Make a Booking" function on the Interpreting and Translating Centre's website?

Yes	14.29%	5	43.75%	14
No	85.71%	30	56.25%	18



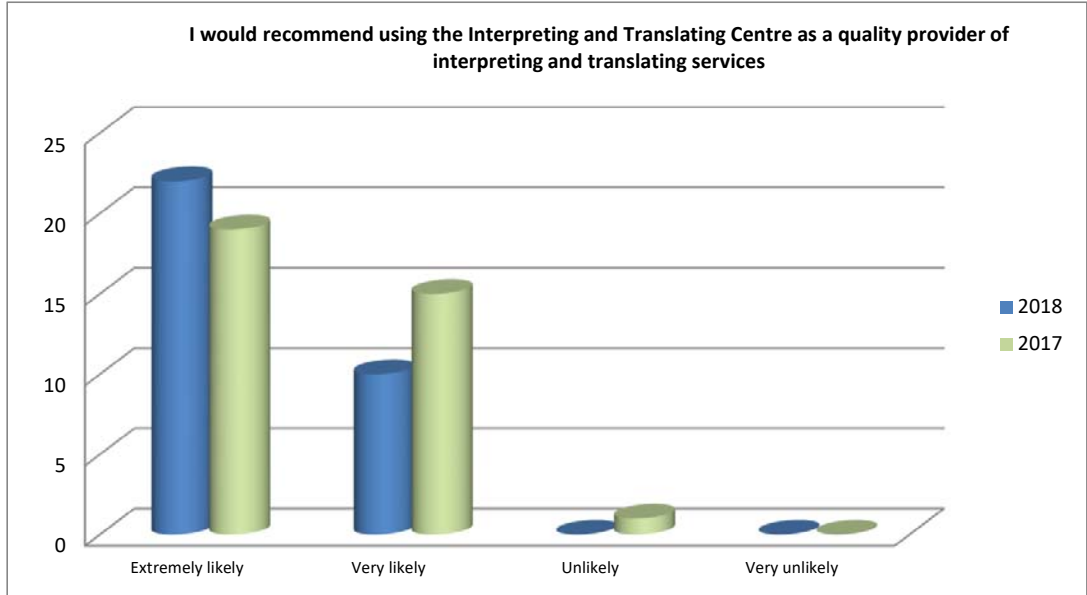
Are you aware you can also provide feedback through the "Feedback" function on the Interpreting and Translating Centre's website?

Yes	8.57%	3	25.00%	8
No	91.43%	32	75.00%	24



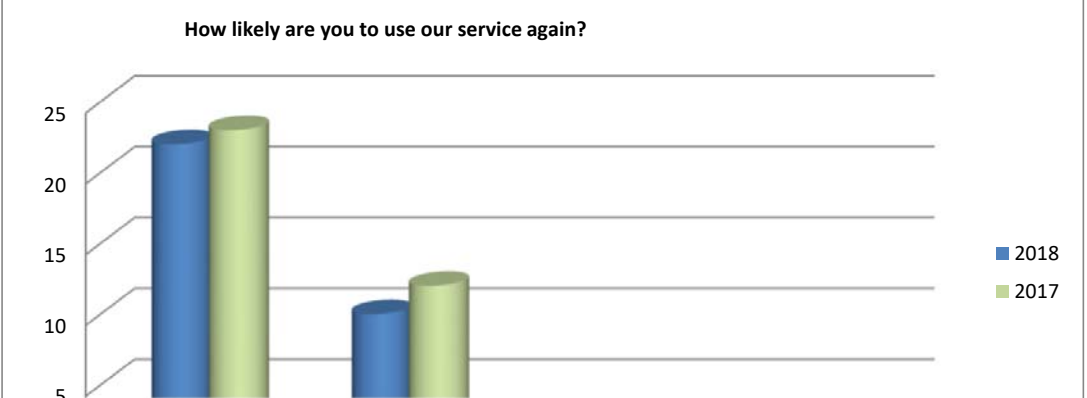
I would recommend using the Interpreting and Translating Centre as a quality provider of interpreting and translating services

Extremely likely	54.29%	19	68.75%	22
Very likely	42.86%	15	31.25%	10
Unlikely	2.86%	1	0.00%	0
Very unlikely	0.00%	0	0.00%	0



How likely are you to use our service again?

Extremely likely	65.71%	23	68.75%	22
Very likely	34.29%	12	31.25%	10
Unlikely	0.00%	0	0.00%	0
Very unlikely	0.00%	0	0.00%	0





We have been busy progressing development of the next Youth Justice Strategic Plan. Due to the recent changes in government the new Strategic Plan will now span a four year, rather than five year period.

We have now completed the surveys and face-to-face focus groups. However, the survey remains open for you to add comments to at any time –we welcome further feedback and staff consultation so please don't hesitate.

Your contributions proved to be invaluable. Overall it was apparent that Youth Justice staff are highly dedicated and passionate about the work they do, and are keen to do even more! We were given a large amount of positive feedback, but given the aim was to look for ways of improving and innovating the work we do, we have pulled out the following themes. Please note this is not an exhaustive list, but instead a summary. If you feel that comments you made or feedback you provided is not reflected below, please don't despair and think your time was given in vain – we have heard you and hope you will see evidence of that over the coming months and years.

As noted above, we identified a number of themes within your comments and feedback, summarised below:

- 1) Communication – you identified a need for greater communication both internal and external to Youth Justice, including a strengthening of partnerships.
- 2) Human Resourcing – you identified a need for improved recruitment, retention and succession/career planning, as well as increased staff training.
- 3) Rehabilitation – you reported great achievements in this area (Behaviour Support Framework, partnerships, acting as positive role models, family inclusive practice), but also a desire and need to do more via enhanced screening and assessment, more offence focused interventions and programming, a need for multi-disciplinary teams, and a greater focus on family interventions, throughcare, and enhancing young people's accountability.
- 4) Information technologies and data collection – you identified a need for more flexible and streamlined IT solutions and improved data collection and sharing


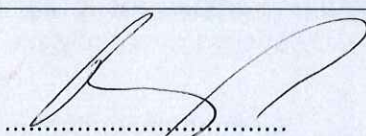
A number of you provided us with some great innovative ideas to assist Youth Justice move forward in the areas outlined above including more focus on 'after-care' such as employing 'transition workers', use of CYJ locations as 'service delivery hubs', multi-disciplinary teams co-located at both AYTC and CYJ providing broader treatments and interventions, development of an YJ App, and the establishment of a Youth Justice-wide training unit.


Once again, thank you for your contributions. The next phase of development is an Executive Leadership Team Forum taking place after Easter. We will be asking the ELT to help set up our vision for the future by fleshing out the themes we have identified and suggesting strategies to overcome identified barriers. We will provide the outcome of the forum in the next newsletter.


Government of South Australia

 Department for Communities
and Social Inclusion

18TDCSI/546

TITLE OF PAPER:	Employee Pulse Survey – March 2018 Results		
REQUESTED ELT MEETING DATE:	Date: 29 / 03 / 18	Time required on agenda:	5 mins
NAME OF GUEST ATTENDING:	Julia Canny		
WHAT IS THE RECOMMENDATION TO ELT MEMBERS (approve/endorse/discuss/note)	1. To note the results from the Employee Pulse Survey  [DIRECTOR/ED TITLE] [ED/DEPUTY CE TITLE] 23 / 03 / 2018 / 03 / 2018		
AUTHOR/CONTACT	Julia Canny, Principal Leadership Consultant Phone: 820 70790		
DCSI UPDATE E-Newsletter	Is it recommended that this item is included in the DCSI Update Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
ELT AGENDA APPROVAL	 DIRECTOR OFFICE OF THE CHIEF EXECUTIVE 24 / 03 / 2018		

Comments: 1. ELT noted the survey results.	Once endorsed by ELT APPROVED / NOTED  Tony Harrison Chief Executive 4 / 4 / 2018
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BACKGROUND:

In October 2017 People and Culture administered a pulse survey across DCSI as a way of measuring the 'climate' of the DCSI workforce in the current environment of significant change. The survey was repeated in March 2018 to examine trends in data over time.

The Employee Pulse Survey is a seven-item survey with two parts:

1. Five core questions from a scale measuring employee engagement. The "Engagement Index" was first developed by the UK Civil Service, and adapted by the Victorian Public Sector Commission. Results are presented as a score out of 100, which can be benchmarked against other public sector jurisdictions (Victoria, ACT, Tasmania and Northern Territory state governments). The questions are expanded at the bottom of Attachment 1.
2. Two questions measuring employee attitudes toward change.

The survey was released by each Executive Director to their staff using an updated email Distribution List (DL). The survey was opened for a nine-day period on Thursday 8 March, closing on Friday 16 March. This time period included the Adelaide Cup Day public holiday on Monday 12 March.

Paper-based surveys were made available to employees in Disability Services and the Domiciliary Equipment Service who do not have ready access to computers.

DISCUSSION:

Divisions achieved the following response rates:

Table 1. Divisional Response Rates

Division	Responses	Head Count	Response Rate
People and Culture	57	67	85%
Disability Policy Unit	9	12	75%
Office of the Chief Executive	17	23	74%
Screening Unit	61	89	69%
NDIS Reform	56	87	64%
Finance and Business Services	60	96	63%
Office for Women	15	25	60%
Corporate Services	180	343	52%
Housing SA	415	796	52%
Community Services	52	101	51%
Youth Justice	71	307	23%
Disability SA	97	456	21%
Disability Services and DES (excluding other Domiciliary Care)	255*	1821	14%

*Includes 120 paper-based surveys

A total of 1345 responses were received from a possible 4219, capturing 32% of active DCSI employees. Results have been presented across 13 division-level and 33 directorate-level work areas to highlight differences in engagement levels and change attitudes across groups and over time.

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For this round of the survey, larger directorates were invited to request a further breakdown of business unit-level work areas for more meaningful analysis.

Ten out of 13 division-level areas (77%) and 20 out of 33 directorate-level areas (61%) achieved solid response rates above 50%.

Engagement Index – *(derived from the five-item scale)*

- The average Engagement Index for all employees who completed the survey was **64.69**. This is not a statistically significantly different result from the October 2017 result of **65.03**. The DCSI Engagement Index compares with the Northern Territory Government, who achieved an Engagement Index of 65 in their 2016 People Matter Survey.
- Other benchmarks include the Victorian Public Sector (2016): 67; ACT Public Service (2014): 69; and Tasmanian Government (2016): 67.

Change Questions – *(measuring employee attitudes towards change)*

- **52%** of all respondents agreed or strongly agreed with the statement “I believe I am receiving the information I need about changes in my division”. This result was **51%** in October 2017.
- **35%** of all respondents agreed or strongly agreed with the statement “I am feeling positive about changes in my division”. This result was **32%** in October 2017.

A full overview of survey results is provided in Attachment 1.

Following noting of the results from the March 2018 Employee Pulse Survey, People and Culture will update the DCSI-wide results and divisional response rates on the Employee Pulse Survey intranet page.

A separate report will be provided to each Executive Director detailing their work area results to enable discussions with their leadership teams and to prompt conversations with employees. Where available, business-unit level results will be shared with relevant Directors.

People and Culture propose launching the next Employee Pulse Survey in July 2018.

SENSITIVE:	No
FINANCIAL IMPLICATIONS:	
Are there financial implications?	No
PROCUREMENT IMPLICATIONS:	No
MEDIA:	No
ABORIGINAL IMPACT:	No
LEGAL IMPLICATIONS:	No

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ATTACHMENTS:

1. Employee Pulse Survey – March 2018 Results Overview
2. Employee Pulse Survey – Survey Guide

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Employee Pulse Survey – March 2018 Results Overview

8 – 16 March 2018

Division	Directorate / Work Area	Number of Responses	Head Count	Response Rate	Engagement Index - March 2018*	Engagement Index - October 2017*	Significant Difference in Engagement Index?	% Agreement I believe I am receiving the information I need about changes in my division	% Agreement I am feeling positive about the changes in my division
Community Services		52	101	51%	66.06	69.84		49%	43%
Corporate Services		180	343	52%	67.17	66.75		60%	42%
	Concessions and Support Services	88	196	45%	71.48	72.67		61%	60%
	Incident Management	13	18	72%	70.00	64.69		58%	0%
	Other Corporate Services	12	17	71%	68.33	62.50		67%	50%
	Communications and Engagement	18	25	72%	64.44	53.96		65%	35%
	Business Technology	26	47	55%	60.96	NA		46%	27%
	Infrastructure	23	40	58%	57.61	64.68		65%	18%
Disability Services and DES		255	1821	14%	65.10	65.53		45%	27%
	Accommodation Services Operations	86	1423	6%	68.72	69.93		53%	22%
	Accommodation Services Development	132	329	40%	65.30	65.24		41%	30%
	Domiciliary Equipment Service	25	69	36%	62.20	NA		40%	25%
	I do not know my work area	12		NA	42.92	57.14		50%	17%
Disability Policy Unit		9	12	75%	83.33	91.00	▼ since Oct '17	89%	63%
Disability SA		97	456	21%	57.94	62.04		44%	17%
	ASSIST	25	92	27%	73.80	67.14		63%	32%
	Child and Youth Services	25	120	21%	52.20	63.01	▼ since July '17 Pilot	36%	16%
	Disability Community Services	43	200	22%	51.98	58.17		40%	10%
Finance and Business Services		60	96	63%	68.67	66.58		78%	33%
	Financial Services	49	81	60%	70.51	67.04		83%	36%
	Procurement	11	15	73%	60.45	63.75		55%	20%
Housing SA		415	792	52%	61.80	62.18		49%	35%
	Strategy and Reporting	26	31	84%	82.69	75.71	▲ since Oct '17	68%	58%
	Business Improvement	81	143	57%	67.53	71.05		65%	57%
	Statewide Services	58	112	52%	66.03	71.56		53%	38%
	Southern Services	44	110	40%	65.80	66.15		59%	30%
	Other Housing SA	48	14	NA	65.52	61.46		41%	35%
	Northern Services	85	209	40%	56.88	56.03		36%	24%
	Property and Contract Management	73	135	53%	45.48	49.53		34%	19%
NDIS Reform		56	87	64%	64.02	64.69		48%	24%
	Project Management Office	10	16	63%	73.00	NA		60%	44%
	Contracting and Sector Liaison	13	22	59%	62.31	66.15		46%	15%
	NDIS Implementation	14	18	78%	62.14	65.50		29%	14%
	Other NDIS Reform	19	31	61%	61.84	NA		58%	28%
Office for Women		15	25	60%	83.67	84.50		58%	36%
Office of the Chief Executive		17	23	74%	74.71	67.37		53%	31%
People and Culture		57	67	85%	76.23	69.92	▲ since Oct '17	76%	64%
	Organisational Development and Learning	13	17	76%	81.92	72.78	▲ since Oct '17	69%	62%
	Other People and Culture Teams	29	31	94%	81.90	71.48	▲ since Oct '17	85%	70%
	Workforce Health and Safety	15	19	79%	60.33	65.25		67%	53%
Screening Unit		61	89	69%	61.39	56.44		48%	48%
	Strategy and Governance	15	40	38%	71.00	NA		64%	71%
	Assessment / Senior Assessment / Determinations	46	49	94%	58.26	NA		43%	41%
Youth Justice		71	307	23%	64.01	69.24		56%	30%
	Other Youth Justice	13	40	33%	69.23	65.00		62%	38%
	Community Youth Justice	31	57	54%	68.87	71.86		63%	31%
	Adelaide Youth Training Centre	27	210	13%	55.93	68.26		44%	26%
DCSI Total		1345	4219	32%	64.69	65.03		52%	35%
*Engagement Items:				Benchmarks:					
1) I would recommend my division as a good place to work				Vic (2016)		67			
2) I am proud to tell others I work for my division				ACT (2014)		69			
3) I feel a strong personal attachment to my division				Tas (2016)		67			
4) My division motivates me to help achieve its objectives				NT (2016)		65			
5) My division inspires me to do the best in my job									

Employee Pulse Survey

Survey Guide

Engagement index reporting

There are five survey items relating to employee engagement, each measured using a five-point agreement scale ranging from Strongly disagree to Strongly agree. There is no option to select “N/A or Don't know” for the engagement items.

Calculating engagement scores

For each respondent an engagement score is calculated as the average score across the five questions where:

- Strongly disagree = 0
- Disagree = 25
- Neither agree nor disagree = 50
- Agree = 75
- Strongly agree = 100

For example, the following table shows the response pattern and engagement score for one respondent:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	Score
Weight:	0	25	50	75	100	
I would recommend my division as a good place to work	✓					0
I am proud to tell others I work for my division		✓				25
I feel a strong personal attachment to my division		✓				25
My division motivates me to help achieve its objectives			✓			50
My division inspires me to do the best in my job				✓		75
					Total:	175
Respondent engagement score (total / 5):						35

This score cannot be linked back to any individual.

Calculating the engagement index

The engagement index is calculated as the average (mean) engagement score in the selected group. This approach means that a score of 100 is equivalent to all respondents in a group saying they strongly agree with all five engagement items, while a score of 0 is equivalent to all respondents in an organisation or group saying they strongly disagree with all five engagement items.

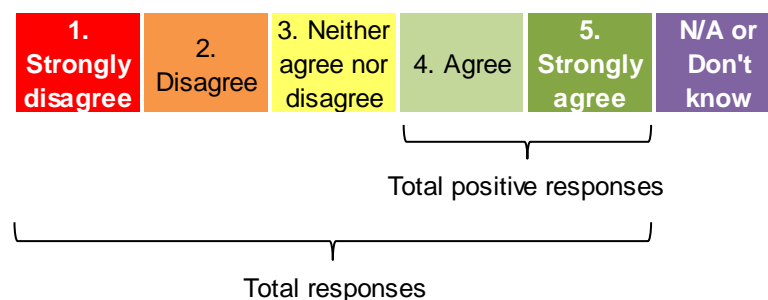
Change items

Two change items measure employee attitudes to change using a five-point agreement scale ranging from Strongly disagree to Strongly agree. There is an option to select “N/A or Don’t know” for the change items.

- 1) I believe I am receiving the information I need about changes in my division.
- 2) I am feeling positive about the changes in my division.

Percent agreement

The percent agreement score is calculated by dividing the total positive responses by total responses received. “N/A or Don’t know” responses are not included in the calculation of percent agreement.



Percent agreement = Total positive responses ÷ Total responses

Group size rules

Efforts are made to ensure that only work areas with at least 15 employees (head count) are identified in the survey. Head counts are estimated in two stages:

- pre-survey head count to determine work area breakdowns
- post-survey head count revisions to remove employees who were on leave during the survey period.

For this reason, at times a work area will return a head count of less than 15 employees after the second stage of estimation.

Work area results will only be reported where there are at least eight responses. If there are fewer than eight responses, results will be merged with another work area or rolled into higher-level results.

Rounding numbers

Some figures are reported as whole numbers for ease of reading. To ensure the figures are as accurate as possible, the rounding is applied at the last stage of calculation and figures are rounded to the nearest number or percentage point.



Government of South Australia

Department of Human Services

18TDHS/1475

TITLE OF PAPER:	Employee Pulse Survey – August 2018 Results		
REQUESTED ELT MEETING DATE:	Date: 27 / 09 / 18	Time required on agenda:	10 mins
NAME OF GUEST ATTENDING:	Julia Canny		
WHAT IS THE RECOMMENDATION TO ELT MEMBERS (approve/endorse/discuss/note)	1. To note the results from the Employee Pulse Survey 2. To discuss survey techniques and approaches for 2019 <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> A/ Executive Director 20/ 09 / 2018 </div> <div style="text-align: center;"> A/ Deputy Chief Executive 21/ 09 / 2018 </div> </div>		
AUTHOR/CONTACT	Julia Canny, A/Head of Organisational Development and Learning Phone: 820 70790		
DHS UPDATE E-Newsletter	Is it recommended that this item is included in the DHS Update Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
ELT AGENDA APPROVAL	 DIRECTOR, OFFICE OF THE CHIEF EXECUTIVE 21 / 09 / 2018		

Comments: 1. Noted 2. Noted	Once endorsed by ELT APPROVED / NOTED Lois Boswell A/ Chief Executive 10 / 09 / 2018
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KEY POINTS:

- Between 3-17 August, People and Culture delivered the third Employee Pulse Survey across DHS. The survey period immediately followed the announcement of a departmental restructure on 2 August. Previous pulse surveys took place in October 2017 and March 2018.
- The survey produces three key data points for trend analysis at the DHS, division, directorate and team levels:
 - Response Rates (**DHS: 32%**)
 - Engagement Index – derived from a five-point scale and benchmarked against other State jurisdictions (**DHS: 66.55/100**)
 - Change Attitudes – results from two items measuring “feeling informed about change” (**DHS: 51%**) and “change positivity” (**DHS: 33%**)
- Results at the DHS level have been stable across all three pulse surveys; there have been no statistically significant differences.
- Some areas have seen significant improvements** in employee engagement and change attitudes, including the Screening Unit, Communications and Engagement and People and Culture. Youth Justice has seen a notable increase in response rates from 23% in March to 51%.
- The decision rests with ELT as to whether to continue administering the Pulse Survey every 4-5 months, or to consider other survey methods in the future.

DISCUSSION:

Divisions achieved the following response rates for August 2018:

Division	Responses	Head Count	Response Rate
People and Culture	75	86	87%
Other DHS Teams*	13	15	87%
Office for Women	18	25	72%
Office of the Chief Executive	13	21	62%
Finance and Business Services	97	175	55%
Youth Justice	132	259	51%
Community and Support Services	248	637	39%
Disability and Reform**	381	1839	21%

*Some small teams were included as “Other DHS Teams”, comprising the State Recovery Office, Business Intelligence, the Legal Unit and the Community Visitors Scheme.

**Responses include 104 paper-based surveys.

No results at the DHS level were significantly different to results from March 2018 or October 2017.

A full overview of survey results is provided in Attachment 1.

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Next steps and decisions

- Following noting of the results from the August 2018 Employee Pulse Survey, People and Culture will update the DHS-wide results on the Employee Pulse Survey intranet page.
- Executive Directors are strongly encouraged to share their results with employees and leadership teams. People and Culture are available to discuss results with leadership teams.
- The I Work for SA – Your Voice Survey is being run from the Office of the Commissioner for Public Sector Employment, through ORC International, between **24 September and 26 October**. The Engagement Index is included in this survey and will provide another point of comparison for October 2018.
- Following the release of results from the I Work for SA – Your Voice Survey at the end of 2018, it is suggested that ELT make a decision as to the survey methodology and questions to be included in the DHS survey strategy for 2019:
 - Should DHS continue to administer the Pulse Survey every 4-5 months?
 - If so, should alternative questions be considered?
 - People and Culture will explore alternative methods for survey distribution, including external providers such as Teamgage or ORC International.

BUDGET

Are there financial implications?	No
Is there a budget impact?	No
Is there an FTE Impact?	No

ATTACHMENTS:

1. Employee Pulse Survey – August 2018 Results Overview

DHS Employee Pulse Survey – Results Overview 3-17 August 2018

Division	Directorate / Sub-division	Business Unit / Team	Number of Responses	Head Count	Response Rate	Engagement Index - August 2018*	Significant Trends	% Agreement I believe I am receiving the information I need about changes in my division	Significant Trends	% Agreement I am feeling positive about the changes in my division	Significant Trends
Community and Support Services			248	637	39%	70.56		62%		49%	
	Concessions and Support Services		145	442	33%	73.07		65%		51%	
		ITC Casuals	78	335	23%	76.99		79%		63%	
		Other Concessions and Support Services	67	107	63%	68.51		51%	▼ since Oct '17 (62%)	38%	▼ since March (60%)
	Screening Unit		53	89	60%	66.13	▲ since Oct '17 (56.44)	51%		53%	
		Strategy and Governance	11	39	28%	72.27		64%		64%	
		Assessment / Senior Assessment / Determinations	42	50	84%	64.52	▲ since March (58.26)	48%		50%	▲ since Oct '17 (41%)
	Community Services		37	89	42%	68.24		53%		47%	
	Communications and Engagement		13	17	76%	67.31	▲ since Oct '17 (53.96)	92%	▲ since Oct '17 (50%)	23%	
Finance and Business Services			97	175	55%	64.43		58%	▼ since March (78%)	26%	▼ since March (33%)
	Financial Services		34	76	45%	70.74		72%		33%	
	Procurement		12	15	80%	70.00		92%	▲ since March (55%)	33%	
	Infrastructure		29	37	78%	64.48		52%		31%	
	Business Technology		22	47	47%	51.59		27%		5%	▼ since March (27%)
Office for Women			18	25	72%	83.06		71%		63%	
Office of the Chief Executive			13	21	62%	70.77		45%	▼ since Oct '17 (67%)	27%	
People and Culture			75	86	87%	77.73	▲ since Oct '17 (69.92)	67%	▲ since Jul '17 (59%)	49%	▼ since March (54%)
	Other People and Culture Teams		29	34	85%	82.59	▲ since Oct '17 (71.48)	79%	▲ since Oct '17 (67%)	71%	▲ since Oct '17 (52%)
	Incident Management Unit		14	16	88%	77.50	▲ since Oct '17 (66.15)	79%	▲ since March (58%)	21%	▲ since March (0%)
	Organisational Development and Learning		15	15	100%	77.00	▼ since March (81.92)	62%		47%	▼ since March (52%)
	Employment Relations and Safety (previously WHS)		17	21	81%	70.29	▲ since March (60.33)	41%		35%	
Youth Justice			132	259	51%	60.49	▼ since Oct '17 (69.24)	43%	▼ since March (56%)	28%	▼ since Oct '17 (42%)
	Community Youth Justice		42	56	75%	70.12		43%	▼ since March (63%)	36%	▼ since Oct '17 (52%)
	Other Youth Justice		13	45	29%	59.62		38%		23%	
	Adelaide Youth Training Centre		77	158	49%	55.39	▼ since March (68.26)	44%		25%	
Other DHS Teams ¹			13	15	87%	64.62		69%		42%	
Disability and Reform			381	1839	21%	63.52		41%		22%	
	Accommodation Services ²		195	1320	15%	66.15		38%		19%	
		Accommodation Services Development	92	227	41%	67.55		45%		24%	
		Accommodation Services Operations	103	1093	9%	64.90		32%	▼ since March (53%)	15%	▼ since March (22%)
	NDIS Reform and Services		122	341	36%	61.27		46%		22%	
		ASSIST	33	83	40%	70.30		58%		39%	
		NDIS Implementation and Business Services	17	23	74%	70.00		47%		24%	
		Disability Community Services	49	160	31%	58.06		35%		12%	
		Domiciliary Equipment Service	23	75	31%	48.70		52%		17%	
	Project Management Office		12	17	71%	72.50		75%		67%	
	Employee Mutual (Child and Youth Services)		15	94	16%	64.00		33%		27%	
	Strategy and Reform		11	15	73%	60.91		40%		27%	
	Other Disability and Reform ³		26	52	50%	50.96		31%		15%	
DHS Total			977	3057	32%	66.55		51%		33%	
<div><div>*Engagement Questions:</div><div>1) I would recommend my division as a good place to work</div><div>2) I am proud to tell others I work for my division</div><div>3) I feel a strong personal attachment to my division</div><div>4) My division motivates me to help achieve its objectives</div><div>5) My division inspires me to do the best in my job</div></div> <div><div>Benchmarks:</div><div>Vic (2016)</div><div>67</div></div> <div><div>ACT (2014)</div><div>69</div></div> <div><div>Tas (2016)</div><div>67</div></div> <div><div>NT (2016)</div><div>65</div></div>											
<div>Foot notes:</div> <div>1 "Other DHS Teams" includes the State Recovery Office, Business Intelligence, Legal Unit, Community Visitors Scheme</div> <div>2 Accomodation Services responses include 104 paper surveys</div> <div>3 "Other Disability and Reform" includes areas with low response rates: Contracting and Sector Liaison (6), Disability Business Administration (4), Disability Policy Unit (6), Other Disability SA (10)</div>											

Employee Engagement Index – Trend Results for DHS Divisions

