Gympie Regional Council Performance and Engagement Survey Comprehensive Report

Scope: All staff

October 2023

Contents

Introduction

1.1 Purpose of this Report

The purpose of this Performance and Engagement Survey Comprehensive Report (this "Report") is to form the basis upon which the leadership of Gympie Regional Council can act to improve employee engagement and performance. It highlights areas of strength and areas where improvements can be made. It also acts as a baseline against which to measure initiatives that will increase performance.

It is important that this Report be interpreted correctly and be used in a constructive and sensitive manner. To gain maximum value from this Report, it is suggested that Gympie Regional Council consider retaining an Insync consultant to assist in forming a set of actionable and measurable responses to the challenges described herein.

This Report has been prepared at the request of Gympie Regional Council. It is based on the responses of the employees of Gympie Regional Council to the Performance and Engagement Survey ("the Survey") that was completed in October 2023. This comprehensive report should be considered in conjunction with a presentation given by Insync's consultant to Gympie Regional Council. See page 171 for considerations regarding the interpretation of this Report.

1.2 Data used to prepare this Report

This Report has been prepared from the responses by each of the employees of Gympie Regional Council that completed the Survey to each of the following categories of items and questions:

- the 63 core survey items
- any additional customised items chosen by Gympie Regional Council, and
- any qualitative questions chosen by Gympie Regional Council.

The responses referred to above have been used without adjustment.

1.3 Respondent confidentiality

Data were collected in accordance with the Privacy Policy of Insync which is based on the principles of anonymity and informed consent.

1.4 Invitees and respondents

A total of 519 people from Gympie Regional Council were invited to undertake the Survey and 386 completed responses were received, a response rate of 74%.

1.5 Restricted use of this Report

This Report has been prepared for the exclusive use of Gympie Regional Council for the purpose set out in Section 1.1. It may not be used for any other purpose, nor may it be provided to any third parties without our prior written consent.

This Report has been prepared in accordance with Insync's standard terms and conditions. Insync, its directors, shareholders, employees, agents and representatives, each expressly exclude all responsibility and liability arising in any way from reliance placed by any third party on this Report.

1.6 About Insync

We're leaders in integrated experience management, research and consulting. Our purpose is to inspire success and that's what we've done for over 1,000 organisations in over 50 industries.

We help organisations measure and improve employee and customer experience, and organisational capability with our decades of industry experience, suite of evidence-based frameworks and tools, and our foundation in psychology, research and business consulting.

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Background

The Performance and Engagement Survey (the "Survey") combines two approaches to measuring employee attitudes. The majority of the survey questions are taken from the Employee Opinion Survey, which was developed in the 1990s and owes a great deal to the Australian Quality Council and the Quality movement generally. Its best practice categories are well aligned with all the global models of performance including those now owned by The European Society for Quality Research, SAI Global and those of the National Institute of Standards and Technology.

The Survey also includes items from Insync's Employee Engagement Survey, which measures engagement and the factors that drive it. An extensive, referenced white paper on this framework of employee engagement and a mathematical model of the drivers are available from your Insync project manager.

By combining the best of these two instruments Insync is able to offer both a scorecard on the best practice categories, plus insight into engagement levels and how to raise them.

The Performance and Engagement framework

The Survey is based on our academically and statistically validated Performance and Engagement framework.
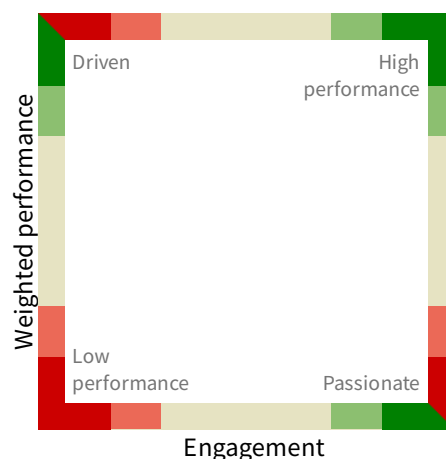
Insync's framework is measured by seven best practice categories and an engagement factor. Each category measures the extent to which employees perceive that the organisation is achieving best practice in the relevant area.

Performance

- **Leadership and innovation** — Explores how leadership interacts with and involves employees in the organisation. Also addresses how effective leadership creates a culture of innovation.
- **Strategy and planning processes** — Explores perceptions of how the organisation develops its strategies and plans, in particular the involvement of employees. Also reviews how strategies and plans are communicated.
- **Data, information and knowledge** — Examines how the organisation gathers, shares and uses data, information and knowledge. Also reviews perceptions regarding the use of data to measure performance.

- **People** — Assesses employees' perceptions of people-related issues. Reviews facets such as levels of satisfaction, pride, work conditions, development opportunities and staff relationships.
- **Customer and market focus** — This category reviews employees' level of understanding of customer needs and opinions. Also assesses whether employees perceive that this information is used by the organisation to improve performance.
- **Processes, products and services** — Examines perceptions of the processes and procedures that help the organisation run smoothly. Also assesses whether the organisation focuses on improving performance continuously.
- **Business results** — Examines how business results are communicated and employees' perceptions of the competitiveness of the organisation.

Weighted Performance

- **Weighted Performance** — The Weighted Performance Index (WPI) is a summary score of performance across all core survey statements, which correspond to the Best Practice Categories. The survey is based around seven best practice categories which measure various aspects of the workplace. The score represents an aggregate performance score across each of the best practice categories. Each survey statement corresponds to one of the categories and is weighted according to that particular category. It is essential to compare your organisations performance against benchmarks in order to create meaningful measures of performance and process. Data presented by Insync enables these comparisons between your organisation and external company benchmarks to be made. These categories are recognised globally as indicators for business performance.

Engagement

- **Engagement** — how committed are employees to the organisation and do they promote and act in its best interests? Are they engaged with the organisation and what it is trying to achieve? The engagement factor actually measures engagement of the heart, the head and the hand. Engaging employees' hearts refers to their positive emotional connection with the organisation; engagement of the head refers to positive thoughts about the organisation; and engagement of the hand refers to the discretionary efforts made by employees.

By assessing how well the organisation is performing on each of these items and categories, the Survey can identify what kind of issues are potentially acting as barriers to achieving an organisation's goals, where those problems are and what actions can be taken.

Your Performance and Engagement scan

The Performance and Engagement scan below shows the performance and engagement results of Gympie Regional Council in both absolute and relative terms.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Gympie Regional Council compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
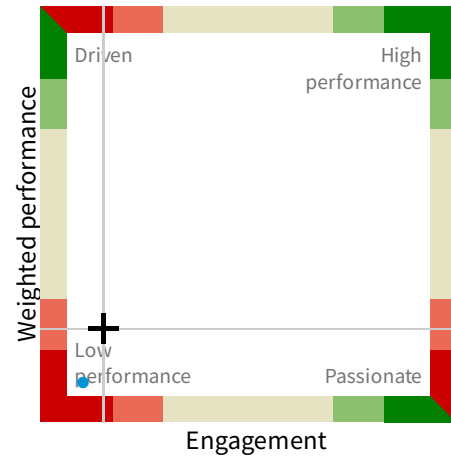
Legend: ● May 2022
+ October 2023

Number of responses: 386

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	41%
	Strategy and planning processes	17%	29%
	Data, information and knowledge	22%	31%
	People	20%	32%
	Customer and market focus	14%	23%
	Processes, products and services	24%	33%
	Business results	24%	31%
	Weighted performance	**22%**	**32%**
Engage	**Engagement**	**35%**	**47%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Highs and lows

Of the core survey items, these are the five with the most and five with the least favourable responses (percentage of respondents who scored either a six or a seven on the seven point rating scale). The colour coding indicates how the average raw score of Gympie Regional Council compares to organisations in Insync's benchmark database.

1.12	Having the person I report to listen and respond to me (leadership and innovation)	60%
4.18	Working as a team in my work group / team / crew (people)	58%
1.8	Demonstration of leadership by the person I report to (leadership and innovation)	55%
9.5	I believe that my own success is important to the success of Gympie Regional Council (engagement)	54%
9.3	Overall, I am satisfied with my job (engagement)	53%
4.16	Trust among people in Council (people)	18%
4.12	Providing incentives and rewards (people)	18%
7.2	Knowing how Council is performing (business results)	15%
4.15	Keeping skilled employees (people)	15%
2.5	Helping me understand why Council makes changes (strategy and planning processes)	15%
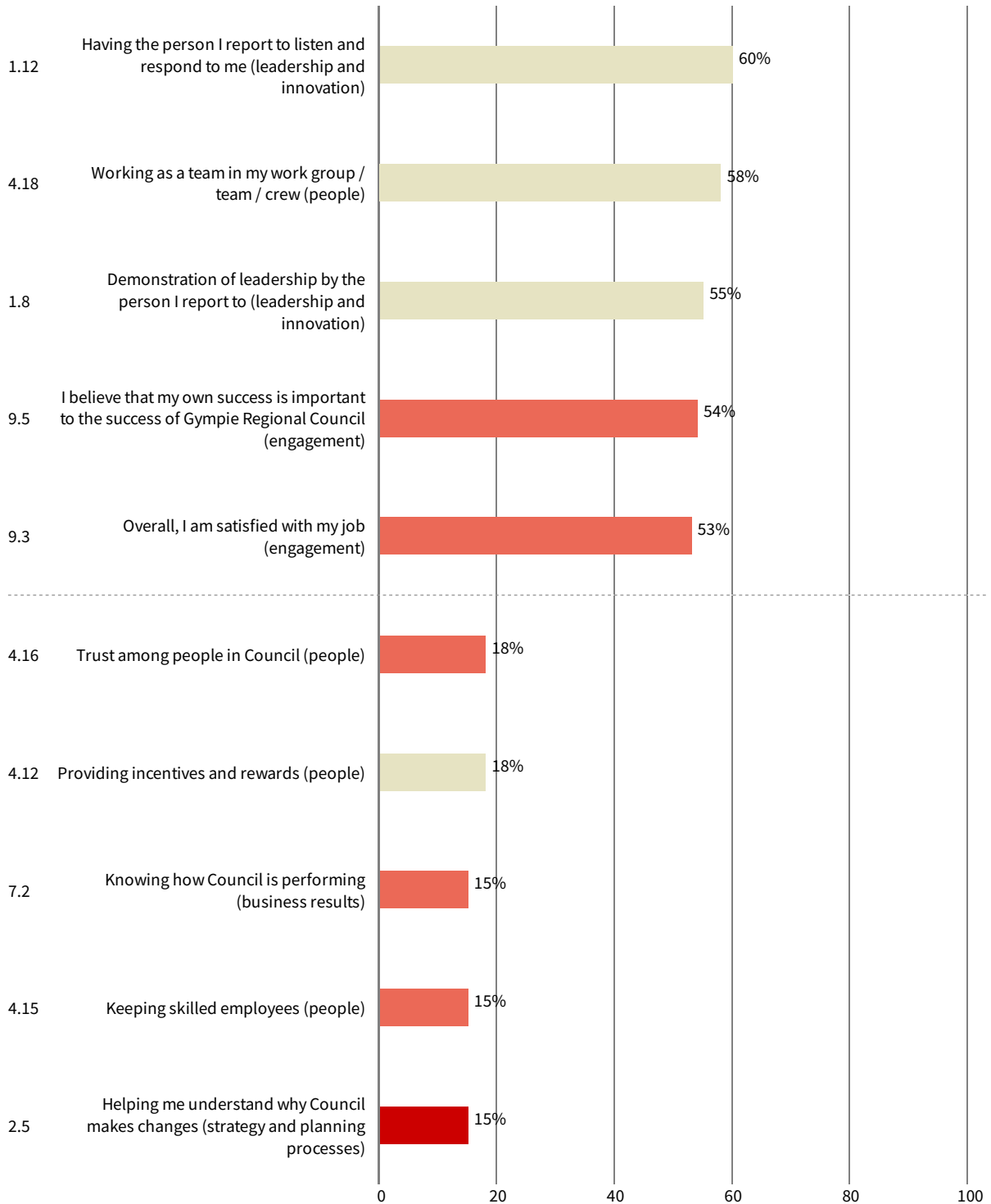
Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

Results by Directorate

These results show where each Directorate within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
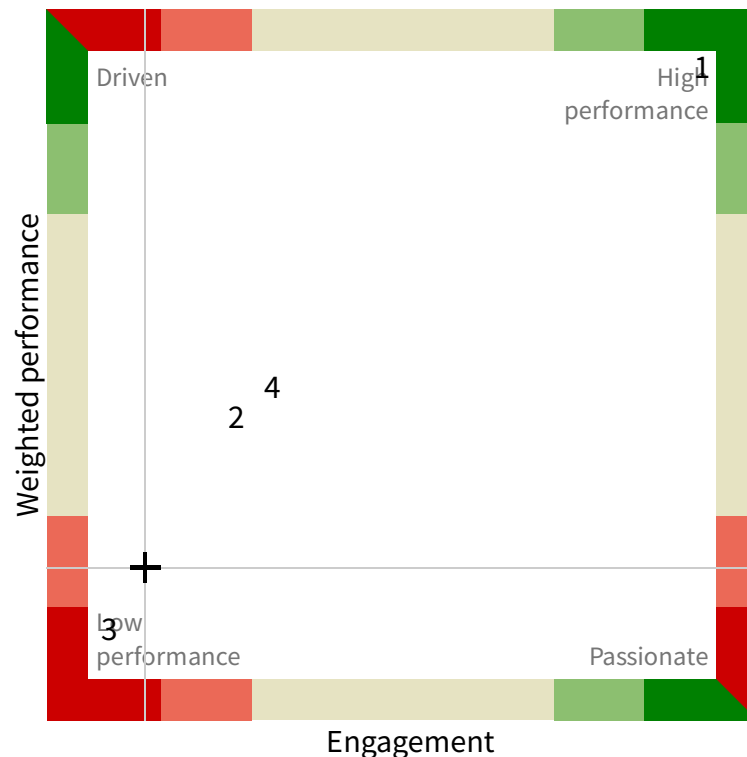
ID	Directorate	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Executive / Executive Assistants	66%	95%	8
2	Corporate Services	35%	51%	92
3	Infrastructure Services	23%	36%	174
4	Community Sustainability	42%	57%	108

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile
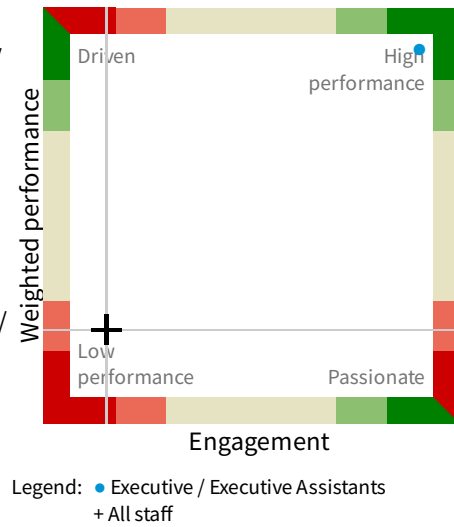
Directorate: Executive / Executive Assistants

The Performance and Engagement scan below shows the performance and engagement results of Directorate: Executive / Executive Assistants.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Directorate: Executive / Executive Assistants compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Directorate: Executive / Executive Assistants is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Executive / Executive Assistants
+ All staff

Number of respondents: 8

		May 2022	October 2023
Best practice categories	Leadership and innovation	46%	79%
	Strategy and planning processes	28%	73%
	Data, information and knowledge	37%	71%
	People	27%	72%
	Customer and market focus	18%	38%
	Processes, products and services	32%	68%
	Business results	35%	63%
	Weighted performance	**32%**	**66%**
Engage	**Engagement**	55%	95%

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Directorate: Corporate Services

The Performance and Engagement scan below shows the performance and engagement results of Directorate: Corporate Services.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Directorate: Corporate Services compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Directorate: Corporate Services is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
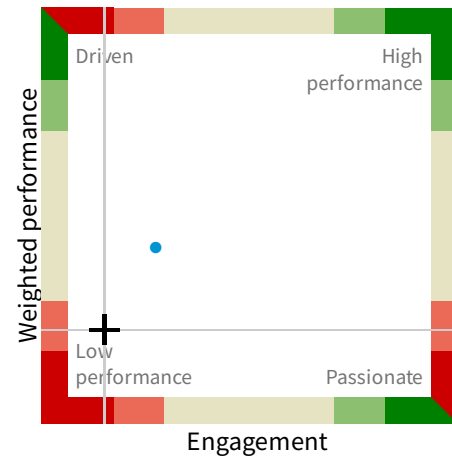
Legend: • Corporate Services
+ All staff

Number of respondents: 92

		May 2022	October 2023
Best practice categories	Leadership and innovation	25%	46%
	Strategy and planning processes	14%	33%
	Data, information and knowledge	14%	34%
	People	19%	37%
	Customer and market focus	5%	22%
	Processes, products and services	20%	37%
	Business results	20%	34%
	Weighted performance	**17%**	**35%**
Engage	**Engagement**	**34%**	**51%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Directorate: Infrastructure Services

The Performance and Engagement scan below shows the performance and engagement results of Directorate: Infrastructure Services.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Directorate: Infrastructure Services compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Directorate: Infrastructure Services is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Infrastructure Services
\+ All staff
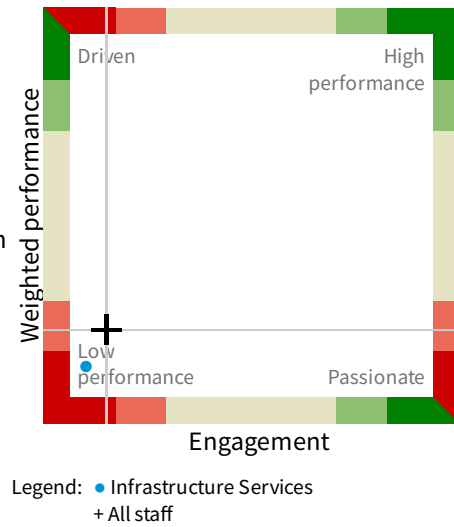
Number of respondents: 174

Best practice categories		May 2022	October 2023
	Leadership and innovation	24%	30%
	Strategy and planning processes	14%	20%
	Data, information and knowledge	20%	22%
	People	17%	23%
	Customer and market focus	11%	15%
	Processes, products and services	22%	25%
	Business results	23%	24%
	Weighted performance	**19%**	**23%**
Engage	**Engagement**	**31%**	**36%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Directorate: Community Sustainability

The Performance and Engagement scan below shows the performance and engagement results of Directorate: Community Sustainability.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Directorate: Community Sustainability compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Directorate: Community Sustainability is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Community Sustainability
+ All staff
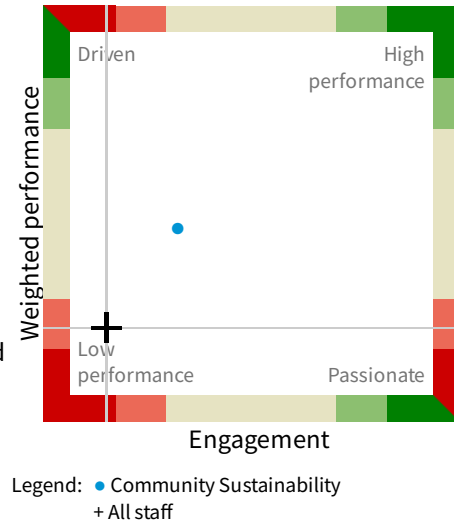
Number of respondents: 108

		May 2022	October 2023
Best practice categories	Leadership and innovation	40%	55%
	Strategy and planning processes	24%	37%
	Data, information and knowledge	30%	40%
	People	25%	42%
	Customer and market focus	25%	35%
	Processes, products and services	30%	40%
	Business results	30%	39%
	Weighted performance	**30%**	**42%**
Engage	**Engagement**	**43%**	**57%**

Your average raw score compared to Insync's benchmark database.
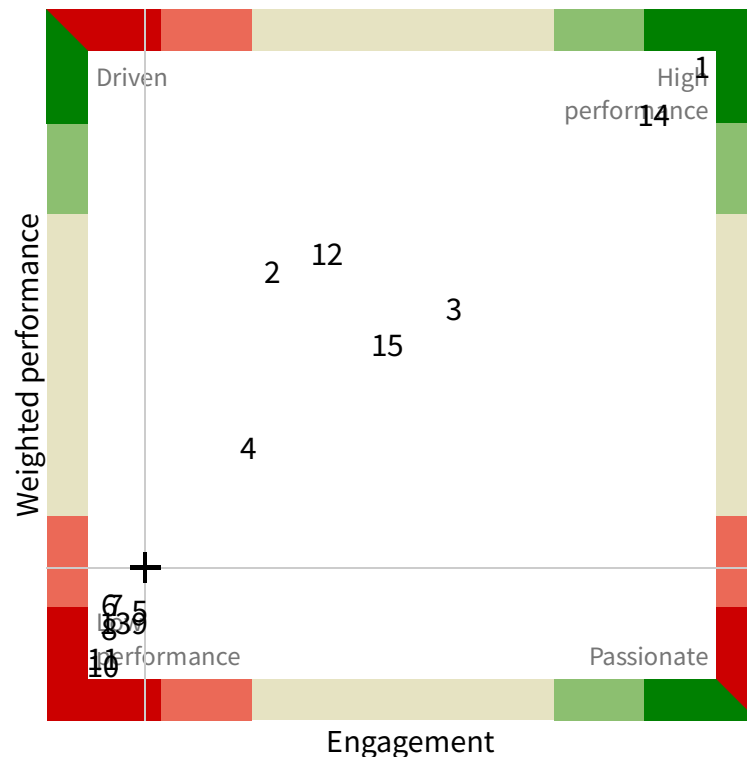
Legend: `#` Bottom decile　`#` Bottom quartile　`#` 2nd and 3rd quartiles　`#` Top quartile　`#` Top decile

Results by Work Area

These results show where each Work Area within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.

ID	Work Area	Performance	Engagement	n
+	**All staff**	32%	47%	386
1	Executive / Executive Assistants	66%	95%	8
2	Finance	44%	57%	23
3	Information and Technology	37%	61%	29
4	People and Culture	31%	45%	18
5	Communication, Business and Engagement	27%	36%	11
6	Governance, Integrity and Risk	27%	39%	11
7	Capital Delivery and Assets	27%	39%	42
8	Operations Roads and Drainage	24%	33%	63

Continued on next page.

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

ID	Work Area	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
9	Property and Open Space	25%	42%	36
10	Operations Water and Wastewater	14%	30%	33
11	Environment and Resource Recovery	21%	31%	18
12	Planning	42%	59%	11
13	Compliance	30%	42%	13
14	Community and Commercial	52%	68%	56
15	Building and Plumbing	35%	57%	10

Your average raw score compared to Insync's benchmark database.

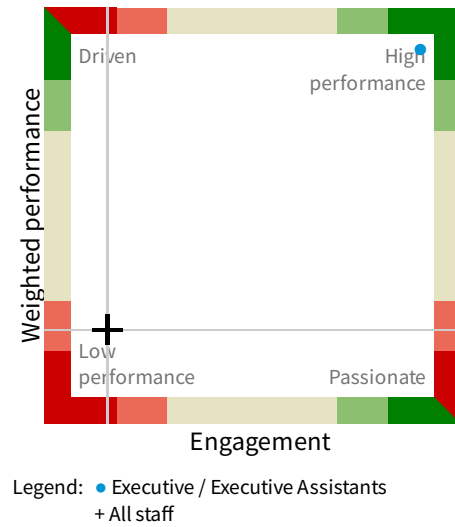Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Executive / Executive Assistants

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Executive / Executive Assistants.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Executive / Executive Assistants compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Executive / Executive Assistants is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Executive / Executive Assistants
+ All staff

Number of respondents: 8

Best practice categories		May 2022	October 2023
	Leadership and innovation	46%	79%
	Strategy and planning processes	28%	73%
	Data, information and knowledge	37%	71%
	People	27%	72%
	Customer and market focus	18%	38%
	Processes, products and services	32%	68%
	Business results	35%	63%

	May 2022	October 2023
Weighted performance	**32%**	**66%**

Engage		May 2022	October 2023
	Engagement	**55%**	**95%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Finance

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Finance.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Finance compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Finance is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Number of respondents: 23

Legend: ● Finance
+ All staff
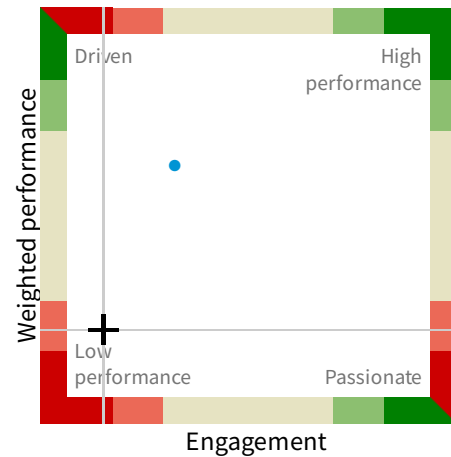
		May 2022	October 2023
Best practice categories	Leadership and innovation	22%	51%
	Strategy and planning processes	15%	38%
	Data, information and knowledge	15%	38%
	People	21%	48%
	Customer and market focus	3%	30%
	Processes, products and services	23%	46%
	Business results	28%	48%
	Weighted performance	**18%**	**44%**
Engage	**Engagement**	**39%**	**57%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Work Area: Information and Technology

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Information and Technology.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Information and Technology compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Information and Technology is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Information and Technology
+ All staff
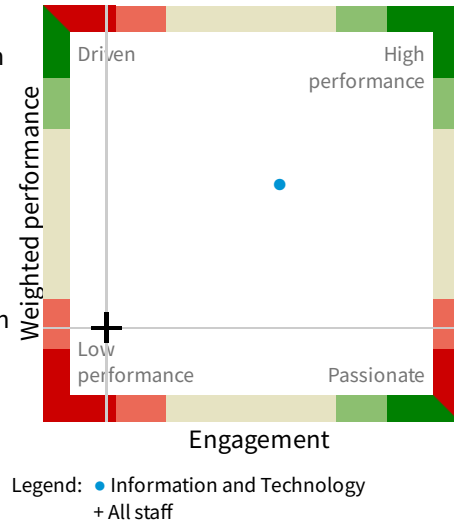
Number of respondents: 29

		May 2022	October 2023
Best practice categories	Leadership and innovation	33%	44%
	Strategy and planning processes	23%	32%
	Data, information and knowledge	22%	40%
	People	28%	39%
	Customer and market focus	4%	27%
	Processes, products and services	28%	43%
	Business results	25%	33%
	Weighted performance	**24%**	**37%**
Engage	**Engagement**	**42%**	**61%**

Your average raw score compared to Insync's benchmark database.

Legend: 　# Bottom decile 　# Bottom quartile 　# 2nd and 3rd quartiles 　# Top quartile 　# Top decile

Work Area: People and Culture

The Performance and Engagement scan below shows the performance and engagement results of Work Area: People and Culture.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: People and Culture compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: People and Culture is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
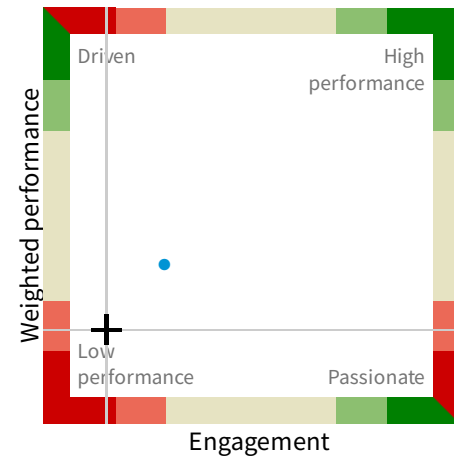
Legend: ● People and Culture
+ All staff

Number of respondents: 18

Best practice categories		May 2022	October 2023
	Leadership and innovation	22%	43%
	Strategy and planning processes	12%	31%
	Data, information and knowledge	13%	33%
	People	15%	30%
	Customer and market focus	5%	15%
	Processes, products and services	17%	29%
	Business results	17%	33%
	Weighted performance	**15%**	**31%**
Engage	**Engagement**	**23%**	**45%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Communication, Business and Engagement

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Communication, Business and Engagement.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Communication, Business and Engagement compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Communication, Business and Engagement is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
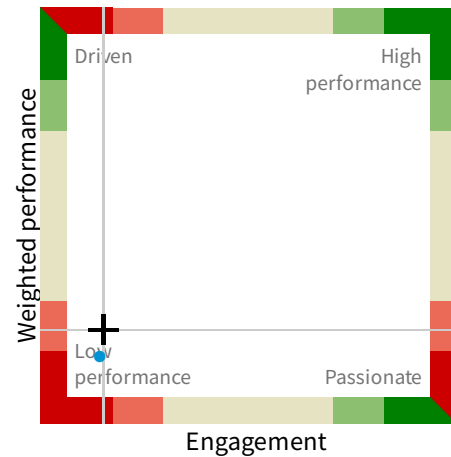
Legend:
- Communication, Business and Engagement
+ All staff

Number of respondents: 11

		May 2022	October 2023
Best practice categories	Leadership and innovation	24%	42%
	Strategy and planning processes	2%	25%
	Data, information and knowledge	4%	24%
	People	12%	30%
	Customer and market focus	14%	9%
	Processes, products and services	9%	29%
	Business results	0%	27%
	Weighted performance	10%	27%
Engage	**Engagement**	33%	36%

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Governance, Integrity and Risk

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Governance, Integrity and Risk.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Governance, Integrity and Risk compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Governance, Integrity and Risk is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Governance, Integrity and Risk
+ All staff
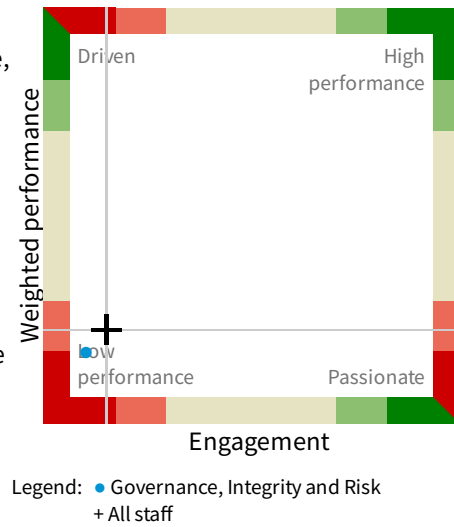
Number of respondents: 11

		October 2023
Best practice categories	Leadership and innovation	48%
	Strategy and planning processes	33%
	Data, information and knowledge	21%
	People	26%
	Customer and market focus	18%
	Processes, products and services	22%
	Business results	18%
	Weighted performance	**27%**
Engage	**Engagement**	**39%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Capital Delivery and Assets

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Capital Delivery and Assets.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Capital Delivery and Assets compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Capital Delivery and Assets is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Capital Delivery and Assets
+ All staff
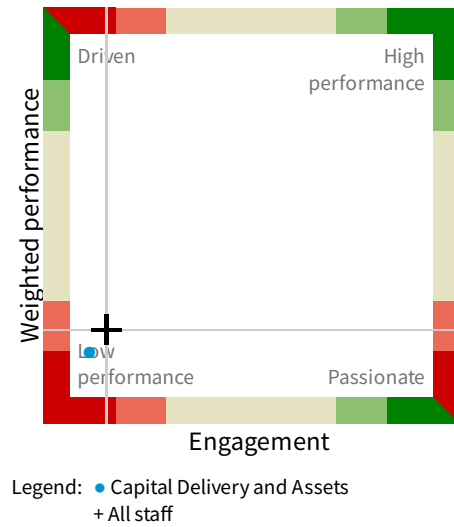
Number of respondents: 42

		May 2022	October 2023
Best practice categories	Leadership and innovation	18%	37%
	Strategy and planning processes	12%	23%
	Data, information and knowledge	19%	25%
	People	16%	28%
	Customer and market focus	3%	19%
	Processes, products and services	22%	28%
	Business results	24%	27%
	Weighted performance	**17%**	**27%**
Engage	**Engagement**	**27%**	**39%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Work Area: Operations Roads and Drainage

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Operations Roads and Drainage.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Operations Roads and Drainage compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Operations Roads and Drainage is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Operations Roads and Drainage
+ All staff
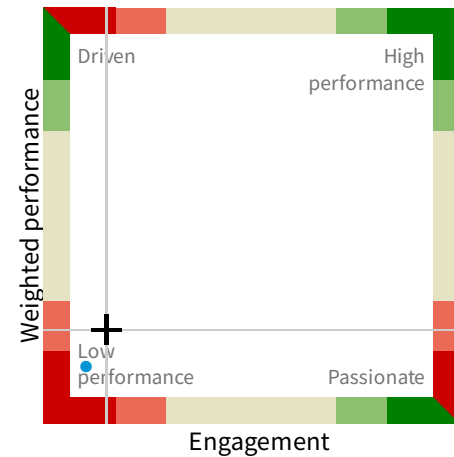
Number of respondents: 63

		May 2022	October 2023
Best practice categories	Leadership and innovation	21%	30%
	Strategy and planning processes	13%	21%
	Data, information and knowledge	18%	25%
	People	15%	25%
	Customer and market focus	9%	17%
	Processes, products and services	18%	24%
	Business results	22%	21%
Weighted performance		17%	24%
Engage	**Engagement**	28%	33%

Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟥 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Work Area: Property and Open Space

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Property and Open Space.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Property and Open Space compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Property and Open Space is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Property and Open Space
+ All staff
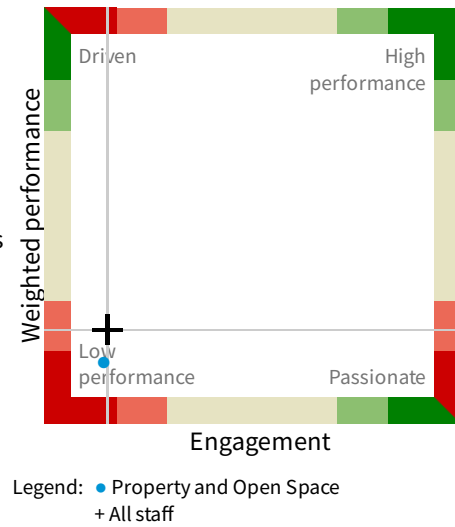
Number of respondents: 36

		May 2022	October 2023
Best practice categories	Leadership and innovation	40%	31%
	Strategy and planning processes	22%	22%
	Data, information and knowledge	28%	17%
	People	23%	24%
	Customer and market focus	18%	15%
	Processes, products and services	28%	27%
	Business results	27%	32%
	Weighted performance	27%	25%
Engage	**Engagement**	37%	42%

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Work Area: Operations Water and Wastewater

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Operations Water and Wastewater.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Operations Water and Wastewater compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Operations Water and Wastewater is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Operations Water and Wastewater
+ All staff
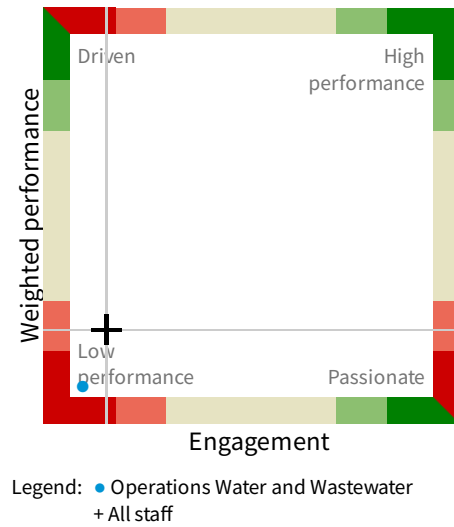
Number of respondents: 33

Best practice categories		May 2022	October 2023
	Leadership and innovation	19%	17%
	Strategy and planning processes	9%	11%
	Data, information and knowledge	18%	16%
	People	16%	12%
	Customer and market focus	21%	9%
	Processes, products and services	23%	19%
	Business results	19%	14%
	Weighted performance	**18%**	**14%**
Engage	**Engagement**	**37%**	**30%**

Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟧 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Work Area: Environment and Resource Recovery

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Environment and Resource Recovery.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Environment and Resource Recovery compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Environment and Resource Recovery is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
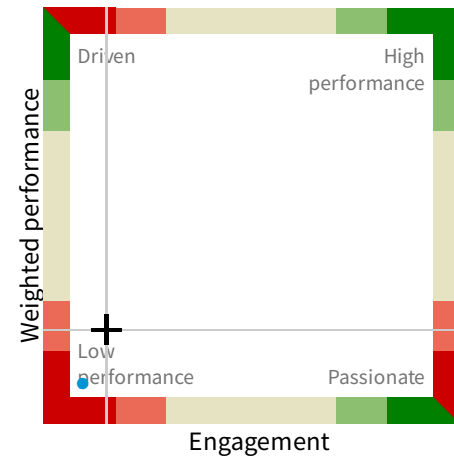
Legend: ● Environment and Resource Recovery
+ All staff

Number of respondents: 18

		May 2022	October 2023
Best practice categories	Leadership and innovation	39%	28%
	Strategy and planning processes	24%	19%
	Data, information and knowledge	33%	22%
	People	26%	23%
	Customer and market focus	18%	25%
	Processes, products and services	22%	17%
	Business results	20%	14%
	Weighted performance	**26%**	**21%**
Engage	**Engagement**	**43%**	**31%**

Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟧 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Work Area: Planning

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Planning.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Planning compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Planning is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Number of respondents: 11
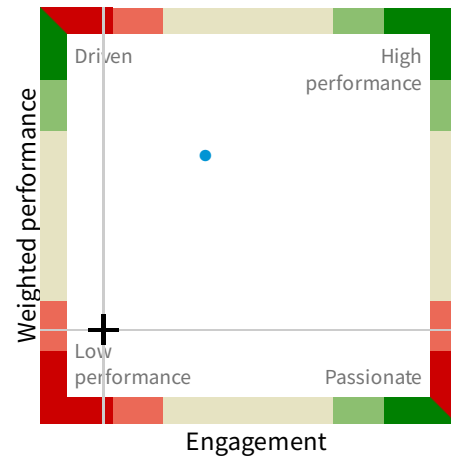
Legend: ● Planning
+ All staff

		May 2022	October 2023
Best practice categories	Leadership and innovation	36%	64%
	Strategy and planning processes	18%	36%
	Data, information and knowledge	19%	42%
	People	6%	42%
	Customer and market focus	19%	23%
	Processes, products and services	13%	42%
	Business results	11%	41%
Weighted performance		**18%**	**42%**
Engage	**Engagement**	**22%**	**59%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Work Area: Compliance

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Compliance.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Compliance compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Compliance is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Number of respondents: 13

Legend: ● Compliance
+ All staff
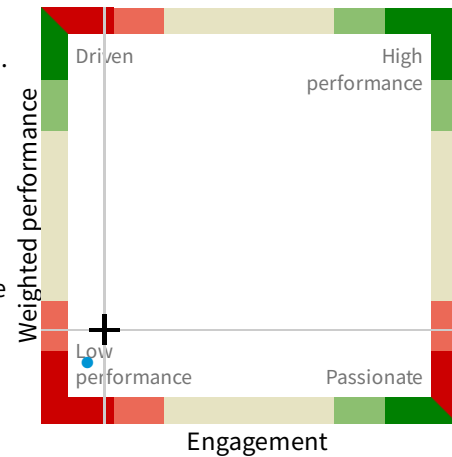
		May 2022	October 2023
Best practice categories	Leadership and innovation	45%	50%
	Strategy and planning processes	19%	28%
	Data, information and knowledge	14%	26%
	People	21%	25%
	Customer and market focus	18%	23%
	Processes, products and services	18%	25%
	Business results	18%	31%
	Weighted performance	23%	30%
Engage	**Engagement**	38%	42%

Your average raw score compared to Insync's benchmark database.

Legend: ▉ # Bottom decile ▉ # Bottom quartile ▉ # 2nd and 3rd quartiles ▉ # Top quartile ▉ # Top decile

Work Area: Community and Commercial

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Community and Commercial.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Community and Commercial compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Community and Commercial is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Community and Commercial
+ All staff

Number of respondents: 56

Best practice categories		May 2022	October 2023
	Leadership and innovation	39%	60%
	Strategy and planning processes	27%	45%
	Data, information and knowledge	39%	51%
	People	30%	54%
	Customer and market focus	31%	47%
	Processes, products and services	41%	54%
	Business results	41%	50%
	Weighted performance	**36%**	**52%**
Engage	**Engagement**	**50%**	**68%**

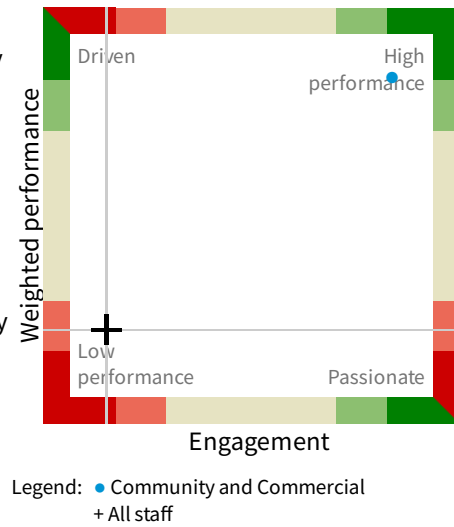Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Work Area: Building and Plumbing

The Performance and Engagement scan below shows the performance and engagement results of Work Area: Building and Plumbing.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Work Area: Building and Plumbing compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Work Area: Building and Plumbing is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Building and Plumbing
+ All staff
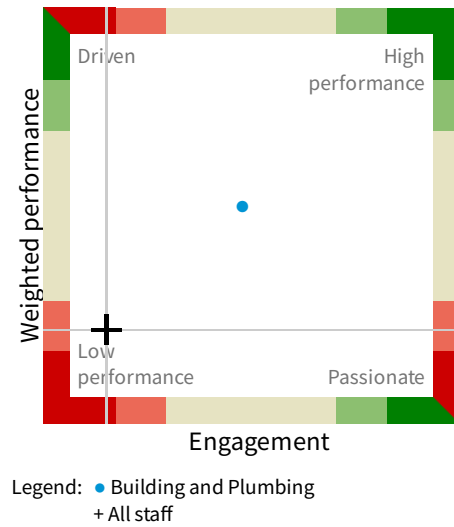
Number of respondents: 10

		October 2023
Best practice categories	Leadership and innovation	69%
	Strategy and planning processes	34%
	Data, information and knowledge	23%
	People	27%
	Customer and market focus	18%
	Processes, products and services	28%
	Business results	35%
	Weighted performance	**35%**
Engage	**Engagement**	**57%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Results by Position

These results show where each Position within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
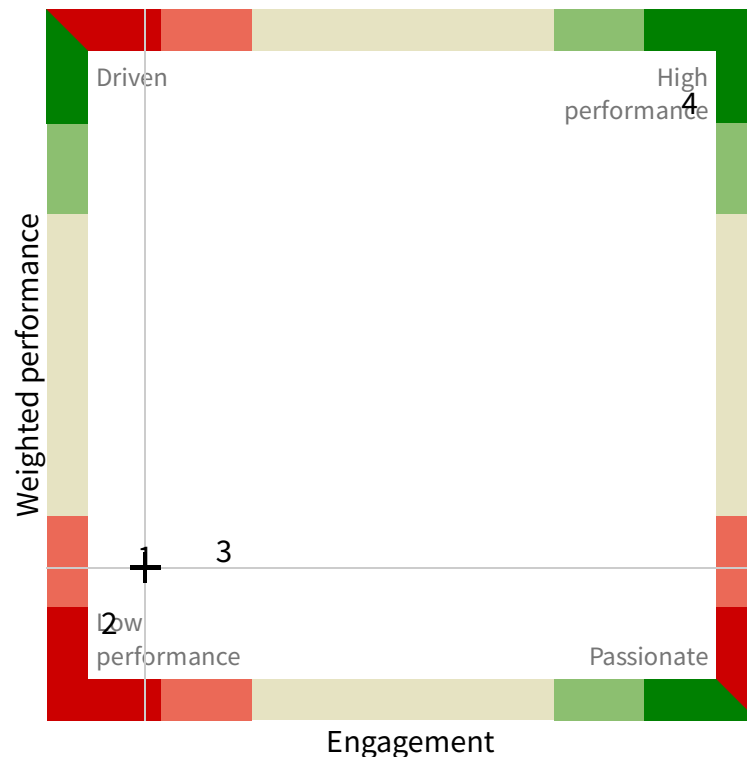
ID	Position	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	32%	47%	223
2	All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	29%	39%	87
3	Coordinator	34%	52%	46
4	Manager	47%	72%	15

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Position: All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)

The Performance and Engagement scan below shows the performance and engagement results of Position: All other roles without direct reports (e.g., Senior Officer, Officer, Team Member).

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Position: All other roles without direct reports (e.g., Senior Officer, Officer, Team Member) compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Position: All other roles without direct reports (e.g., Senior Officer, Officer, Team Member) is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
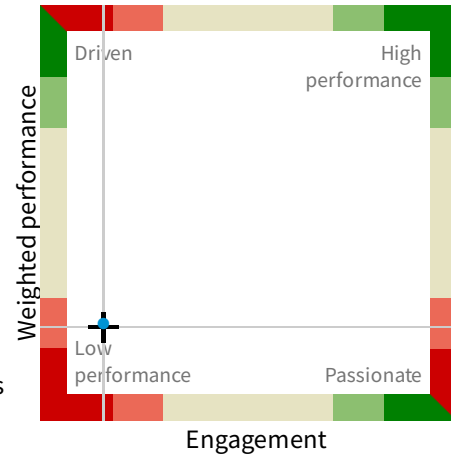
Legend:
● All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)
+ All staff

Number of respondents: 223

Best practice categories		May 2022	October 2023
	Leadership and innovation	31%	41%
	Strategy and planning processes	19%	28%
	Data, information and knowledge	24%	31%
	People	20%	33%
	Customer and market focus	14%	23%
	Processes, products and services	25%	33%
	Business results	25%	33%
Weighted performance		**23%**	**32%**
Engage	**Engagement**	**35%**	**47%**

Your average raw score compared to Insync's benchmark database.

Legend: ■ # Bottom decile ■ # Bottom quartile ■ # 2nd and 3rd quartiles ■ # Top quartile ■ # Top decile

Position: All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)

The Performance and Engagement scan below shows the performance and engagement results of Position: All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer).

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Position: All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer) compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Position: All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer) is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
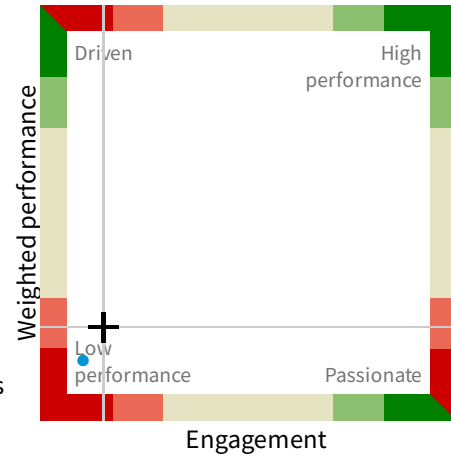
Legend:
● All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)
+ All staff

Number of respondents: 87

Best practice categories		May 2022	October 2023
	Leadership and innovation	24%	37%
	Strategy and planning processes	10%	27%
	Data, information and knowledge	16%	27%
	People	15%	28%
	Customer and market focus	12%	22%
	Processes, products and services	21%	30%
	Business results	21%	28%
Weighted performance		**18%**	**29%**
Engage	**Engagement**	**37%**	**39%**

Your average raw score compared to Insync's benchmark database.

Legend: ◼ # Bottom decile   ◼ # Bottom quartile   ◼ # 2nd and 3rd quartiles   ◼ # Top quartile   ◼ # Top decile

Position: Coordinator

The Performance and Engagement scan below shows the performance and engagement results of Position: Coordinator.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Position: Coordinator compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Position: Coordinator is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Number of respondents: 46

Legend: ● Coordinator
+ All staff

		May 2022	October 2023
Best practice categories	Leadership and innovation	20%	47%
	Strategy and planning processes	14%	28%
	Data, information and knowledge	17%	33%
	People	16%	34%
	Customer and market focus	10%	26%
	Processes, products and services	22%	38%
	Business results	17%	32%
	Weighted performance	**17%**	**34%**
Engage	**Engagement**	**40%**	**52%**

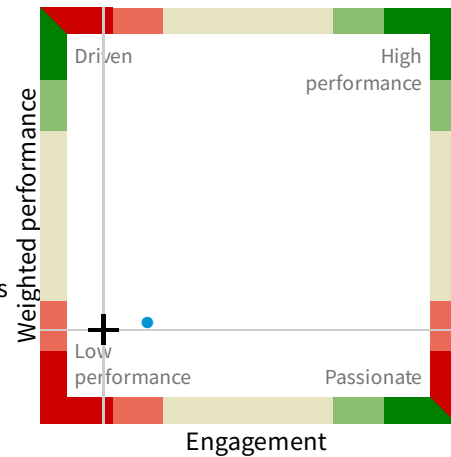Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟧 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Position: Manager

The Performance and Engagement scan below shows the performance and engagement results of Position: Manager.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Position: Manager compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Position: Manager is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Number of respondents: 15

Legend: ● Manager
+ All staff
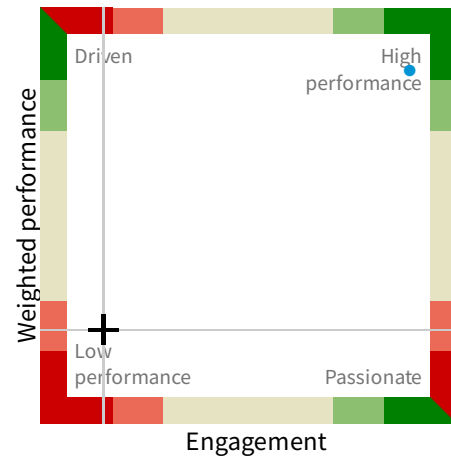
		May 2022	October 2023
Best practice categories	Leadership and innovation	51%	70%
	Strategy and planning processes	32%	52%
	Data, information and knowledge	25%	51%
	People	31%	55%
	Customer and market focus	10%	28%
	Processes, products and services	23%	40%
	Business results	17%	33%
	Weighted performance	**28%**	**47%**
Engage	**Engagement**	**50%**	**72%**

Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟧 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Results by Employment Status

These results show where each Employment Status within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
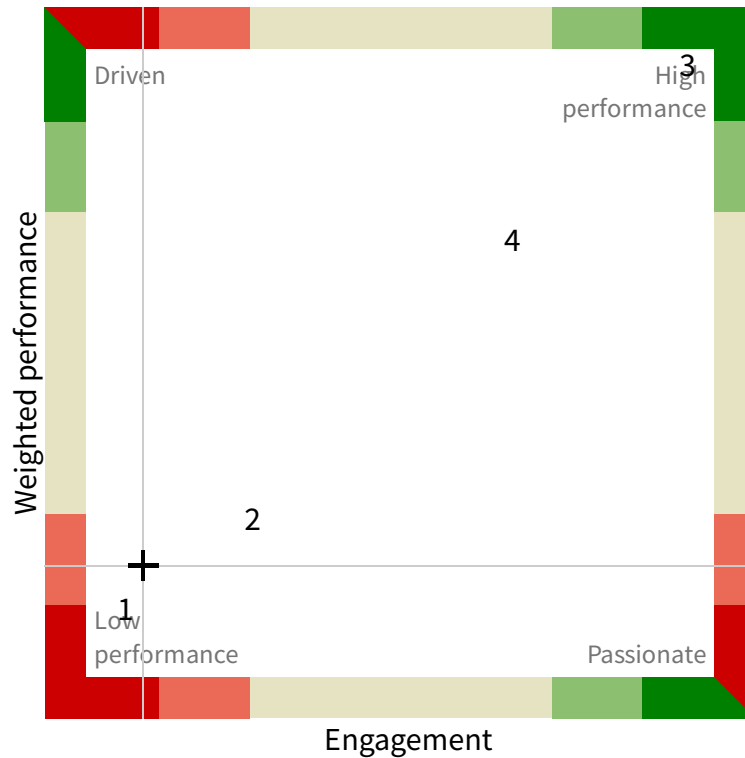
ID	Employment Status	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Full time	29%	42%	313
2	Part time	30%	51%	15
3	Casual	56%	73%	25
4	Fixed Term	45%	66%	31

Your average raw score compared to Insync's benchmark database.

Legend: [#] Bottom decile [#] Bottom quartile [#] 2nd and 3rd quartiles [#] Top quartile [#] Top decile

Employment Status: Full time

The Performance and Engagement scan below shows the performance and engagement results of Employment Status: Full time.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Employment Status: Full time compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Employment Status: Full time is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
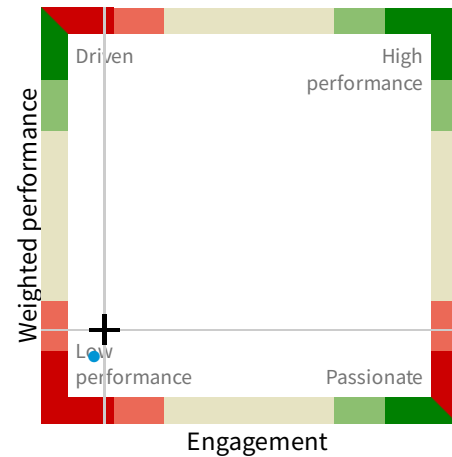
Legend: ● Full time
+ All staff

Number of respondents: 313

|		May 2022	October 2023
Best practice categories	Leadership and innovation	27%	38%
	Strategy and planning processes	16%	27%
	Data, information and knowledge	21%	27%
	People	18%	29%
	Customer and market focus	12%	20%
	Processes, products and services	22%	30%
	Business results	23%	28%
	Weighted performance	**20%**	**29%**
Engage	**Engagement**	**33%**	**42%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Employment Status: Part time

The Performance and Engagement scan below shows the performance and engagement results of Employment Status: Part time.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Employment Status: Part time compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Employment Status: Part time is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
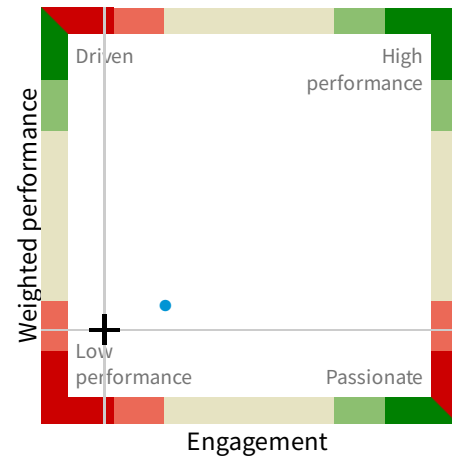
Legend: ● Part time
+ All staff

Number of respondents: 15

		May 2022	October 2023
Best practice categories	Leadership and innovation	31%	41%
	Strategy and planning processes	15%	28%
	Data, information and knowledge	28%	27%
	People	24%	29%
	Customer and market focus	21%	20%
	Processes, products and services	33%	32%
	Business results	33%	30%
	Weighted performance	**27%**	**30%**
Engage	**Engagement**	**43%**	**51%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Employment Status: Casual

The Performance and Engagement scan below shows the performance and engagement results of Employment Status: Casual.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Employment Status: Casual compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Employment Status: Casual is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Casual
+ All staff
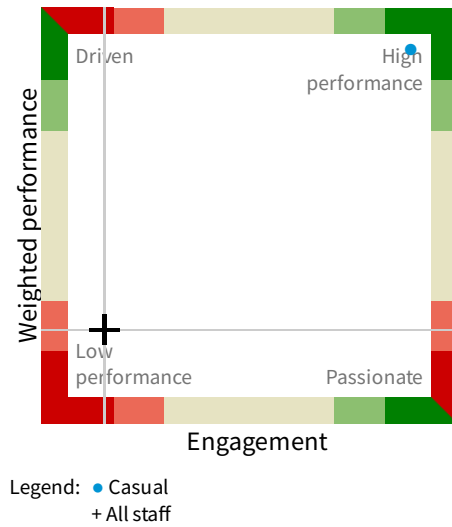
Number of respondents: 25

Best practice categories		May 2022	October 2023
	Leadership and innovation	50%	65%
	Strategy and planning processes	39%	43%
	Data, information and knowledge	53%	55%
	People	43%	59%
	Customer and market focus	42%	50%
	Processes, products and services	49%	55%
	Business results	53%	58%
	Weighted performance	**47%**	**56%**
Engage	**Engagement**	**49%**	**73%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Employment Status: Fixed Term

The Performance and Engagement scan below shows the performance and engagement results of Employment Status: Fixed Term.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Employment Status: Fixed Term compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Employment Status: Fixed Term is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
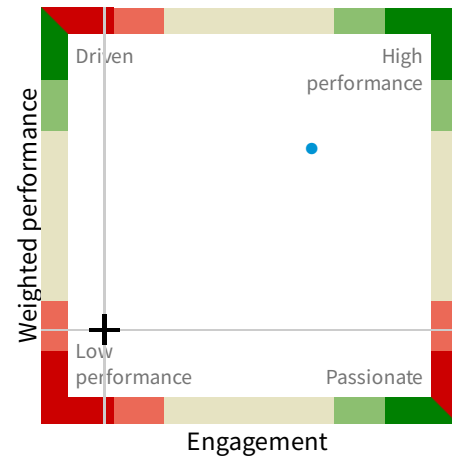
Legend: ● Fixed Term
+ All staff

Number of respondents: 31

Best practice categories		May 2022	October 2023
	Leadership and innovation	48%	53%
	Strategy and planning processes	26%	39%
	Data, information and knowledge	21%	53%
	People	32%	49%
	Customer and market focus	17%	30%
	Processes, products and services	29%	43%
	Business results	19%	47%
	Weighted performance	**29%**	**45%**
Engage	**Engagement**	**55%**	**66%**

Your average raw score compared to Insync's benchmark database.

Legend: ■ # Bottom decile ■ # Bottom quartile ■ # 2nd and 3rd quartiles ■ # Top quartile ■ # Top decile

Results by Length of service

These results show where each Length of service within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
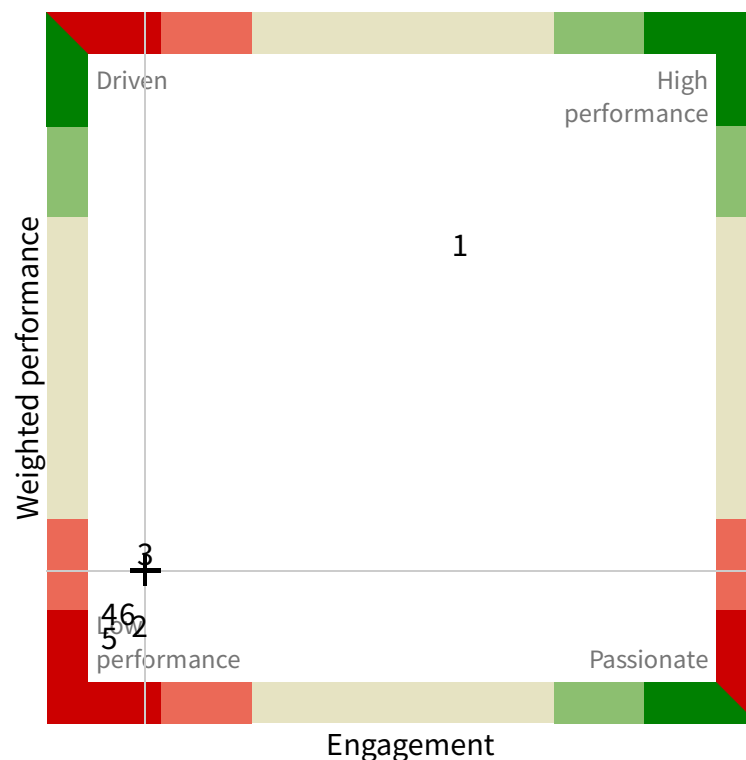
ID	Length of service	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Less than 1 year	43%	60%	92
2	1 year to less than 2 years	27%	46%	46
3	2 years to less than 4 years	32%	47%	59
4	4 years to less than 6 years	28%	38%	34
5	6 years to less than 10 years	23%	39%	44
6	10 years or longer	29%	42%	111

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Length of service: Less than 1 year

The Performance and Engagement scan below shows the performance and engagement results of Length of service: Less than 1 year.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: Less than 1 year compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: Less than 1 year is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
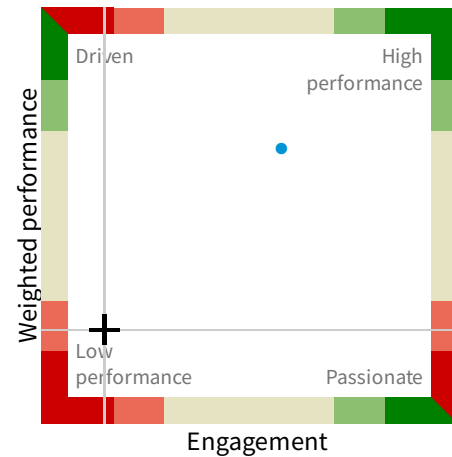
Legend: ● Less than 1 year
+ All staff

Number of respondents: 92

|		May 2022	October 2023
Best practice categories	Leadership and innovation	42%	53%
	Strategy and planning processes	22%	37%
	Data, information and knowledge	32%	44%
	People	36%	45%
	Customer and market focus	20%	33%
	Processes, products and services	34%	41%
	Business results	34%	47%
	Weighted performance	**32%**	**43%**
Engage	**Engagement**	**57%**	**60%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Length of service: 1 year to less than 2 years

The Performance and Engagement scan below shows the performance and engagement results of Length of service: 1 year to less than 2 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: 1 year to less than 2 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: 1 year to less than 2 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 1 year to less than 2 years
+ All staff

Number of respondents: 46

		May 2022	October 2023
Best practice categories	Leadership and innovation	41%	35%
	Strategy and planning processes	27%	24%
	Data, information and knowledge	32%	27%
	People	28%	30%
	Customer and market focus	19%	17%
	Processes, products and services	28%	28%
	Business results	32%	24%
	Weighted performance	30%	27%
Engage	**Engagement**	37%	46%

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Length of service: 2 years to less than 4 years

The Performance and Engagement scan below shows the performance and engagement results of Length of service: 2 years to less than 4 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: 2 years to less than 4 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: 2 years to less than 4 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 2 years to less than 4 years
+ All staff

Number of respondents: 59

		May 2022	October 2023
Best practice categories	Leadership and innovation	28%	43%
	Strategy and planning processes	17%	27%
	Data, information and knowledge	22%	34%
	People	19%	32%
	Customer and market focus	11%	23%
	Processes, products and services	20%	35%
	Business results	21%	29%
	Weighted performance	**20%**	**32%**
Engage	**Engagement**	**33%**	**47%**

Your average raw score compared to Insync's benchmark database.

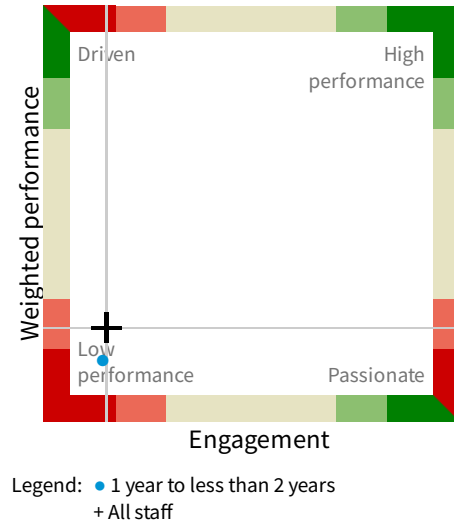Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Length of service: 4 years to less than 6 years

The Performance and Engagement scan below shows the performance and engagement results of Length of service: 4 years to less than 6 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: 4 years to less than 6 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: 4 years to less than 6 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 4 years to less than 6 years
+ All staff

Number of respondents: 34

		May 2022	October 2023
Best practice categories	Leadership and innovation	24%	39%
	Strategy and planning processes	10%	28%
	Data, information and knowledge	18%	26%
	People	13%	27%
	Customer and market focus	11%	17%
	Processes, products and services	24%	30%
	Business results	19%	24%
	Weighted performance	18%	28%
Engage	**Engagement**	25%	38%

Your average raw score compared to Insync's benchmark database.
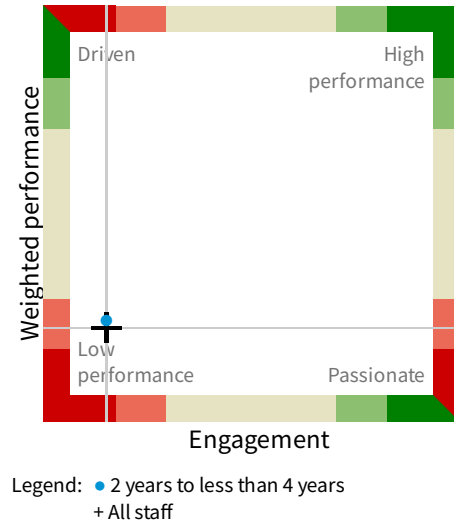
Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Length of service: 6 years to less than 10 years

The Performance and Engagement scan below shows the performance and engagement results of Length of service: 6 years to less than 10 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: 6 years to less than 10 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: 6 years to less than 10 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 6 years to less than 10 years
+ All staff

Number of respondents: 44

		May 2022	October 2023
Best practice categories	Leadership and innovation	31%	34%
	Strategy and planning processes	16%	19%
	Data, information and knowledge	15%	17%
	People	16%	22%
	Customer and market focus	9%	15%
	Processes, products and services	20%	24%
	Business results	21%	25%
	Weighted performance	**19%**	**23%**
Engage	**Engagement**	**27%**	**39%**

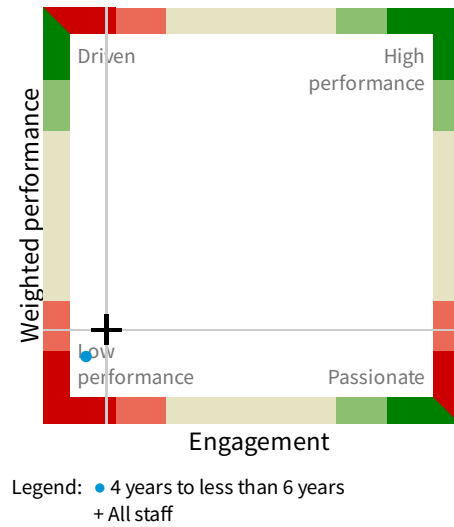Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Length of service: 10 years or longer

The Performance and Engagement scan below shows the performance and engagement results of Length of service: 10 years or longer.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Length of service: 10 years or longer compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Length of service: 10 years or longer is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 10 years or longer
+ All staff

Number of respondents: 111

Best practice categories		May 2022	October 2023
	Leadership and innovation	22%	37%
	Strategy and planning processes	15%	29%
	Data, information and knowledge	20%	26%
	People	15%	29%
	Customer and market focus	13%	22%
	Processes, products and services	22%	31%
	Business results	22%	27%

		May 2022	October 2023
	Weighted performance	19%	29%

Engage		May 2022	October 2023
	Engagement	34%	42%

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Results by Intention to stay period

These results show where each Intention to stay period within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
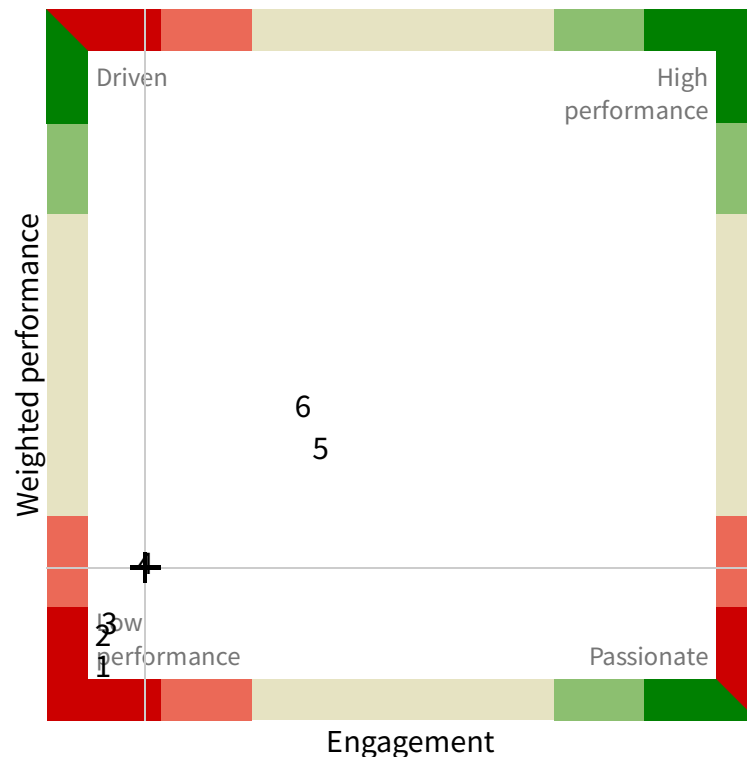
ID	Intention to stay period	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Less than 1 year	17%	14%	21
2	1 year to less than 2 years	26%	30%	33
3	2 years to less than 4 years	27%	37%	43
4	4 years to less than 6 years	30%	42%	49
5	6 years to less than 10 years	31%	55%	60
6	10 years or longer	37%	54%	177

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Intention to stay period: Less than 1 year

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: Less than 1 year.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: Less than 1 year compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: Less than 1 year is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Less than 1 year
         + All staff
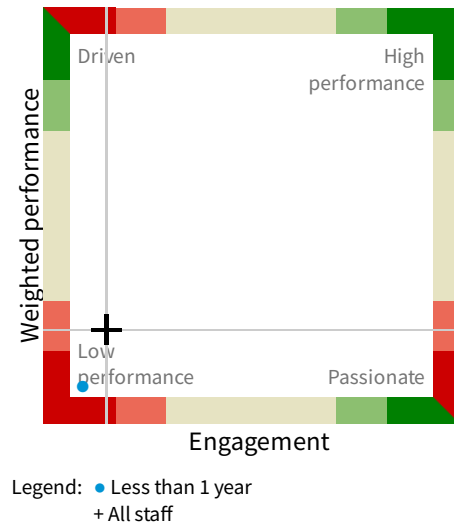
Number of respondents: 21

Best practice categories		May 2022	October 2023
	Leadership and innovation	24%	24%
	Strategy and planning processes	8%	13%
	Data, information and knowledge	13%	17%
	People	17%	15%
	Customer and market focus	7%	11%
	Processes, products and services	23%	17%
	Business results	20%	19%
	Weighted performance	**17%**	**17%**

Engage		May 2022	October 2023
	Engagement	**29%**	**14%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Intention to stay period: 1 year to less than 2 years

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: 1 year to less than 2 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: 1 year to less than 2 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: 1 year to less than 2 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 1 year to less than 2 years
         + All staff

Number of respondents: 33

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	38%
	Strategy and planning processes	18%	21%
	Data, information and knowledge	19%	27%
	People	16%	27%
	Customer and market focus	24%	16%
	Processes, products and services	20%	25%
	Business results	22%	21%
	Weighted performance	22%	26%
Engage	**Engagement**	20%	30%

Your average raw score compared to Insync's benchmark database.

Legend: 　# Bottom decile 　# Bottom quartile 　# 2nd and 3rd quartiles 　# Top quartile 　# Top decile

Intention to stay period: 2 years to less than 4 years

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: 2 years to less than 4 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: 2 years to less than 4 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: 2 years to less than 4 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 2 years to less than 4 years
+ All staff

Number of respondents: 43

		May 2022	October 2023
Best practice categories	Leadership and innovation	28%	36%
	Strategy and planning processes	14%	28%
	Data, information and knowledge	23%	26%
	People	12%	27%
	Customer and market focus	6%	17%
	Processes, products and services	18%	25%
	Business results	20%	29%
	Weighted performance	**17%**	**27%**
Engage	**Engagement**	**28%**	**37%**

Your average raw score compared to Insync's benchmark database.
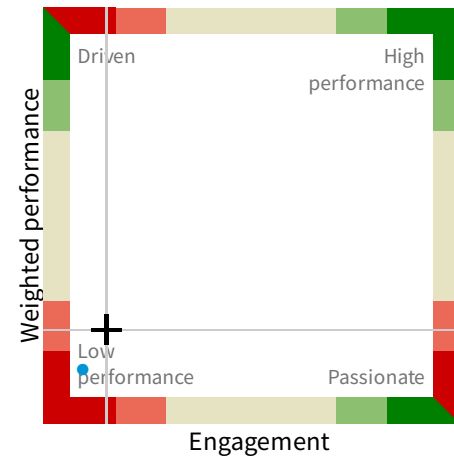
Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Intention to stay period: 4 years to less than 6 years

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: 4 years to less than 6 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: 4 years to less than 6 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: 4 years to less than 6 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 4 years to less than 6 years
+ All staff

Number of respondents: 49

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	39%
	Strategy and planning processes	16%	28%
	Data, information and knowledge	17%	26%
	People	16%	31%
	Customer and market focus	10%	23%
	Processes, products and services	14%	30%
	Business results	13%	28%
	Weighted performance	**17%**	**30%**
Engage	**Engagement**	**31%**	**42%**

Your average raw score compared to Insync's benchmark database.
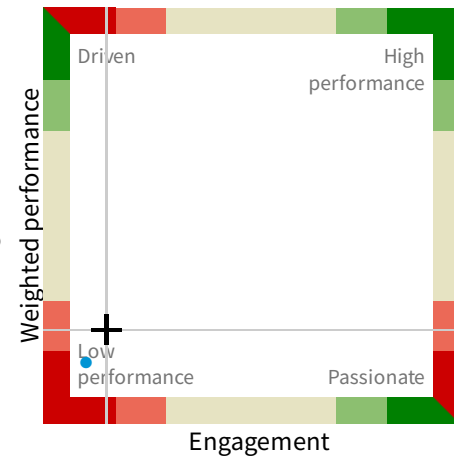
Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Intention to stay period: 6 years to less than 10 years

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: 6 years to less than 10 years.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: 6 years to less than 10 years compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: 6 years to less than 10 years is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 6 years to less than 10 years
+ All staff

Number of respondents: 60

		May 2022	October 2023
Best practice categories	Leadership and innovation	34%	42%
	Strategy and planning processes	22%	25%
	Data, information and knowledge	27%	24%
	People	25%	34%
	Customer and market focus	16%	24%
	Processes, products and services	28%	32%
	Business results	30%	29%
	Weighted performance	**26%**	**31%**
Engage	**Engagement**	**44%**	**55%**

Your average raw score compared to Insync's benchmark database.

Legend: ▪ # Bottom decile ▪ # Bottom quartile ▪ # 2nd and 3rd quartiles ▪ # Top quartile ▪ # Top decile
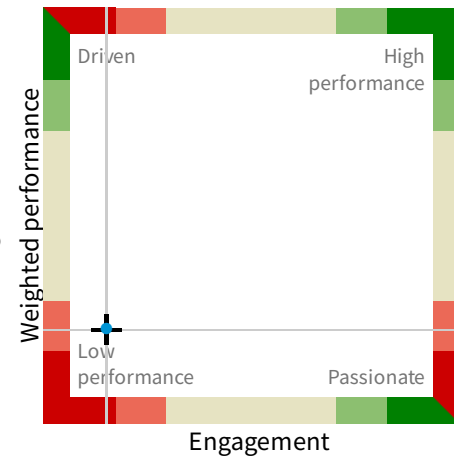
Intention to stay period: 10 years or longer

The Performance and Engagement scan below shows the performance and engagement results of Intention to stay period: 10 years or longer.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Intention to stay period: 10 years or longer compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Intention to stay period: 10 years or longer is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 10 years or longer
+ All staff

Number of respondents: 177

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	46%
	Strategy and planning processes	19%	35%
	Data, information and knowledge	24%	38%
	People	22%	37%
	Customer and market focus	15%	26%
	Processes, products and services	27%	39%
	Business results	26%	37%
	Weighted performance	**23%**	**37%**
Engage	**Engagement**	**39%**	**54%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Results by Frequency of face-to-face conversation about work with the person you report to

These results show where each Frequency of face-to-face conversation about work with the person you report to within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
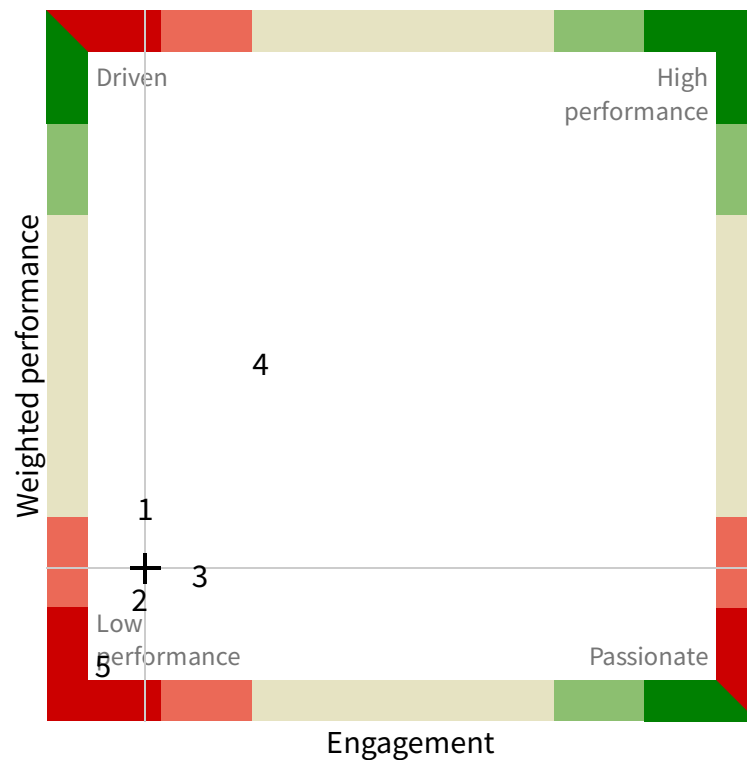
ID	Frequency of face-to-face conversation about work with the person you report to	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Daily	33%	48%	215
2	Weekly	31%	46%	112
3	Monthly	34%	51%	35
4	Quarterly	33%	51%	11
5	Not at all	4%	20%	6

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Frequency of face-to-face conversation about work with the person you report to: Daily

The Performance and Engagement scan below shows the performance and engagement results of Frequency of face-to-face conversation about work with the person you report to: Daily.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Frequency of face-to-face conversation about work with the person you report to: Daily compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Frequency of face-to-face conversation about work with the person you report to: Daily is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Daily
+ All staff
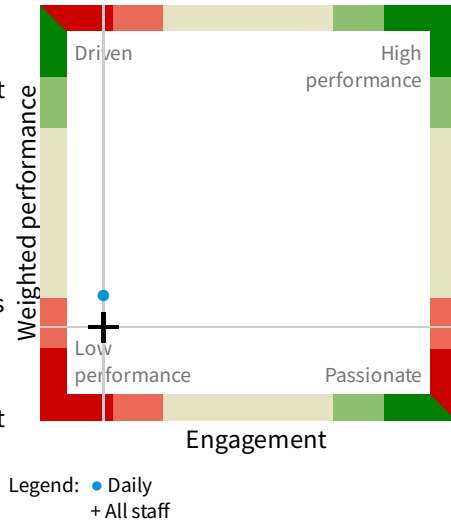
Number of respondents: 215

		May 2022	October 2023
Best practice categories	Leadership and innovation	32%	44%
	Strategy and planning processes	18%	29%
	Data, information and knowledge	27%	32%
	People	20%	34%
	Customer and market focus	14%	22%
	Processes, products and services	27%	34%
	Business results	27%	33%
	Weighted performance	**24%**	**33%**
Engage	**Engagement**	**34%**	**48%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Frequency of face-to-face conversation about work with the person you report to: Weekly

The Performance and Engagement scan below shows the performance and engagement results of Frequency of face-to-face conversation about work with the person you report to: Weekly.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Frequency of face-to-face conversation about work with the person you report to: Weekly compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Frequency of face-to-face conversation about work with the person you report to: Weekly is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Weekly
+ All staff
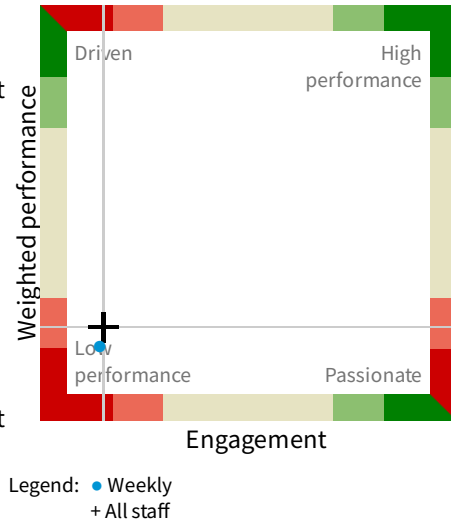
Number of respondents: 112

Best practice categories		May 2022	October 2023
	Leadership and innovation	28%	42%
	Strategy and planning processes	17%	30%
	Data, information and knowledge	16%	30%
	People	17%	31%
	Customer and market focus	13%	23%
	Processes, products and services	18%	31%
	Business results	20%	29%
	Weighted performance	**19%**	**31%**
Engage	**Engagement**	**35%**	**46%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Frequency of face-to-face conversation about work with the person you report to: Monthly

The Performance and Engagement scan below shows the performance and engagement results of Frequency of face-to-face conversation about work with the person you report to: Monthly.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Frequency of face-to-face conversation about work with the person you report to: Monthly compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Frequency of face-to-face conversation about work with the person you report to: Monthly is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Monthly
+ All staff
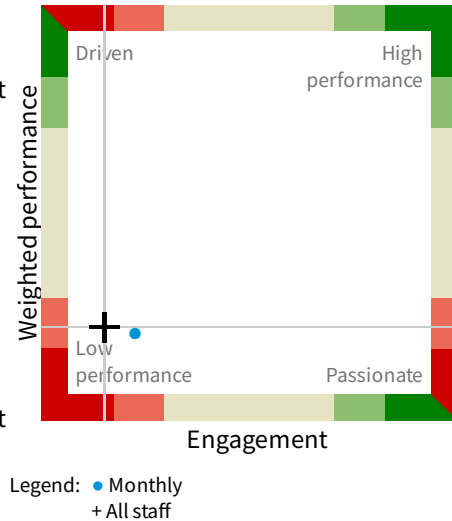
Number of respondents: 35

		May 2022	October 2023
Best practice categories	Leadership and innovation	39%	37%
	Strategy and planning processes	24%	32%
	Data, information and knowledge	36%	35%
	People	37%	35%
	Customer and market focus	22%	31%
	Processes, products and services	37%	35%
	Business results	39%	34%
	Weighted performance	**34%**	**34%**
Engage	**Engagement**	**52%**	**51%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Frequency of face-to-face conversation about work with the person you report to: Quarterly

The Performance and Engagement scan below shows the performance and engagement results of Frequency of face-to-face conversation about work with the person you report to: Quarterly.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Frequency of face-to-face conversation about work with the person you report to: Quarterly compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Frequency of face-to-face conversation about work with the person you report to: Quarterly is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Quarterly
         + All staff
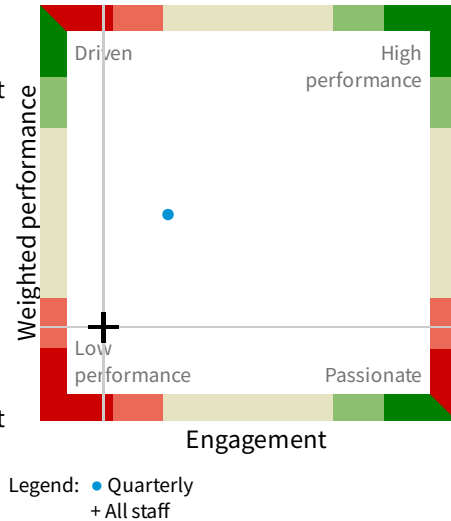
Number of respondents: 11

Best practice categories		May 2022	October 2023
	Leadership and innovation	11%	41%
	Strategy and planning processes	5%	29%
	Data, information and knowledge	17%	18%
	People	12%	31%
	Customer and market focus	0%	32%
	Processes, products and services	13%	38%
	Business results	13%	32%
	Weighted performance	**10%**	**33%**
Engage	**Engagement**	**14%**	**51%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Frequency of face-to-face conversation about work with the person you report to: Not at all

The Performance and Engagement scan below shows the performance and engagement results of Frequency of face-to-face conversation about work with the person you report to: Not at all.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Frequency of face-to-face conversation about work with the person you report to: Not at all compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Frequency of face-to-face conversation about work with the person you report to: Not at all is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
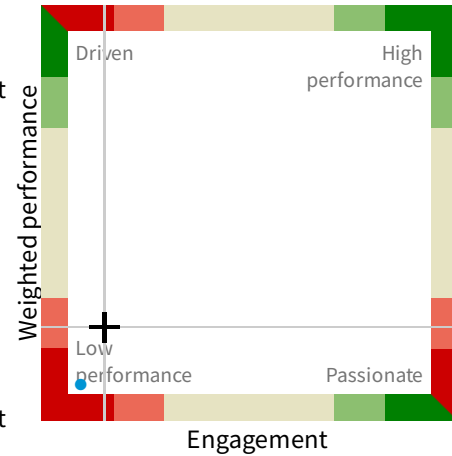
Legend: ● Not at all
         + All staff

Number of respondents: 6

Best practice categories		May 2022	October 2023
	Leadership and innovation	12%	3%
	Strategy and planning processes	9%	0%
	Data, information and knowledge	9%	6%
	People	14%	8%
	Customer and market focus	7%	0%
	Processes, products and services	19%	3%
	Business results	17%	8%
	Weighted performance	**13%**	**4%**
Engage	**Engagement**	**32%**	**20%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile   **#** Bottom quartile   **#** 2nd and 3rd quartiles   **#** Top quartile   **#** Top decile

Results by Age Group

These results show where each Age Group within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
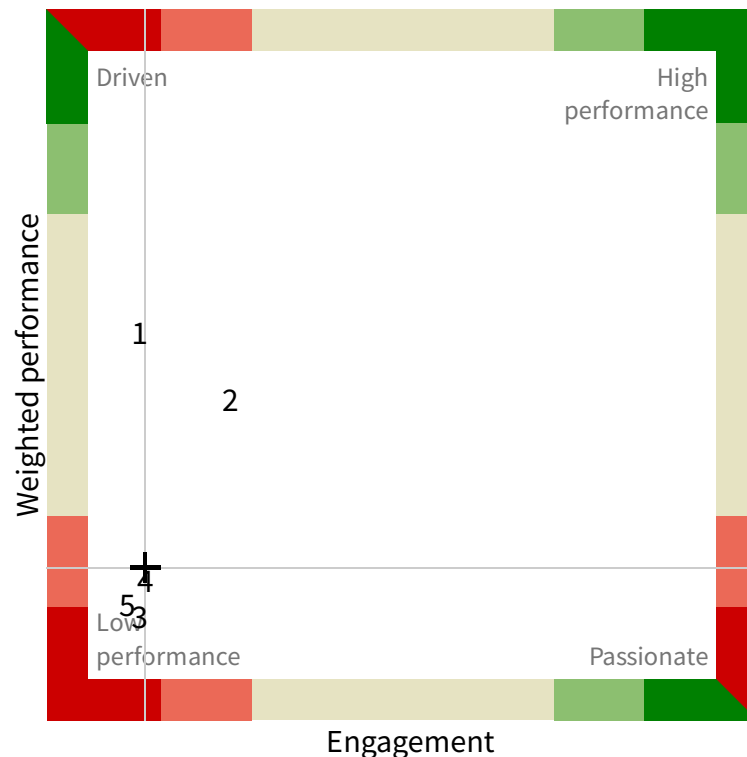
ID	Age Group	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	24 years and under	36%	49%	19
2	25-34 years old	38%	49%	61
3	35-44 years old	30%	45%	90
4	45-54 years old	32%	50%	129
5	55 years and over	30%	41%	87

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Age Group: 24 years and under

The Performance and Engagement scan below shows the performance and engagement results of Age Group: 24 years and under.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Age Group: 24 years and under compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Age Group: 24 years and under is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
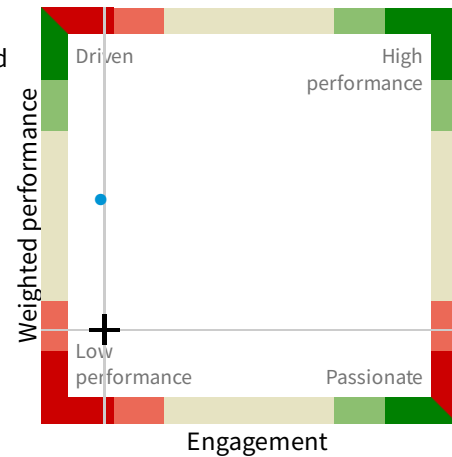
Legend: ● 24 years and under
+ All staff

Number of respondents: 19

		May 2022	October 2023
Best practice categories	Leadership and innovation	37%	48%
	Strategy and planning processes	27%	28%
	Data, information and knowledge	38%	28%
	People	29%	45%
	Customer and market focus	25%	28%
	Processes, products and services	29%	32%
	Business results	38%	37%
	Weighted performance	**32%**	**36%**
Engage	**Engagement**	**33%**	**49%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Age Group: 25-34 years old

The Performance and Engagement scan below shows the performance and engagement results of Age Group: 25-34 years old.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Age Group: 25-34 years old compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Age Group: 25-34 years old is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
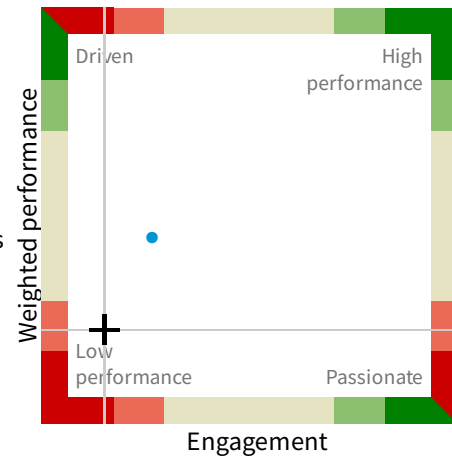
Legend: ● 25-34 years old
+ All staff

Number of respondents: 61

		May 2022	October 2023
Best practice categories	Leadership and innovation	31%	48%
	Strategy and planning processes	19%	36%
	Data, information and knowledge	34%	37%
	People	24%	37%
	Customer and market focus	13%	24%
	Processes, products and services	30%	38%
	Business results	34%	40%
	Weighted performance	**27%**	**38%**
Engage	**Engagement**	**34%**	**49%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Age Group: 35-44 years old

The Performance and Engagement scan below shows the performance and engagement results of Age Group: 35-44 years old.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Age Group: 35-44 years old compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Age Group: 35-44 years old is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
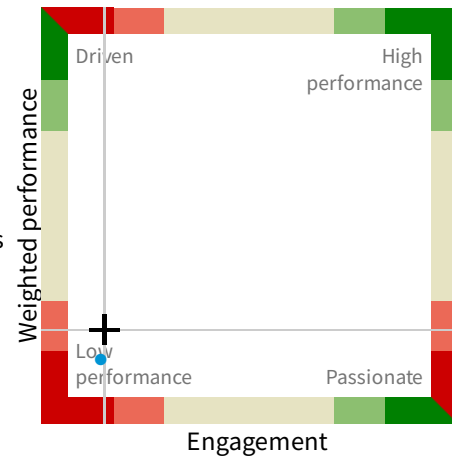
Legend: ● 35-44 years old
+ All staff

Number of respondents: 90

Best practice categories		May 2022	October 2023
	Leadership and innovation	29%	41%
	Strategy and planning processes	18%	26%
	Data, information and knowledge	21%	30%
	People	20%	30%
	Customer and market focus	12%	18%
	Processes, products and services	26%	31%
	Business results	21%	28%
	Weighted performance	21%	30%
Engage	**Engagement**	34%	45%

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Age Group: 45-54 years old

The Performance and Engagement scan below shows the performance and engagement results of Age Group: 45-54 years old.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Age Group: 45-54 years old compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Age Group: 45-54 years old is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● 45-54 years old
+ All staff
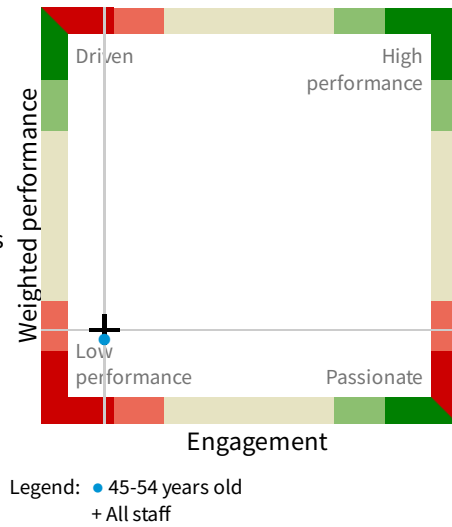
Number of respondents: 129

Best practice categories		May 2022	October 2023
	Leadership and innovation	26%	41%
	Strategy and planning processes	16%	28%
	Data, information and knowledge	16%	30%
	People	18%	32%
	Customer and market focus	10%	23%
	Processes, products and services	19%	33%
	Business results	20%	31%
	Weighted performance	**18%**	**32%**
Engage	**Engagement**	**38%**	**50%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Age Group: 55 years and over

The Performance and Engagement scan below shows the performance and engagement results of Age Group: 55 years and over.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Age Group: 55 years and over compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Age Group: 55 years and over is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
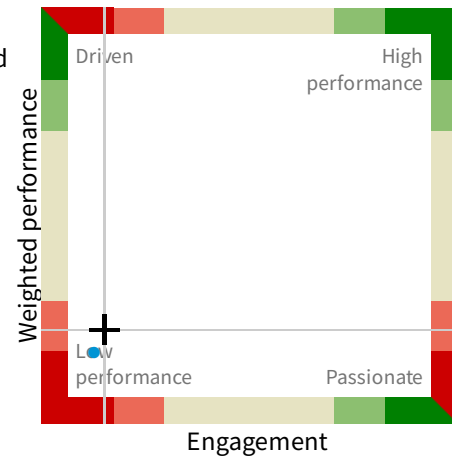
Legend: ● 55 years and over
         + All staff

Number of respondents: 87

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	36%
	Strategy and planning processes	16%	28%
	Data, information and knowledge	20%	29%
	People	17%	31%
	Customer and market focus	18%	26%
	Processes, products and services	23%	30%
	Business results	24%	27%
	Weighted performance	**22%**	**30%**
Engage	**Engagement**	**34%**	**41%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile

Results by Gender

These results show where each Gender within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
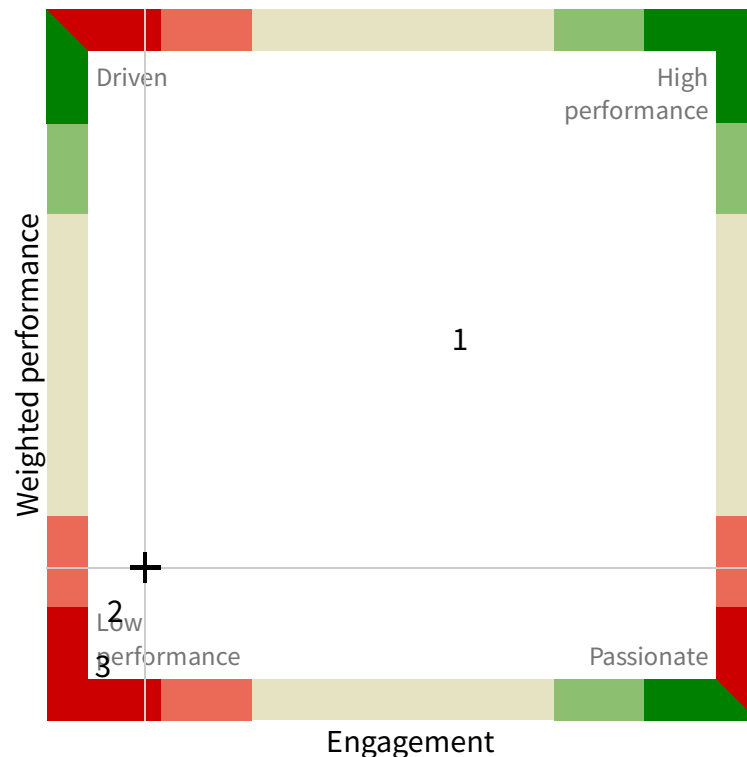
ID	Gender	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Female	40%	60%	153
2	Male	28%	40%	204
3	Prefer not to say	18%	16%	24

Your average raw score compared to Insync's benchmark database.

Legend: [#] Bottom decile [#] Bottom quartile [#] 2nd and 3rd quartiles [#] Top quartile [#] Top decile

Gender: Female

The Performance and Engagement scan below shows the performance and engagement results of Gender: Female.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Gender: Female compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Gender: Female is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
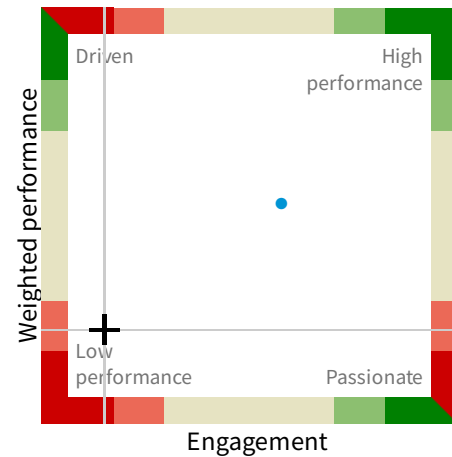
Number of respondents: 153

Legend: ● Female
+ All staff

		May 2022	October 2023
Best practice categories	Leadership and innovation	35%	51%
	Strategy and planning processes	22%	36%
	Data, information and knowledge	26%	39%
	People	22%	40%
	Customer and market focus	17%	27%
	Processes, products and services	27%	41%
	Business results	28%	40%
	Weighted performance	**26%**	**40%**
Engage	**Engagement**	**41%**	**60%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Gender: Male

The Performance and Engagement scan below shows the performance and engagement results of Gender: Male.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Gender: Male compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Gender: Male is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
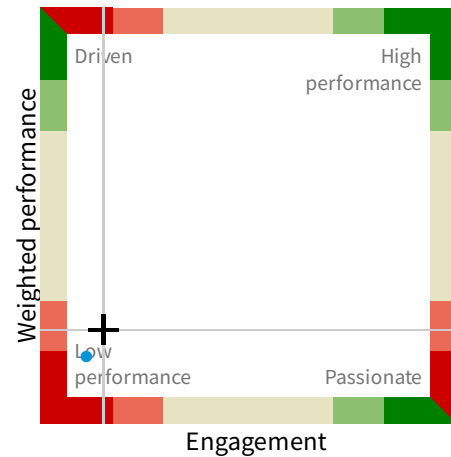
Number of respondents: 204

Legend: ● Male
+ All staff

		May 2022	October 2023
Best practice categories	Leadership and innovation	27%	37%
	Strategy and planning processes	16%	26%
	Data, information and knowledge	21%	27%
	People	20%	29%
	Customer and market focus	13%	22%
	Processes, products and services	23%	28%
	Business results	24%	27%
	Weighted performance	21%	28%
Engage	**Engagement**	34%	40%

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Gender: Prefer not to say

The Performance and Engagement scan below shows the performance and engagement results of Gender: Prefer not to say.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Gender: Prefer not to say compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Gender: Prefer not to say is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
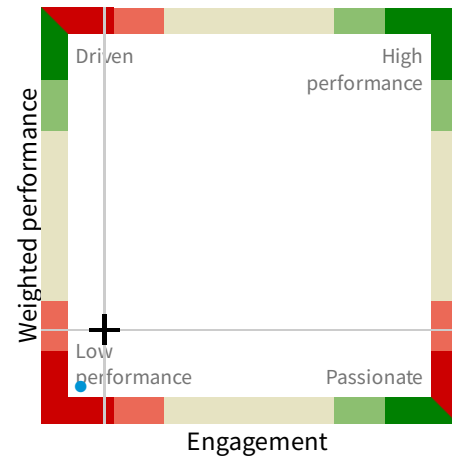
Legend: ● Prefer not to say
+ All staff

Number of respondents: 24

		May 2022	October 2023
Best practice categories	Leadership and innovation	21%	28%
	Strategy and planning processes	7%	13%
	Data, information and knowledge	8%	11%
	People	9%	16%
	Customer and market focus	5%	10%
	Processes, products and services	16%	22%
	Business results	9%	19%
	Weighted performance	**11%**	**18%**
Engage	**Engagement**	**24%**	**16%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Results by Culturally or linguistically diverse background

These results show where each Culturally or linguistically diverse background within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
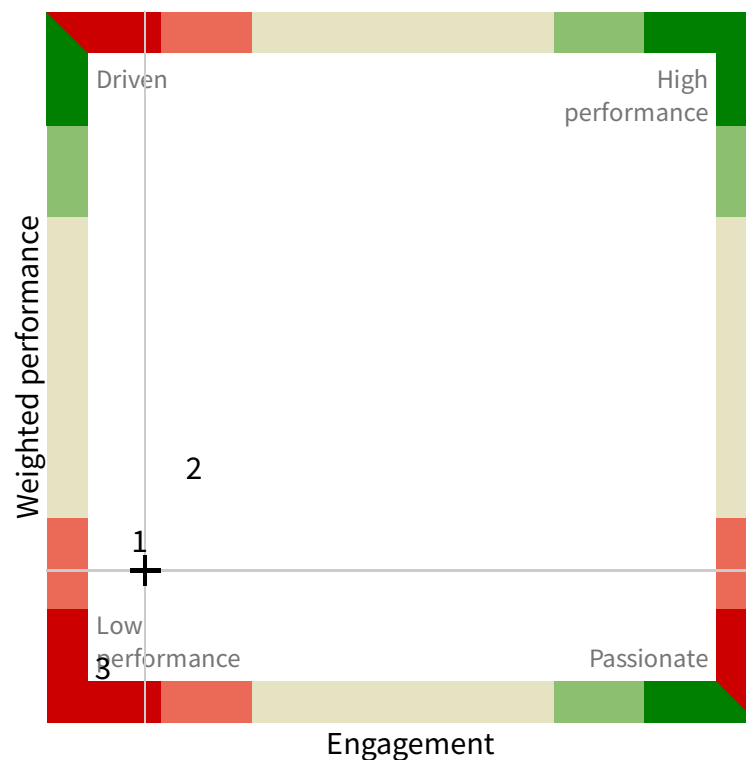
ID	Culturally or linguistically diverse background	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Yes	31%	44%	20
2	No	34%	50%	327
3	Prefer not to say	11%	18%	29

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Culturally or linguistically diverse background: Yes

The Performance and Engagement scan below shows the performance and engagement results of Culturally or linguistically diverse background: Yes.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Culturally or linguistically diverse background: Yes compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Culturally or linguistically diverse background: Yes is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
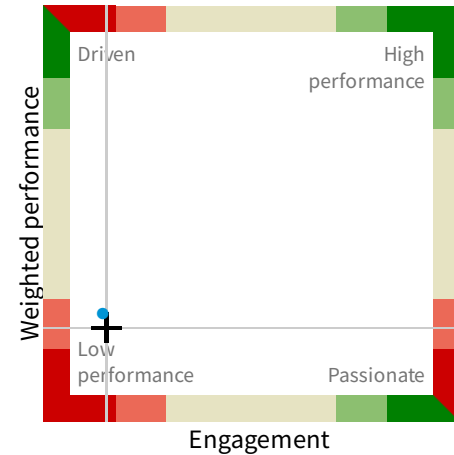
Legend: ● Yes
+ All staff

Number of respondents: 20

		May 2022	October 2023
Best practice categories	Leadership and innovation	21%	40%
	Strategy and planning processes	15%	29%
	Data, information and knowledge	28%	37%
	People	16%	29%
	Customer and market focus	10%	14%
	Processes, products and services	26%	34%
	Business results	31%	35%
	Weighted performance	**21%**	**31%**
Engage	**Engagement**	**37%**	**44%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Culturally or linguistically diverse background: No

The Performance and Engagement scan below shows the performance and engagement results of Culturally or linguistically diverse background: No.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Culturally or linguistically diverse background: No compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Culturally or linguistically diverse background: No is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● No
+ All staff
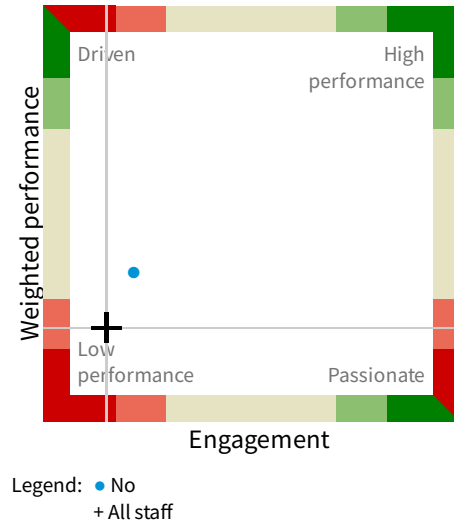
Number of respondents: 327

		May 2022	October 2023
Best practice categories	Leadership and innovation	31%	45%
	Strategy and planning processes	19%	31%
	Data, information and knowledge	23%	33%
	People	21%	35%
	Customer and market focus	15%	25%
	Processes, products and services	25%	35%
	Business results	25%	33%
	Weighted performance	**23%**	**34%**
Engage	**Engagement**	**37%**	**50%**

Your average raw score compared to Insync's benchmark database.

Legend: ▉ # Bottom decile ▉ # Bottom quartile ▉ # 2nd and 3rd quartiles ▉ # Top quartile ▉ # Top decile

Culturally or linguistically diverse background: Prefer not to say

The Performance and Engagement scan below shows the performance and engagement results of Culturally or linguistically diverse background: Prefer not to say.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Culturally or linguistically diverse background: Prefer not to say compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Culturally or linguistically diverse background: Prefer not to say is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Prefer not to say
+ All staff

Number of respondents: 29

		May 2022	October 2023
Best practice categories	Leadership and innovation	21%	17%
	Strategy and planning processes	5%	6%
	Data, information and knowledge	9%	6%
	People	10%	10%
	Customer and market focus	4%	11%
	Processes, products and services	16%	10%
	Business results	16%	16%
	Weighted performance	**12%**	**11%**
Engage	**Engagement**	**19%**	**18%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Results by Are you a First Nations Australian?

These results show where each Are you a First Nations Australian? within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.

ID	Are you a First Nations Australian?	Performance	Engagement	n
+	**All staff**	32%	47%	386
1	Yes	27%	37%	20
2	No	34%	50%	328
3	Prefer not to say	16%	21%	34

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Are you a First Nations Australian?: Yes

The Performance and Engagement scan below shows the performance and engagement results of Are you a First Nations Australian?: Yes.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Are you a First Nations Australian?: Yes compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Are you a First Nations Australian?: Yes is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Yes
+ All staff
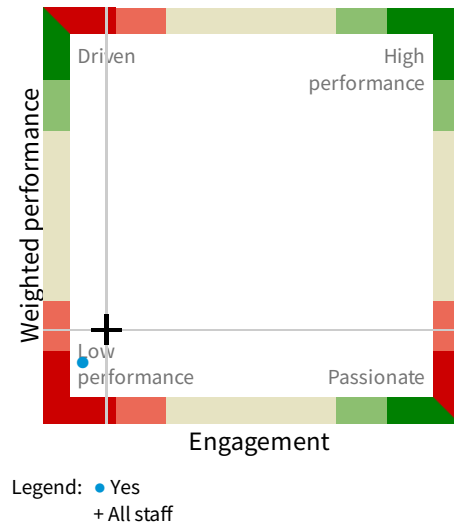
Number of respondents: 20

		May 2022	October 2023
Best practice categories	Leadership and innovation	31%	36%
	Strategy and planning processes	20%	31%
	Data, information and knowledge	28%	30%
	People	22%	29%
	Customer and market focus	16%	19%
	Processes, products and services	27%	25%
	Business results	31%	20%
	Weighted performance	**25%**	**27%**
Engage	**Engagement**	**40%**	**37%**

Your average raw score compared to Insync's benchmark database.

Legend: ■ # Bottom decile ■ # Bottom quartile ■ # 2nd and 3rd quartiles ■ # Top quartile ■ # Top decile

Are you a First Nations Australian?: No

The Performance and Engagement scan below shows the performance and engagement results of Are you a First Nations Australian?: No.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Are you a First Nations Australian?: No compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Are you a First Nations Australian?: No is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● No
+ All staff
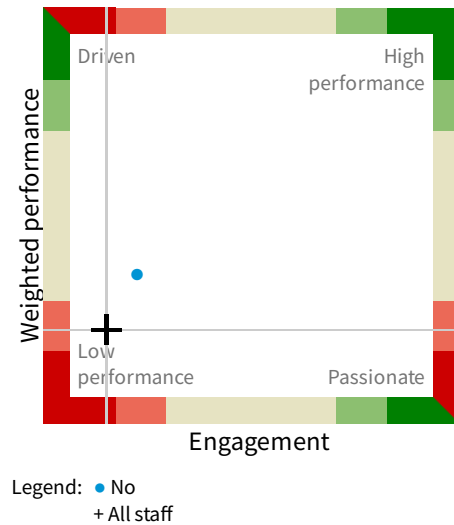
Number of respondents: 328

		May 2022	October 2023
Best practice categories	Leadership and innovation	30%	44%
	Strategy and planning processes	18%	31%
	Data, information and knowledge	22%	33%
	People	21%	35%
	Customer and market focus	15%	24%
	Processes, products and services	25%	35%
	Business results	24%	33%
	Weighted performance	**22%**	**34%**
Engage	**Engagement**	**37%**	**50%**

Your average raw score compared to Insync's benchmark database.

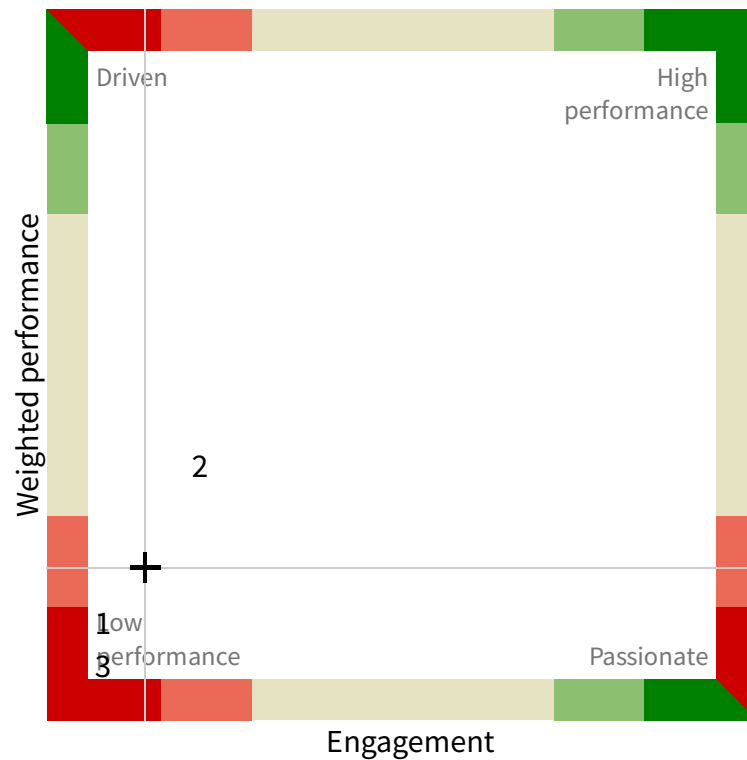Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Are you a First Nations Australian?: Prefer not to say

The Performance and Engagement scan below shows the performance and engagement results of Are you a First Nations Australian?: Prefer not to say.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Are you a First Nations Australian?: Prefer not to say compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Are you a First Nations Australian?: Prefer not to say is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Prefer not to say
+ All staff

Number of respondents: 34

		May 2022	October 2023
Best practice categories	Leadership and innovation	26%	23%
	Strategy and planning processes	12%	11%
	Data, information and knowledge	18%	13%
	People	14%	14%
	Customer and market focus	8%	14%
	Processes, products and services	18%	16%
	Business results	21%	19%
	Weighted performance	**17%**	**16%**
Engage	**Engagement**	**26%**	**21%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Results by Reasons for leaving

These results show where each Reasons for leaving within Gympie Regional Council is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Those with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance can be considered as "driven".

In the table, results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

At a glance, Gympie Regional Council can see where improvements can be made and where high performance can be celebrated.
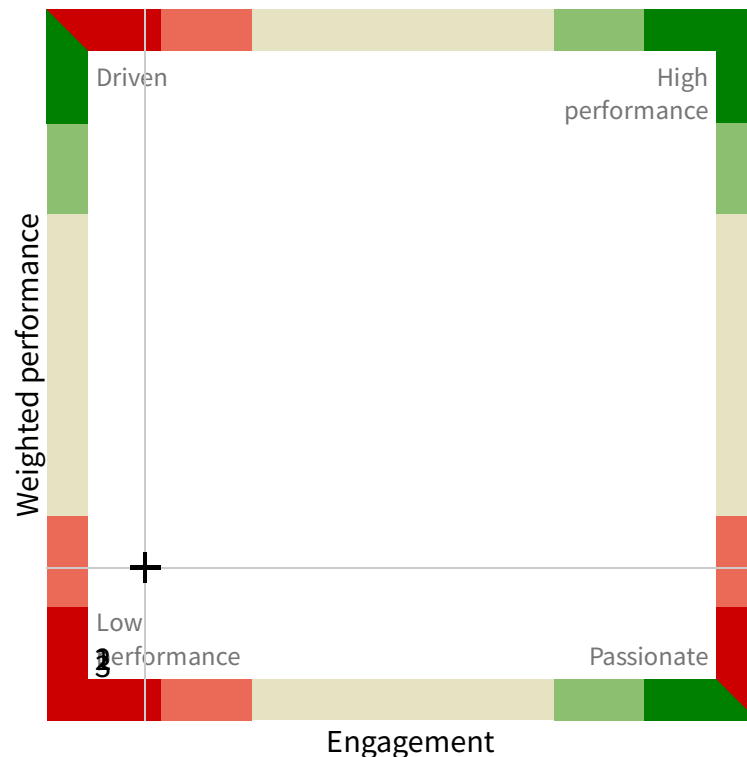
ID	Reasons for leaving	Performance	Engagement	n
+	**All staff**	**32%**	**47%**	**386**
1	Working elsewhere	20%	20%	26
2	Undecided	23%	25%	13
3	Prefer not to say	13%	15%	10

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile

Reasons for leaving: Working elsewhere

The Performance and Engagement scan below shows the performance and engagement results of Reasons for leaving: Working elsewhere.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Reasons for leaving: Working elsewhere compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Reasons for leaving: Working elsewhere is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
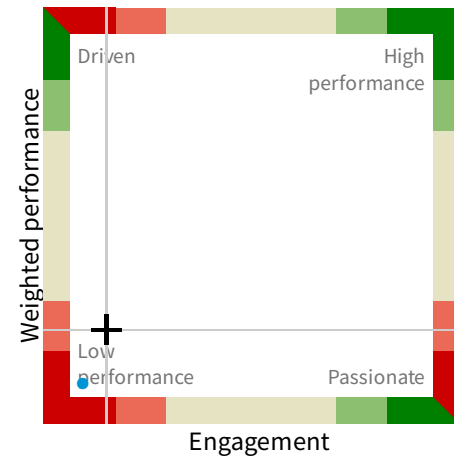
Legend: ● Working elsewhere
+ All staff

Number of respondents: 26

		May 2022	October 2023
Best practice categories	Leadership and innovation	25%	32%
	Strategy and planning processes	12%	13%
	Data, information and knowledge	19%	19%
	People	17%	19%
	Customer and market focus	9%	14%
	Processes, products and services	20%	22%
	Business results	26%	19%
	Weighted performance	**19%**	**20%**
Engage	**Engagement**	**24%**	**20%**

Your average raw score compared to Insync's benchmark database.

Legend: 🟥 # Bottom decile 🟧 # Bottom quartile 🟨 # 2nd and 3rd quartiles 🟩 # Top quartile 🟩 # Top decile

Reasons for leaving: Undecided

The Performance and Engagement scan below shows the performance and engagement results of Reasons for leaving: Undecided.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Reasons for leaving: Undecided compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Reasons for leaving: Undecided is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".
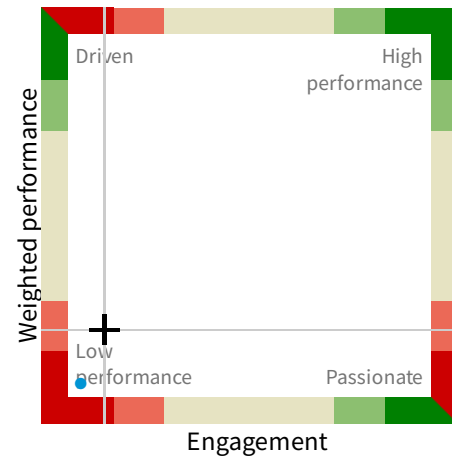
Legend: ● Undecided
            + All staff

Number of respondents: 13

		May 2022	October 2023
Best practice categories	Leadership and innovation	29%	30%
	Strategy and planning processes	24%	20%
	Data, information and knowledge	27%	28%
	People	20%	22%
	Customer and market focus	13%	10%
	Processes, products and services	25%	25%
	Business results	32%	23%
	Weighted performance	**24%**	**23%**
Engage	**Engagement**	**23%**	**25%**

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile   **#** Bottom quartile   **#** 2nd and 3rd quartiles   **#** Top quartile   **#** Top decile

Reasons for leaving: Prefer not to say

The Performance and Engagement scan below shows the performance and engagement results of Reasons for leaving: Prefer not to say.

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. The colour coding indicates how the average raw score of Reasons for leaving: Prefer not to say compares to organisations in Insync's benchmark database.

The diagram to the right indicates where Reasons for leaving: Prefer not to say is positioned on the Performance and Engagement framework, relative to Insync's benchmark database. Groups of employees with high engagement and low performance are considered to be "passionate", whereas those with low engagement and high performance are considered to be "driven".

Legend: ● Prefer not to say
+ All staff

Number of respondents: 10

		May 2022	October 2023
Best practice categories	Leadership and innovation	20%	25%
	Strategy and planning processes	4%	10%
	Data, information and knowledge	15%	13%
	People	14%	9%
	Customer and market focus	14%	13%
	Processes, products and services	15%	8%
	Business results	23%	10%
	Weighted performance	**16%**	**13%**
Engage	**Engagement**	**27%**	**15%**

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Performance and Engagement tables by category

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	Number of respondents	Performance								Engagement
		1. Leadership and innovation	2. Strategy and planning processes	3. Data, information and knowledge	4. People	5. Customer and market focus	6. Processes, products and services	7. Business results	Weighted performance score	9. Engagement score
All staff	386 [+69]	41% [+12%]	29% [+12%]	31% [+8%]	32% [+13%]	23% [+9%]	33% [+9%]	31% [+7%]	32% [+10%]	47% [+11%]
Directorate										
Executive / Executive Assistants	8 [-2]	79% [+33%]	73% [+45%]	71% [+34%]	72% [+45%]	38% [+20%]	68% [+36%]	63% [+28%]	66% [+34%]	95% [+40%]
Corporate Services	92 [+36]	46% [+21%]	33% [+19%]	34% [+20%]	37% [+17%]	22% [+17%]	37% [+16%]	34% [+15%]	35% [+18%]	51% [+17%]
Infrastructure Services	174 [+14]	30% [+6%]	20% [+6%]	22% [+1%]	23% [+6%]	15% [+4%]	25% [+3%]	24% [0%]	23% [+4%]	36% [+5%]
Community Sustainability	108 [+27]	55% [+15%]	37% [+13%]	40% [+9%]	42% [+17%]	35% [+10%]	40% [+10%]	39% [+9%]	42% [+12%]	57% [+14%]
Work Area										
Executive / Executive Assistants	8 [-2]	79% [+33%]	73% [+45%]	71% [+34%]	72% [+45%]	38% [+20%]	68% [+36%]	63% [+28%]	66% [+34%]	95% [+40%]
Finance	23 [+3]	51% [+28%]	38% [+23%]	38% [+23%]	48% [+28%]	30% [+28%]	46% [+23%]	48% [+20%]	44% [+25%]	57% [+18%]
Information and Technology	29 [+17]	44% [+11%]	32% [+8%]	40% [+18%]	39% [+10%]	27% [+23%]	43% [+14%]	33% [+8%]	37% [+13%]	61% [+19%]
People and Culture	18 [+3]	43% [+21%]	31% [+19%]	33% [+20%]	30% [+15%]	15% [+10%]	29% [+12%]	33% [+17%]	31% [+16%]	45% [+22%]
Communication, Business and Engagement	11 [+2]	42% [+18%]	25% [+23%]	24% [+21%]	30% [+18%]	9% [-5%]	29% [+20%]	27% [+27%]	27% [+17%]	36% [+3%]
Governance, Integrity and Risk	11	48%	33%	21%	26%	18%	22%	18%	27%	39%
Capital Delivery and Assets	42 [-3]	37% [+19%]	23% [+10%]	25% [+6%]	28% [+12%]	19% [+15%]	28% [+6%]	27% [+3%]	27% [+11%]	39% [+12%]
Operations Roads and Drainage	63 [+4]	30% [+9%]	21% [+8%]	25% [+7%]	25% [+9%]	17% [+8%]	24% [+7%]	21% [-1%]	24% [+7%]	33% [+5%]
Property and Open Space	36 [+4]	31% [-9%]	22% [0%]	17% [-11%]	24% [+1%]	15% [-4%]	27% [-1%]	32% [+5%]	25% [-2%]	42% [+5%]
Operations Water and Wastewater	33 [+9]	17% [-1%]	11% [+2%]	16% [-2%]	12% [-4%]	9% [-12%]	19% [-5%]	14% [-5%]	14% [-4%]	30% [-7%]
Environment and Resource Recovery	18 [+8]	28% [-11%]	19% [-5%]	22% [-11%]	23% [-3%]	25% [+7%]	17% [-5%]	14% [-6%]	21% [-5%]	31% [-11%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

| | Number of respondents | **Performance** | | | | | | | Weighted performance score | **Engagement** |
		1. Leadership and innovation	2. Strategy and planning processes	3. Data, information and knowledge	4. People	5. Customer and market focus	6. Processes, products and services	7. Business results		9. Engagement score
Work Area continued										
Planning	11 [+2]	64% [+29%]	36% [+19%]	42% [+24%]	42% [+36%]	23% [+3%]	42% [+28%]	41% [+30%]	**42% [+25%]**	**59% [+37%]**
Compliance	13 [-4]	50% [+5%]	28% [+9%]	26% [+12%]	25% [+4%]	23% [+5%]	25% [+7%]	31% [+13%]	**30% [+7%]**	**42% [+5%]**
Community and Commercial	56 [+11]	60% [+21%]	45% [+18%]	51% [+12%]	54% [+24%]	47% [+16%]	54% [+13%]	50% [+9%]	**52% [+16%]**	**68% [+18%]**
Building and Plumbing	10	69%	34%	23%	27%	18%	28%	35%	**35%**	**57%**
Position										
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	223 [+10]	41% [+10%]	28% [+10%]	31% [+7%]	33% [+12%]	23% [+9%]	33% [+8%]	33% [+7%]	**32% [+9%]**	**47% [+12%]**
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	87 [+68]	37% [+14%]	27% [+17%]	27% [+11%]	28% [+13%]	22% [+10%]	30% [+9%]	28% [+7%]	**29% [+11%]**	**39% [+2%]**
Coordinator	46 [+20]	47% [+27%]	28% [+14%]	33% [+17%]	34% [+18%]	26% [+16%]	38% [+16%]	32% [+14%]	**34% [+18%]**	**52% [+12%]**
Manager	15 [+3]	70% [+19%]	52% [+20%]	51% [+26%]	55% [+24%]	28% [+18%]	40% [+17%]	33% [+17%]	**47% [+20%]**	**72% [+22%]**
Employment Status										
Full time	313 [+41]	38% [+12%]	27% [+11%]	27% [+6%]	29% [+11%]	20% [+9%]	30% [+8%]	28% [+5%]	**29% [+9%]**	**42% [+9%]**
Part time	15 [+3]	41% [+10%]	28% [+13%]	27% [-1%]	29% [+5%]	20% [-1%]	32% [-1%]	30% [-3%]	**30% [+3%]**	**51% [+8%]**
Casual	25 [+10]	65% [+14%]	43% [+5%]	55% [+1%]	59% [+16%]	50% [+8%]	55% [+6%]	58% [+5%]	**56% [+9%]**	**73% [+24%]**
Fixed Term	31 [+15]	53% [+5%]	39% [+13%]	53% [+32%]	49% [+17%]	30% [+13%]	43% [+14%]	47% [+28%]	**45% [+16%]**	**66% [+12%]**

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

		Performance								Engagement
	Number of respondents	1. Leadership and innovation	2. Strategy and planning processes	3. Data, information and knowledge	4. People	5. Customer and market focus	6. Processes, products and services	7. Business results	Weighted performance score	9. Engagement score
Length of service										
Less than 1 year	92 [+52]	53% [+11%]	37% [+15%]	44% [+12%]	45% [+9%]	33% [+13%]	41% [+7%]	47% [+13%]	43% [+11%]	60% [+3%]
1 year to less than 2 years	46 [+4]	35% [-6%]	24% [-3%]	27% [-5%]	30% [+2%]	17% [-2%]	28% [-1%]	24% [-8%]	27% [-3%]	46% [+9%]
2 years to less than 4 years	59 [+14]	43% [+15%]	27% [+10%]	34% [+13%]	32% [+13%]	23% [+13%]	35% [+15%]	29% [+8%]	32% [+13%]	47% [+14%]
4 years to less than 6 years	34 [-3]	39% [+14%]	28% [+18%]	26% [+8%]	27% [+14%]	17% [+6%]	30% [+6%]	24% [+5%]	28% [+10%]	38% [+13%]
6 years to less than 10 years	44 [+3]	34% [+3%]	19% [+4%]	17% [+2%]	22% [+6%]	15% [+6%]	24% [+4%]	25% [+4%]	23% [+4%]	39% [+11%]
10 years or longer	111 [+1]	37% [+15%]	29% [+14%]	26% [+6%]	29% [+14%]	22% [+8%]	31% [+9%]	27% [+4%]	29% [+10%]	42% [+8%]
Intention to stay period										
Less than 1 year	21 [-2]	24% [-1%]	13% [+6%]	17% [+4%]	15% [-2%]	11% [+4%]	17% [-6%]	19% [-1%]	17% [0%]	14% [-14%]
1 year to less than 2 years	33 [+8]	38% [+9%]	21% [+2%]	27% [+9%]	27% [+11%]	16% [-8%]	25% [+5%]	21% [-1%]	26% [+4%]	30% [+10%]
2 years to less than 4 years	43 [+18]	36% [+8%]	28% [+14%]	26% [+3%]	27% [+15%]	17% [+11%]	25% [+7%]	29% [+9%]	27% [+10%]	37% [+9%]
4 years to less than 6 years	49 [+15]	39% [+10%]	28% [+12%]	26% [+10%]	31% [+15%]	23% [+13%]	30% [+16%]	28% [+14%]	30% [+13%]	42% [+11%]
6 years to less than 10 years	60 [+20]	42% [+8%]	25% [+4%]	24% [-3%]	34% [+9%]	24% [+9%]	32% [+5%]	29% [-1%]	31% [+5%]	55% [+11%]
10 years or longer	177 [+19]	46% [+17%]	35% [+16%]	38% [+13%]	37% [+15%]	26% [+11%]	39% [+12%]	37% [+11%]	37% [+14%]	54% [+15%]
Frequency of face-to-face conversation about work with the person you report to										
Daily	215 [+53]	44% [+12%]	29% [+11%]	32% [+6%]	34% [+14%]	22% [+8%]	34% [+8%]	33% [+6%]	33% [+9%]	48% [+13%]
Weekly	112 [+12]	42% [+13%]	30% [+13%]	30% [+14%]	31% [+13%]	23% [+10%]	31% [+13%]	29% [+9%]	31% [+12%]	46% [+11%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

| | Number of respondents | **Performance** | | | | | | | Weighted performance score | | **Engagement** |
		1. Leadership and innovation	2. Strategy and planning processes	3. Data, information and knowledge	4. People	5. Customer and market focus	6. Processes, products and services	7. Business results			9. Engagement score
Frequency of face-to-face conversation about work with the person you report to continued											
Monthly	35 [+9]	37% [-2%]	32% [+8%]	35% [-1%]	35% [-2%]	31% [+8%]	35% [-2%]	34% [-4%]	**34% [0%]**		51% [-1%]
Quarterly	11 [+3]	41% [+30%]	29% [+24%]	18% [+2%]	31% [+19%]	32% [+32%]	38% [+26%]	32% [+19%]	**33% [+23%]**		51% [+37%]
Not at all	6 [-9]	3% [-9%]	0% [-9%]	6% [-3%]	8% [-5%]	0% [-7%]	3% [-16%]	8% [-8%]	**4% [-8%]**		20% [-12%]
Age Group											
24 years and under	19 [-1]	48% [+10%]	28% [+1%]	28% [-10%]	45% [+16%]	28% [+3%]	32% [+3%]	37% [-1%]	**36% [+4%]**		49% [+16%]
25-34 years old	61 [+11]	48% [+17%]	36% [+17%]	37% [+3%]	37% [+13%]	24% [+11%]	38% [+9%]	40% [+6%]	**38% [+11%]**		49% [+15%]
35-44 years old	90 [+10]	41% [+12%]	26% [+8%]	30% [+9%]	30% [+10%]	18% [+6%]	31% [+5%]	28% [+7%]	**30% [+8%]**		45% [+11%]
45-54 years old	129 [+33]	41% [+15%]	28% [+13%]	30% [+14%]	32% [+14%]	23% [+13%]	33% [+14%]	31% [+11%]	**32% [+13%]**		50% [+11%]
55 years and over	87 [+18]	36% [+7%]	28% [+12%]	29% [+8%]	31% [+13%]	26% [+8%]	30% [+7%]	27% [+3%]	**30% [+8%]**		41% [+7%]
Gender											
Female	153 [+45]	51% [+16%]	36% [+14%]	39% [+13%]	40% [+18%]	27% [+10%]	41% [+13%]	40% [+12%]	**40% [+14%]**		60% [+20%]
Male	204 [+18]	37% [+9%]	26% [+10%]	27% [+6%]	29% [+9%]	22% [+8%]	28% [+5%]	27% [+3%]	**28% [+7%]**		40% [+6%]
Prefer not to say	24 [+8]	28% [+6%]	13% [+6%]	11% [+3%]	16% [+7%]	10% [+6%]	22% [+5%]	19% [+9%]	**18% [+6%]**		16% [-8%]
Culturally or linguistically diverse background											
Yes	20 [+7]	40% [+19%]	29% [+14%]	37% [+8%]	29% [+13%]	14% [+4%]	34% [+8%]	35% [+4%]	**31% [+10%]**		44% [+7%]
No	327 [+54]	45% [+14%]	31% [+12%]	33% [+10%]	35% [+14%]	25% [+10%]	35% [+11%]	33% [+8%]	**34% [+11%]**		50% [+13%]
Prefer not to say	29 [+1]	17% [-4%]	6% [+1%]	6% [-3%]	10% [0%]	11% [+7%]	10% [-5%]	16% [-1%]	**11% [-1%]**		18% [-2%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

| | Number of respondents | Performance | | | | | | | Engagement |
		1. Leadership and innovation	2. Strategy and planning processes	3. Data, information and knowledge	4. People	5. Customer and market focus	6. Processes, products and services	7. Business results	Weighted performance score	9. Engagement score
Are you a First Nations Australian?										
Yes	20 [-27]	36% [+5%]	31% [+11%]	30% [+2%]	29% [+7%]	19% [+3%]	25% [-2%]	20% [-11%]	27% [+2%]	37% [-3%]
No	328 [+100]	44% [+14%]	31% [+13%]	33% [+11%]	35% [+14%]	24% [+9%]	35% [+11%]	33% [+10%]	34% [+12%]	50% [+14%]
Prefer not to say	34 [-2]	23% [-3%]	11% [-1%]	13% [-5%]	14% [0%]	14% [+6%]	16% [-2%]	19% [-2%]	16% [-1%]	21% [-5%]
Reasons for leaving										
Working elsewhere	26 [-15]	32% [+7%]	13% [+1%]	19% [+1%]	19% [+2%]	14% [+5%]	22% [+1%]	19% [-6%]	20% [+2%]	20% [-4%]
Undecided	13 [-12]	30% [0%]	20% [-4%]	28% [+1%]	22% [+2%]	10% [-4%]	25% [-1%]	23% [-9%]	23% [-2%]	25% [+1%]
Prefer not to say	10 [-1]	25% [+5%]	10% [+6%]	13% [-2%]	9% [-5%]	13% [-1%]	8% [-7%]	10% [-13%]	13% [-3%]	15% [-12%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile

Performance and Engagement tables by item

1. Leadership and innovation (items 1 to 8 of 15)

This table shows the survey items that make up the *leadership and innovation* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	Number of respondents	1.1 Being aware of Council's environmental and social impact on the community	1.2 Being listened to by my director	1.3 Being listened to by the manager of my work area	1.4 Positive change being encouraged by my director	1.5 Positive change being encouraged by the manager of my work area	1.6 Demonstration of leadership by my director	1.7 Demonstration of leadership by the manager of my work area	1.8 Demonstration of leadership by the person I report to
All staff	386 [+69]	27% [+7%]	28% [+9%]	53% [+14%]	34% [+14%]	52% [+18%]	35% [+14%]	53% [+16%]	55% [+8%]
Directorate									
Executive / Executive Assistants	8 [-2]	25% [-5%]	100% [+40%]	100% [+40%]	100% [+40%]	100% [+40%]	100% [+50%]	88% [+38%]	100% [+60%]
Corporate Services	92 [+36]	27% [+13%]	27% [+13%]	61% [+34%]	36% [+20%]	61% [+36%]	34% [+21%]	60% [+37%]	58% [+18%]
Infrastructure Services	174 [+14]	25% [+5%]	17% [+4%]	37% [+4%]	23% [+8%]	34% [+8%]	25% [+10%]	36% [+7%]	40% [-2%]
Community Sustainability	108 [+27]	30% [+10%]	43% [+14%]	69% [+11%]	46% [+18%]	71% [+19%]	46% [+15%]	72% [+15%]	73% [+16%]
Work Area									
Executive / Executive Assistants	8 [-2]	25% [-5%]	100% [+40%]	100% [+40%]	100% [+40%]	100% [+40%]	100% [+50%]	88% [+38%]	100% [+60%]
Finance	23 [+3]	39% [+19%]	35% [+15%]	65% [+40%]	43% [+23%]	57% [+37%]	39% [+24%]	57% [+37%]	61% [+31%]
Information and Technology	29 [+17]	24% [+7%]	34% [+26%]	52% [+27%]	38% [+13%]	62% [+12%]	34% [+18%]	52% [+10%]	52% [+2%]
People and Culture	18 [+3]	17% [+3%]	11% [-2%]	56% [+42%]	17% [+10%]	61% [+54%]	17% [+10%]	61% [+54%]	67% [+20%]
Communication, Business and Engagement	11 [+2]	27% [+27%]	9% [-2%]	73% [+17%]	18% [+7%]	64% [+30%]	27% [+16%]	73% [+39%]	55% [+21%]
Governance, Integrity and Risk	11	27%	36%	73%	64%	64%	55%	73%	55%
Capital Delivery and Assets	42 [-3]	38% [+23%]	22% [+18%]	45% [+21%]	34% [+27%]	40% [+18%]	33% [+27%]	43% [+21%]	50% [+19%]
Operations Roads and Drainage	63 [+4]	24% [+3%]	19% [+6%]	35% [+6%]	25% [+10%]	35% [+13%]	29% [+14%]	37% [+10%]	38% [-1%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

Performance and Engagement tables by item

1. Leadership and innovation (items 9 to 15 of 15)

This table shows the survey items that make up the *leadership and innovation* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

		1.9	1.10	1.11	1.12	1.13	1.14	1.15	
1. Leadership and innovation (items 9 to 15 of 15)	Number of respondents	Encouraging innovation	Council has clear goals and objectives	Having the organisational structure to achieve our vision, mission and goals	Having the person I report to listen and respond to me	Receiving regular feedback from the person I report to for my job performance	Receiving regular recognition from the person I report to for my efforts at work	Understanding where my work group / team / crew fits into Council	Leadership and innovation factor
All staff	386 [+69]	33% [+15%]	22% [+11%]	20% [+8%]	60% [+10%]	47% [+11%]	50% [+12%]	51% [+13%]	41% [+12%]
Directorate									
Executive / Executive Assistants	8 [-2]	63% [+23%]	50% [+40%]	25% [-15%]	100% [+50%]	75% [+35%]	75% [+35%]	88% [+28%]	79% [+33%]
Corporate Services	92 [+36]	43% [+26%]	25% [+20%]	25% [+16%]	62% [+19%]	53% [+16%]	55% [+9%]	61% [+20%]	46% [+21%]
Infrastructure Services	174 [+14]	20% [+11%]	14% [+9%]	11% [+5%]	47% [-1%]	35% [+5%]	39% [+8%]	38% [+6%]	30% [+6%]
Community Sustainability	108 [+27]	44% [+15%]	31% [+7%]	31% [+8%]	77% [+19%]	61% [+17%]	63% [+19%]	62% [+18%]	55% [+15%]
Work Area									
Executive / Executive Assistants	8 [-2]	63% [+23%]	50% [+40%]	25% [-15%]	100% [+50%]	75% [+35%]	75% [+35%]	88% [+28%]	79% [+33%]
Finance	23 [+3]	48% [+23%]	35% [+25%]	39% [+34%]	70% [+40%]	52% [+27%]	57% [+27%]	65% [+25%]	51% [+28%]
Information and Technology	29 [+17]	55% [+39%]	24% [+16%]	24% [+16%]	55% [-3%]	45% [-5%]	45% [-14%]	66% [+7%]	44% [+11%]
People and Culture	18 [+3]	39% [+26%]	22% [+22%]	17% [-3%]	72% [+26%]	67% [+20%]	67% [+13%]	61% [+21%]	43% [+21%]
Communication, Business and Engagement	11 [+2]	27% [+16%]	9% [+9%]	9% [+9%]	55% [+10%]	55% [+21%]	64% [+8%]	64% [+41%]	42% [+18%]
Governance, Integrity and Risk	11	27%	27%	27%	55%	55%	55%	36%	48%
Capital Delivery and Assets	42 [-3]	31% [+24%]	14% [+5%]	17% [+12%]	52% [+8%]	43% [+21%]	45% [+21%]	43% [+16%]	37% [+19%]
Operations Roads and Drainage	63 [+4]	21% [+16%]	17% [+16%]	13% [+9%]	48% [+8%]	34% [+5%]	38% [+9%]	41% [+11%]	30% [+9%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	Number of respondents	1.1 Being aware of Council's environmental and social impact on the community	1.2 Being listened to by my director	1.3 Being listened to by the manager of my work area	1.4 Positive change being encouraged by my director	1.5 Positive change being encouraged by the manager of my work area	1.6 Demonstration of leadership by my director	1.7 Demonstration of leadership by the manager of my work area	1.8 Demonstration of leadership by the person I report to
1. Leadership and innovation (items 1 to 8 of 15)									
Work Area continued									
Property and Open Space	36 [+4]	22% [-3%]	14% [-14%]	42% [-24%]	23% [-12%]	33% [-23%]	21% [-11%]	39% [-20%]	47% [-18%]
Operations Water and Wastewater	33 [+9]	15% [-10%]	9% [+1%]	27% [+11%]	6% [+2%]	27% [+23%]	9% [+1%]	24% [+16%]	23% [-19%]
Environment and Resource Recovery	18 [+8]	11% [0%]	6% [-4%]	44% [-11%]	6% [-4%]	61% [-6%]	0% [-30%]	50% [-20%]	44% [-26%]
Planning	11 [+2]	18% [+18%]	73% [+28%]	82% [+15%]	73% [+39%]	73% [+28%]	73% [+39%]	82% [+15%]	91% [+35%]
Compliance	13 [-4]	15% [-2%]	31% [-5%]	62% [-21%]	31% [-10%]	69% [-1%]	46% [+11%]	77% [+12%]	69% [-1%]
Community and Commercial	56 [+11]	41% [+14%]	46% [+20%]	70% [+23%]	54% [+27%]	71% [+27%]	50% [+21%]	73% [+24%]	75% [+26%]
Building and Plumbing	10	30%	70%	100%	70%	90%	80%	90%	100%
Position									
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	223 [+10]	29% [+10%]	26% [+7%]	48% [+6%]	31% [+11%]	49% [+12%]	32% [+14%]	51% [+10%]	56% [+4%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	87 [+68]	25% [+4%]	24% [+14%]	53% [+11%]	28% [+18%]	49% [+13%]	27% [+11%]	49% [+7%]	49% [+18%]
Coordinator	46 [+20]	24% [+9%]	30% [+11%]	67% [+44%]	46% [+38%]	67% [+48%]	46% [+26%]	63% [+48%]	57% [+30%]
Manager	15 [+3]	33% [+17%]	80% [+22%]	87% [+28%]	87% [+28%]	87% [+28%]	87% [+20%]	87% [+28%]	73% [+15%]
Employment Status									
Full time	313 [+41]	24% [+7%]	25% [+9%]	49% [+13%]	32% [+14%]	49% [+17%]	32% [+14%]	49% [+15%]	52% [+7%]
Part time	15 [+3]	27% [-7%]	27% [-7%]	60% [+18%]	33% [0%]	67% [+33%]	33% [0%]	53% [+20%]	47% [+13%]
Casual	25 [+10]	44% [+4%]	56% [+16%]	80% [+20%]	64% [+24%]	72% [+12%]	64% [+24%]	88% [+28%]	80% [+27%]
Fixed Term	31 [+15]	35% [+4%]	35% [-2%]	68% [-1%]	39% [+1%]	68% [+11%]	39% [+1%]	63% [+1%]	65% [-10%]

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Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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Scope: All staff
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	Number of respondents	1.9 Encouraging innovation	1.10 Council has clear goals and objectives	1.11 Having the organisational structure to achieve our vision, mission and goals	1.12 Having the person I report to listen and respond to me	1.13 Receiving regular feedback from the person I report to for my job performance	1.14 Receiving regular recognition from the person I report to for my efforts at work	1.15 Understanding where my work group / team / crew fits into Council	Leadership and innovation factor
Work Area continued									
Property and Open Space	36 [+4]	14% [-8%]	11% [-1%]	8% [-1%]	50% [-16%]	44% [+4%]	53% [+9%]	39% [0%]	31% [-9%]
Operations Water and Wastewater	33 [+9]	12% [+4%]	12% [+12%]	6% [-11%]	33% [-13%]	15% [-14%]	15% [-14%]	24% [-9%]	17% [-1%]
Environment and Resource Recovery	18 [+8]	11% [-29%]	17% [+7%]	6% [-4%]	44% [-6%]	44% [-6%]	44% [-6%]	28% [-17%]	28% [-11%]
Planning	11 [+2]	45% [+34%]	27% [+27%]	18% [+18%]	91% [+24%]	73% [+39%]	73% [+51%]	73% [+17%]	64% [+29%]
Compliance	13 [-4]	23% [+5%]	15% [-2%]	23% [0%]	85% [+20%]	69% [+16%]	62% [+9%]	69% [+40%]	50% [+5%]
Community and Commercial	56 [+11]	52% [+16%]	41% [+6%]	45% [+14%]	80% [+25%]	64% [+22%]	68% [+23%]	70% [+23%]	60% [+21%]
Building and Plumbing	10	90%	30%	30%	90%	50%	60%	60%	69%
Position									
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	223 [+10]	30% [+14%]	23% [+13%]	23% [+11%]	60% [+6%]	47% [+6%]	52% [+9%]	54% [+15%]	41% [+10%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	87 [+68]	28% [+12%]	22% [+11%]	15% [+10%]	56% [+19%]	47% [+21%]	47% [+16%]	41% [+20%]	37% [+14%]
Coordinator	46 [+20]	50% [+35%]	20% [+4%]	17% [+10%]	61% [+30%]	50% [+31%]	48% [+25%]	52% [+18%]	47% [+27%]
Manager	15 [+3]	67% [+17%]	33% [+17%]	40% [+7%]	73% [+15%]	67% [+17%]	67% [+17%]	80% [+5%]	70% [+19%]
Employment Status									
Full time	313 [+41]	31% [+16%]	19% [+11%]	18% [+8%]	57% [+8%]	46% [+11%]	47% [+11%]	48% [+14%]	38% [+12%]
Part time	15 [+3]	47% [+13%]	27% [+10%]	33% [+17%]	53% [+28%]	27% [+2%]	40% [+7%]	40% [-2%]	41% [+10%]
Casual	25 [+10]	48% [+1%]	40% [-13%]	36% [-17%]	88% [+35%]	60% [+7%]	72% [+32%]	76% [+16%]	65% [+14%]
Fixed Term	31 [+15]	42% [+23%]	35% [+29%]	32% [+14%]	71% [-10%]	61% [+5%]	71% [+2%]	71% [+2%]	53% [+5%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

1. Leadership and innovation (items 1 to 8 of 15)								
		1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8
	Number of respondents	Being aware of Council's environmental and social impact on the community	Being listened to by my director	Being listened to by the manager of my work area	Positive change being encouraged by my director	Positive change being encouraged by the manager of my work area	Demonstration of leadership by my director	Demonstration of leadership by the manager of my work area	Demonstration of leadership by the person I report to
Length of service									
Less than 1 year	92 [+52]	37% [-1%]	41% [+9%]	63% [+11%]	45% [+7%]	64% [+12%]	47% [+12%]	63% [+10%]	69% [+14%]
1 year to less than 2 years	46 [+4]	20% [-7%]	20% [-16%]	43% [-9%]	27% [-7%]	43% [-2%]	28% [-7%]	52% [+2%]	54% [-4%]
2 years to less than 4 years	59 [+14]	25% [+8%]	34% [+14%]	54% [+10%]	39% [+17%]	51% [+18%]	38% [+18%]	58% [+22%]	59% [+16%]
4 years to less than 6 years	34 [-3]	24% [+10%]	19% [+3%]	56% [+21%]	21% [+8%]	50% [+20%]	26% [+15%]	50% [+12%]	56% [+10%]
6 years to less than 10 years	44 [+3]	16% [+9%]	23% [+8%]	48% [-6%]	30% [+15%]	48% [+9%]	32% [+12%]	43% [-1%]	43% [-8%]
10 years or longer	111 [+1]	27% [+12%]	23% [+12%]	49% [+26%]	33% [+20%]	50% [+27%]	29% [+16%]	47% [+24%]	45% [+7%]
Intention to stay period									
Less than 1 year	21 [-2]	10% [-17%]	14% [-7%]	43% [+17%]	19% [-3%]	38% [+16%]	19% [-3%]	43% [+25%]	29% [-15%]
1 year to less than 2 years	33 [+8]	21% [+1%]	18% [+2%]	61% [+25%]	24% [+4%]	61% [+25%]	27% [+11%]	55% [+15%]	45% [-3%]
2 years to less than 4 years	43 [+18]	23% [+7%]	28% [+8%]	49% [+9%]	26% [+10%]	49% [+13%]	28% [+12%]	51% [+15%]	47% [-17%]
4 years to less than 6 years	49 [+15]	22% [+11%]	31% [+14%]	49% [-1%]	40% [+22%]	51% [+10%]	38% [+23%]	43% [-4%]	51% [+10%]
6 years to less than 10 years	60 [+20]	23% [+3%]	27% [+1%]	60% [+20%]	38% [+13%]	55% [+15%]	37% [+7%]	58% [+13%]	58% [+8%]
10 years or longer	177 [+19]	33% [+12%]	33% [+14%]	53% [+14%]	38% [+17%]	53% [+21%]	39% [+18%]	56% [+21%]	62% [+19%]
Frequency of face-to-face conversation about work with the person you report to									
Daily	215 [+53]	26% [+6%]	28% [+9%]	55% [+14%]	34% [+12%]	53% [+15%]	36% [+15%]	56% [+16%]	61% [+7%]
Weekly	112 [+12]	25% [+9%]	29% [+8%]	55% [+13%]	35% [+14%]	55% [+22%]	34% [+15%]	53% [+16%]	53% [+10%]
Monthly	35 [+9]	37% [+3%]	37% [+18%]	40% [-6%]	43% [+16%]	43% [-3%]	40% [+13%]	40% [-10%]	43% [-7%]
Quarterly	11 [+3]	27% [+27%]	27% [+15%]	64% [+51%]	45% [+45%]	73% [+60%]	36% [+24%]	64% [+51%]	45% [+20%]
Not at all	6 [-9]	17% [+3%]	0% [-13%]	0% [-13%]	0% [-7%]	0% [0%]	0% [-20%]	0% [0%]	17% [+10%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

1. Leadership and innovation (items 9 to 15 of 15)

	Number of respondents	1.9 Encouraging innovation	1.10 Council has clear goals and objectives	1.11 Having the organisational structure to achieve our vision, mission and goals	1.12 Having the person I report to listen and respond to me	1.13 Receiving regular feedback from the person I report to for my job performance	1.14 Receiving regular recognition from the person I report to for my efforts at work	1.15 Understanding where my work group / team / crew fits into Council	Leadership and innovation factor
Length of service									
Less than 1 year	92 [+52]	39% [+12%]	32% [+12%]	30% [+8%]	77% [+12%]	59% [+14%]	65% [+25%]	63% [+11%]	53% [+11%]
1 year to less than 2 years	46 [+4]	33% [+4%]	15% [-4%]	20% [-2%]	52% [-6%]	33% [-17%]	33% [-15%]	52% [+1%]	35% [-6%]
2 years to less than 4 years	59 [+14]	31% [+17%]	22% [+11%]	20% [+7%]	64% [+15%]	51% [+18%]	53% [+13%]	54% [+28%]	43% [+15%]
4 years to less than 6 years	34 [-3]	26% [+24%]	21% [+12%]	18% [+15%]	65% [+16%]	53% [+23%]	50% [+12%]	44% [+14%]	39% [+14%]
6 years to less than 10 years	44 [+3]	27% [+5%]	11% [+6%]	9% [+2%]	50% [-6%]	43% [-3%]	50% [+1%]	39% [+4%]	34% [+3%]
10 years or longer	111 [+1]	34% [+19%]	23% [+15%]	18% [+7%]	49% [+9%]	41% [+13%]	43% [+15%]	46% [+11%]	37% [+15%]
Intention to stay period									
Less than 1 year	21 [-2]	14% [+6%]	24% [+24%]	14% [+6%]	33% [-10%]	19% [-16%]	19% [-16%]	19% [-16%]	24% [-1%]
1 year to less than 2 years	33 [+8]	24% [+4%]	18% [-2%]	21% [+5%]	58% [+10%]	48% [+12%]	48% [+16%]	45% [+9%]	38% [+9%]
2 years to less than 4 years	43 [+18]	21% [+13%]	21% [+17%]	16% [+8%]	50% [-6%]	40% [-4%]	42% [+6%]	47% [+23%]	36% [+8%]
4 years to less than 6 years	49 [+15]	35% [+26%]	20% [+12%]	14% [+5%]	55% [+2%]	47% [+9%]	47% [+6%]	49% [+8%]	39% [+10%]
6 years to less than 10 years	60 [+20]	33% [+1%]	12% [-3%]	18% [+1%]	63% [+6%]	42% [+7%]	45% [+15%]	55% [+6%]	42% [+8%]
10 years or longer	177 [+19]	40% [+21%]	28% [+16%]	25% [+12%]	67% [+18%]	54% [+19%]	59% [+18%]	56% [+20%]	46% [+17%]
Frequency of face-to-face conversation about work with the person you report to									
Daily	215 [+53]	33% [+17%]	21% [+15%]	19% [+9%]	66% [+7%]	56% [+13%]	58% [+14%]	52% [+17%]	44% [+12%]
Weekly	112 [+12]	34% [+18%]	21% [+11%]	22% [+10%]	61% [+15%]	44% [+11%]	48% [+13%]	55% [+15%]	42% [+13%]
Monthly	35 [+9]	31% [-7%]	31% [-7%]	29% [-6%]	43% [-7%]	31% [-3%]	29% [-14%]	40% [-6%]	37% [-2%]
Quarterly	11 [+3]	55% [+55%]	27% [+27%]	18% [+18%]	45% [+33%]	9% [-3%]	27% [+15%]	55% [+17%]	41% [+30%]
Not at all	6 [-9]	0% [-13%]	0% [-13%]	0% [-7%]	0% [-20%]	0% [-7%]	0% [-7%]	17% [-23%]	3% [-9%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

		1. Leadership and innovation (items 1 to 8 of 15)							
		1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8
	Number of respondents	Being aware of Council's environmental and social impact on the community	Being listened to by my director	Being listened to by the manager of my work area	Positive change being encouraged by my director	Positive change being encouraged by the manager of my work area	Demonstration of leadership by my director	Demonstration of leadership by the manager of my work area	Demonstration of leadership by the person I report to
Age Group									
24 years and under	19 [-1]	37% [+12%]	32% [+7%]	68% [+33%]	47% [+27%]	68% [+28%]	42% [+12%]	58% [+3%]	58% [-2%]
25-34 years old	61 [+11]	33% [+14%]	33% [+16%]	57% [+17%]	38% [+20%]	59% [+27%]	42% [+20%]	61% [+19%]	63% [+10%]
35-44 years old	90 [+10]	22% [+5%]	29% [+7%]	53% [+11%]	33% [+10%]	56% [+21%]	32% [+13%]	53% [+17%]	57% [+13%]
45-54 years old	129 [+33]	27% [+7%]	29% [+12%]	51% [+15%]	35% [+17%]	50% [+17%]	34% [+16%]	51% [+16%]	52% [+8%]
55 years and over	87 [+18]	24% [+4%]	23% [+3%]	48% [+9%]	30% [+8%]	44% [+10%]	31% [+11%]	49% [+18%]	51% [+7%]
Gender									
Female	153 [+45]	29% [+13%]	40% [+18%]	61% [+14%]	47% [+22%]	64% [+19%]	44% [+19%]	63% [+16%]	65% [+12%]
Male	204 [+18]	27% [+6%]	23% [+4%]	48% [+12%]	27% [+8%]	45% [+16%]	30% [+11%]	48% [+15%]	50% [+8%]
Prefer not to say	24 [+8]	8% [-4%]	4% [-15%]	54% [+23%]	21% [+8%]	50% [+25%]	21% [-4%]	46% [+21%]	38% [-9%]
Culturally or linguistically diverse background									
Yes	20 [+7]	20% [+5%]	40% [+25%]	55% [+40%]	45% [+30%]	55% [+40%]	40% [+25%]	55% [+32%]	35% [+4%]
No	327 [+54]	29% [+8%]	31% [+10%]	56% [+15%]	37% [+16%]	56% [+21%]	37% [+16%]	55% [+17%]	60% [+11%]
Prefer not to say	29 [+1]	7% [-4%]	3% [-11%]	31% [-8%]	10% [-11%]	21% [-15%]	10% [-8%]	31% [+2%]	28% [-1%]
Are you a First Nations Australian?									
Yes	20 [-27]	25% [-7%]	35% [+18%]	45% [+5%]	30% [+4%]	35% [-1%]	35% [+16%]	40% [-5%]	50% [+3%]
No	328 [+100]	29% [+11%]	30% [+9%]	55% [+16%]	37% [+16%]	56% [+21%]	37% [+15%]	56% [+19%]	58% [+12%]
Prefer not to say	34 [-2]	12% [-2%]	9% [-8%]	38% [-1%]	15% [+1%]	29% [-1%]	18% [+1%]	35% [+5%]	33% [-17%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	Number of respondents	1. Leadership and innovation (items 9 to 15 of 15)							
		1.9	1.10	1.11	1.12	1.13	1.14	1.15	
		Encouraging innovation	Council has clear goals and objectives	Having the organisational structure to achieve our vision, mission and goals	Having the person I report to listen and respond to me	Receiving regular feedback from the person I report to for my job performance	Receiving regular recognition from the person I report to for my efforts at work	Understanding where my work group / team / crew fits into Council	Leadership and innovation factor
Age Group									
24 years and under	19 [-1]	42% [+27%]	21% [+6%]	21% [+1%]	63% [+3%]	47% [-3%]	47% [+2%]	63% [-2%]	**48% [+10%]**
25-34 years old	61 [+11]	43% [+24%]	31% [+19%]	28% [+16%]	69% [+8%]	51% [+10%]	54% [+10%]	66% [+29%]	**48% [+17%]**
35-44 years old	90 [+10]	31% [+16%]	21% [+14%]	18% [+5%]	60% [+9%]	50% [+10%]	52% [+11%]	51% [+16%]	**41% [+12%]**
45-54 years old	129 [+33]	36% [+20%]	22% [+12%]	22% [+13%]	57% [+13%]	46% [+20%]	51% [+20%]	47% [+14%]	**41% [+15%]**
55 years and over	87 [+18]	22% [0%]	17% [+4%]	15% [-1%]	56% [+11%]	43% [+5%]	44% [+7%]	44% [+5%]	**36% [+7%]**
Gender									
Female	153 [+45]	48% [+22%]	32% [+17%]	27% [+10%]	71% [+14%]	55% [+16%]	59% [+15%]	64% [+20%]	**51% [+16%]**
Male	204 [+18]	25% [+11%]	18% [+9%]	17% [+6%]	55% [+8%]	44% [+7%]	46% [+10%]	45% [+9%]	**37% [+9%]**
Prefer not to say	24 [+8]	17% [+4%]	4% [-2%]	8% [+2%]	42% [-5%]	38% [+18%]	38% [+19%]	29% [+16%]	**28% [+6%]**
Culturally or linguistically diverse background									
Yes	20 [+7]	50% [+42%]	20% [+3%]	20% [+12%]	45% [+7%]	35% [-3%]	35% [+4%]	55% [+24%]	**40% [+19%]**
No	327 [+54]	35% [+16%]	24% [+13%]	22% [+8%]	65% [+14%]	51% [+13%]	55% [+16%]	55% [+15%]	**45% [+14%]**
Prefer not to say	29 [+1]	7% [-1%]	0% [0%]	7% [+7%]	31% [-8%]	28% [+3%]	21% [-8%]	14% [-1%]	**17% [-4%]**
Are you a First Nations Australian?									
Yes	20 [-27]	20% [-8%]	20% [+11%]	20% [+7%]	55% [+4%]	45% [+9%]	50% [+12%]	35% [0%]	**36% [+5%]**
No	328 [+100]	36% [+18%]	24% [+12%]	22% [+8%]	63% [+14%]	50% [+12%]	52% [+14%]	56% [+17%]	**44% [+14%]**
Prefer not to say	34 [-2]	15% [+9%]	9% [0%]	12% [+1%]	41% [-14%]	29% [-1%]	32% [-4%]	18% [-13%]	**23% [-3%]**

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	Number of respondents	1.1 Being aware of Council's environmental and social impact on the community	1.2 Being listened to by my director	1.3 Being listened to by the manager of my work area	1.4 Positive change being encouraged by my director	1.5 Positive change being encouraged by the manager of my work area	1.6 Demonstration of leadership by my director	1.7 Demonstration of leadership by the manager of my work area	1.8 Demonstration of leadership by the person I report to
1. Leadership and innovation (items 1 to 8 of 15)									
Reasons for leaving									
Working elsewhere	26 [-15]	19% [+2%]	19% [+4%]	54% [+25%]	23% [+6%]	54% [+29%]	23% [+6%]	50% [+21%]	35% [-9%]
Undecided	13 [-12]	15% [-9%]	8% [-4%]	46% [+2%]	8% [-12%]	46% [+6%]	15% [-1%]	38% [-10%]	38% [-6%]
Prefer not to say	10 [-1]	10% [-17%]	0% [-18%]	50% [+23%]	0% [-27%]	50% [+32%]	0% [-27%]	50% [+32%]	40% [-5%]

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		1. Leadership and innovation (items 9 to 15 of 15)							
		1.9	1.10	1.11	1.12	1.13	1.14	1.15	
	Number of respondents	Encouraging innovation	Council has clear goals and objectives	Having the organisational structure to achieve our vision, mission and goals	Having the person I report to listen and respond to me	Receiving regular feedback from the person I report to for my job performance	Receiving regular recognition from the person I report to for my efforts at work	Understanding where my work group / team / crew fits into Council	Leadership and innovation factor
Reasons for leaving									
Working elsewhere	26 [-15]	19% [+7%]	23% [+16%]	12% [+2%]	50% [-1%]	31% [+2%]	31% [-1%]	35% [-4%]	**32% [+7%]**
Undecided	13 [-12]	23% [+11%]	15% [-1%]	23% [+7%]	46% [-2%]	38% [+6%]	38% [+10%]	46% [+4%]	**30% [0%]**
Prefer not to say	10 [-1]	10% [+1%]	10% [+1%]	10% [+1%]	40% [+13%]	40% [+31%]	40% [+31%]	20% [+2%]	**25% [+5%]**

2. Strategy and planning processes

This table shows the survey items that make up the *strategy and planning processes* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	2. Strategy and planning processes					
	2.1	2.2	2.3	2.4	2.5	
	Having the resources to achieve my work group's / team's / crew's goals	Involving me in the development of plans in my work group / team / crew	Planning for the future of Council	Planning in my work group / team / crew being linked to Council's plans	Helping me understand why Council makes changes	Strategy and planning processes factor
All staff	26% [+9%]	43% [+15%]	22% [+12%]	39% [+16%]	15% [+6%]	29% [+12%]
Directorate						
Executive / Executive Assistants	75% [+55%]	100% [+60%]	63% [+53%]	88% [+48%]	38% [+8%]	73% [+45%]
Corporate Services	34% [+18%]	49% [+26%]	22% [+16%]	43% [+26%]	15% [+8%]	33% [+19%]
Infrastructure Services	17% [0%]	32% [+7%]	15% [+9%]	28% [+10%]	9% [+4%]	20% [+6%]
Community Sustainability	32% [+14%]	51% [+15%]	30% [+10%]	49% [+18%]	21% [+8%]	37% [+13%]
Work Area						
Executive / Executive Assistants	75% [+55%]	100% [+60%]	63% [+53%]	88% [+48%]	38% [+8%]	73% [+45%]
Finance	35% [+15%]	52% [+32%]	35% [+30%]	43% [+28%]	26% [+11%]	38% [+23%]
Information and Technology	34% [+9%]	41% [0%]	21% [+21%]	48% [+7%]	14% [+5%]	32% [+8%]
People and Culture	33% [+20%]	67% [+47%]	11% [-2%]	39% [+26%]	6% [+6%]	31% [+19%]
Communication, Business and Engagement	36% [+36%]	36% [+25%]	9% [+9%]	36% [+36%]	9% [+9%]	25% [+23%]
Governance, Integrity and Risk	27%	45%	27%	45%	18%	33%
Capital Delivery and Assets	12% [-1%]	38% [+14%]	15% [+12%]	36% [+16%]	14% [+12%]	23% [+10%]
Operations Roads and Drainage	23% [+3%]	27% [+6%]	22% [+19%]	29% [+7%]	6% [+5%]	21% [+8%]
Property and Open Space	17% [-15%]	42% [+1%]	11% [+2%]	36% [+14%]	6% [-1%]	22% [0%]
Operations Water and Wastewater	12% [+12%]	21% [+9%]	6% [-11%]	6% [+6%]	9% [-8%]	11% [+2%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	2. Strategy and planning processes					
	2.1	2.2	2.3	2.4	2.5	
	Having the resources to achieve my work group's / team's / crew's goals	Involving me in the development of plans in my work group / team / crew	Planning for the future of Council	Planning in my work group / team / crew being linked to Council's plans	Helping me understand why Council makes changes	Strategy and planning processes factor
Work Area continued						
Environment and Resource Recovery	22% [+2%]	39% [-11%]	11% [+1%]	17% [-3%]	6% [-14%]	19% [-5%]
Planning	9% [+9%]	64% [+30%]	18% [+18%]	73% [+17%]	18% [+18%]	36% [+19%]
Compliance	15% [+15%]	46% [+11%]	38% [+15%]	31% [+7%]	8% [-4%]	28% [+9%]
Community and Commercial	45% [+16%]	52% [+18%]	38% [+13%]	59% [+28%]	32% [+17%]	45% [+18%]
Building and Plumbing	30%	60%	20%	50%	10%	34%
Position						
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	27% [+7%]	39% [+9%]	23% [+13%]	39% [+14%]	13% [+5%]	28% [+10%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	24% [+14%]	41% [+25%]	17% [+12%]	36% [+25%]	16% [+11%]	27% [+17%]
Coordinator	24% [+12%]	50% [+19%]	15% [+8%]	37% [+22%]	13% [+9%]	28% [+14%]
Manager	40% [+32%]	87% [+37%]	40% [+7%]	60% [+35%]	33% [-8%]	52% [+20%]
Employment Status						
Full time	24% [+8%]	42% [+15%]	18% [+11%]	36% [+14%]	12% [+6%]	27% [+11%]
Part time	27% [+18%]	33% [+8%]	20% [+12%]	33% [+8%]	27% [+18%]	28% [+13%]
Casual	40% [-13%]	44% [+17%]	48% [+1%]	64% [+31%]	20% [-13%]	43% [+5%]
Fixed Term	42% [+23%]	48% [+5%]	32% [+14%]	48% [+23%]	26% [+1%]	39% [+13%]
Length of service						
Less than 1 year	35% [+2%]	45% [+17%]	36% [+18%]	49% [+34%]	20% [+2%]	37% [+15%]
1 year to less than 2 years	22% [-6%]	35% [-2%]	15% [-6%]	33% [+1%]	15% [-1%]	24% [-3%]
2 years to less than 4 years	25% [+5%]	44% [+17%]	19% [+10%]	34% [+12%]	12% [+5%]	27% [+10%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	2. Strategy and planning processes					
	2.1	2.2	2.3	2.4	2.5	
	Having the resources to achieve my work group's / team's / crew's goals	Involving me in the development of plans in my work group / team / crew	Planning for the future of Council	Planning in my work group / team / crew being linked to Council's plans	Helping me understand why Council makes changes	Strategy and planning processes factor
Length of service continued						
4 years to less than 6 years	30% [+19%]	47% [+23%]	18% [+18%]	35% [+19%]	12% [+12%]	**28% [+18%]**
6 years to less than 10 years	14% [+9%]	36% [0%]	9% [+7%]	30% [0%]	7% [+2%]	**19% [+4%]**
10 years or longer	26% [+11%]	45% [+21%]	20% [+11%]	41% [+19%]	15% [+8%]	**29% [+14%]**
Intention to stay period						
Less than 1 year	10% [+10%]	29% [+7%]	10% [+1%]	14% [+14%]	5% [-4%]	**13% [+6%]**
1 year to less than 2 years	12% [-8%]	33% [+9%]	21% [+5%]	30% [+10%]	6% [-6%]	**21% [+2%]**
2 years to less than 4 years	26% [+14%]	33% [+13%]	31% [+23%]	36% [+20%]	14% [+2%]	**28% [+14%]**
4 years to less than 6 years	22% [+8%]	47% [+18%]	14% [+11%]	43% [+16%]	12% [+6%]	**28% [+12%]**
6 years to less than 10 years	23% [-2%]	44% [+9%]	15% [+8%]	30% [0%]	13% [+3%]	**25% [+4%]**
10 years or longer	34% [+15%]	47% [+18%]	25% [+14%]	47% [+22%]	19% [+10%]	**35% [+16%]**
Frequency of face-to-face conversation about work with the person you report to						
Daily	26% [+7%]	45% [+13%]	21% [+14%]	39% [+14%]	13% [+7%]	**29% [+11%]**
Weekly	27% [+12%]	46% [+21%]	21% [+10%]	39% [+17%]	16% [+6%]	**30% [+13%]**
Monthly	34% [+4%]	34% [+7%]	34% [+11%]	40% [+21%]	17% [-2%]	**32% [+8%]**
Quarterly	27% [+27%]	36% [+24%]	18% [+18%]	45% [+33%]	18% [+18%]	**29% [+24%]**
Not at all	0% [-13%]	0% [-13%]	0% [-7%]	0% [-7%]	0% [-7%]	**0% [-9%]**
Age Group						
24 years and under	26% [-9%]	26% [-9%]	26% [+11%]	47% [+7%]	16% [+6%]	**28% [+1%]**
25-34 years old	36% [+16%]	48% [+15%]	31% [+21%]	51% [+24%]	16% [+10%]	**36% [+17%]**

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	2. Strategy and planning processes					
	2.1	**2.2**	**2.3**	**2.4**	**2.5**	**Strategy and planning processes factor**
	Having the resources to achieve my work group's / team's / crew's goals	Involving me in the development of plans in my work group / team / crew	Planning for the future of Council	Planning in my work group / team / crew being linked to Council's plans	Helping me understand why Council makes changes	
Age Group continued						
35-44 years old	21% [+5%]	43% [+13%]	13% [+5%]	39% [+14%]	11% [+4%]	26% [+8%]
45-54 years old	27% [+13%]	41% [+14%]	22% [+12%]	35% [+16%]	16% [+7%]	28% [+13%]
55 years and over	24% [+6%]	45% [+22%]	22% [+12%]	35% [+17%]	14% [+4%]	28% [+12%]
Gender						
Female	35% [+13%]	48% [+14%]	27% [+14%]	51% [+19%]	20% [+10%]	36% [+14%]
Male	23% [+7%]	39% [+13%]	20% [+11%]	33% [+16%]	12% [+3%]	26% [+10%]
Prefer not to say	4% [+4%]	38% [+24%]	4% [+4%]	13% [-8%]	4% [+4%]	13% [+6%]
Culturally or linguistically diverse background						
Yes	20% [-3%]	40% [+25%]	20% [+5%]	40% [+25%]	25% [+17%]	29% [+14%]
No	29% [+11%]	46% [+15%]	23% [+13%]	42% [+17%]	15% [+6%]	31% [+12%]
Prefer not to say	10% [0%]	10% [+3%]	3% [+3%]	7% [0%]	0% [0%]	6% [+1%]
Are you a First Nations Australian?						
Yes	35% [+14%]	40% [+6%]	20% [+7%]	32% [+4%]	30% [+24%]	31% [+11%]
No	28% [+10%]	45% [+17%]	23% [+13%]	42% [+19%]	15% [+6%]	31% [+13%]
Prefer not to say	12% [-2%]	18% [-2%]	9% [+3%]	15% [+1%]	3% [-5%]	11% [-1%]
Reasons for leaving						
Working elsewhere	4% [-11%]	23% [+4%]	19% [+9%]	12% [-1%]	8% [+3%]	13% [+1%]
Undecided	15% [-17%]	38% [+2%]	15% [+3%]	31% [-1%]	0% [-8%]	20% [-4%]
Prefer not to say	10% [-8%]	20% [+20%]	0% [0%]	20% [+20%]	0% [0%]	10% [+6%]

Your average raw score compared to Insync's benchmark database. Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile ***** Engagement driver

3. Data, information and knowledge

This table shows the survey items that make up the *data, information and knowledge* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	3. Data, information and knowledge			
	3.1	3.2	3.3	**Data, information and knowledge factor**
	Encouraging me to share what I have learnt with others in Council	My group's / team's / crew's progress being measured	Using relevant data and information as a basis for decision making	
All staff	25% [+11%]	36% [+8%]	32% [+6%]	**31% [+8%]**
Directorate				
Executive / Executive Assistants	75% [+35%]	75% [+45%]	63% [+23%]	**71% [+34%]**
Corporate Services	29% [+24%]	40% [+21%]	33% [+15%]	**34% [+20%]**
Infrastructure Services	16% [+4%]	27% [+2%]	22% [-1%]	**22% [+1%]**
Community Sustainability	31% [+15%]	44% [+3%]	44% [+9%]	**40% [+9%]**
Work Area				
Executive / Executive Assistants	75% [+35%]	75% [+45%]	63% [+23%]	**71% [+34%]**
Finance	26% [+21%]	43% [+33%]	43% [+13%]	**38% [+23%]**
Information and Technology	41% [+25%]	52% [+18%]	28% [+11%]	**40% [+18%]**
People and Culture	28% [+28%]	39% [+12%]	33% [+20%]	**33% [+20%]**
Communication, Business and Engagement	18% [+18%]	27% [+16%]	27% [+27%]	**24% [+21%]**
Governance, Integrity and Risk	18%	18%	27%	**21%**
Capital Delivery and Assets	19% [+12%]	26% [0%]	29% [+6%]	**25% [+6%]**
Operations Roads and Drainage	21% [+11%]	30% [+6%]	24% [+3%]	**25% [+7%]**
Property and Open Space	8% [-7%]	23% [-10%]	19% [-16%]	**17% [-11%]**
Operations Water and Wastewater	9% [-12%]	24% [+12%]	15% [-6%]	**16% [-2%]**

Continued on next page.

	3. Data, information and knowledge			
	3.1	3.2	3.3	Data, information and knowledge factor
	Encouraging me to share what I have learnt with others in Council	My group's / team's / crew's progress being measured	Using relevant data and information as a basis for decision making	
Work Area continued				
Environment and Resource Recovery	17% [-3%]	22% [-18%]	28% [-12%]	22% [-11%]
Planning	45% [+45%]	36% [+3%]	45% [+23%]	42% [+24%]
Compliance	15% [+10%]	38% [+15%]	23% [+11%]	26% [+12%]
Community and Commercial	41% [+19%]	54% [+5%]	57% [+13%]	51% [+12%]
Building and Plumbing	10%	40%	20%	23%
Position				
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	24% [+13%]	36% [+6%]	32% [+1%]	31% [+7%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	24% [+8%]	29% [+8%]	28% [+17%]	27% [+11%]
Coordinator	22% [+6%]	41% [+18%]	37% [+25%]	33% [+17%]
Manager	60% [+27%]	53% [+37%]	40% [+15%]	51% [+26%]
Employment Status				
Full time	21% [+8%]	32% [+7%]	27% [+3%]	27% [+6%]
Part time	20% [+12%]	33% [-17%]	27% [+2%]	27% [-1%]
Casual	44% [+11%]	56% [-4%]	64% [-3%]	55% [+1%]
Fixed Term	52% [+33%]	58% [+33%]	48% [+30%]	53% [+32%]
Length of service				
Less than 1 year	38% [+13%]	49% [+13%]	46% [+10%]	44% [+12%]
1 year to less than 2 years	18% [-8%]	41% [+10%]	22% [-17%]	27% [-5%]
2 years to less than 4 years	29% [+20%]	39% [+14%]	36% [+4%]	34% [+13%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	3. Data, information and knowledge			
	3.1	3.2	3.3	**Data, information and knowledge factor**
	Encouraging me to share what I have learnt with others in Council	My group's / team's / crew's progress being measured	Using relevant data and information as a basis for decision making	
Length of service continued				
4 years to less than 6 years	21% [+15%]	27% [0%]	29% [+8%]	**26% [+8%]**
6 years to less than 10 years	11% [+4%]	23% [+6%]	16% [-4%]	**17% [+2%]**
10 years or longer	21% [+9%]	28% [-1%]	29% [+9%]	**26% [+6%]**
Intention to stay period				
Less than 1 year	10% [+1%]	24% [+6%]	19% [+6%]	**17% [+4%]**
1 year to less than 2 years	24% [+16%]	24% [0%]	33% [+9%]	**27% [+9%]**
2 years to less than 4 years	29% [+13%]	28% [0%]	21% [-3%]	**26% [+3%]**
4 years to less than 6 years	19% [+13%]	29% [+3%]	31% [+13%]	**26% [+10%]**
6 years to less than 10 years	22% [-3%]	28% [+1%]	22% [-6%]	**24% [-3%]**
10 years or longer	28% [+15%]	45% [+16%]	40% [+9%]	**38% [+13%]**
Frequency of face-to-face conversation about work with the person you report to				
Daily	26% [+13%]	37% [+4%]	33% [+1%]	**32% [+6%]**
Weekly	24% [+12%]	34% [+17%]	32% [+14%]	**30% [+14%]**
Monthly	29% [+2%]	43% [-3%]	34% [0%]	**35% [-1%]**
Quarterly	9% [-3%]	27% [+15%]	18% [-7%]	**18% [+2%]**
Not at all	0% [-7%]	17% [+3%]	0% [-7%]	**6% [-3%]**
Age Group				
24 years and under	21% [+6%]	26% [-19%]	37% [-18%]	**28% [-10%]**
25-34 years old	20% [+6%]	46% [+6%]	44% [-4%]	**37% [+3%]**

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	3. Data, information and knowledge			
	3.1	3.2	3.3	Data, information and knowledge factor
	Encouraging me to share what I have learnt with others in Council	My group's / team's / crew's progress being measured	Using relevant data and information as a basis for decision making	
Age Group continued				
35-44 years old	27% [+19%]	35% [+6%]	30% [+3%]	30% [+9%]
45-54 years old	26% [+11%]	33% [+13%]	30% [+17%]	30% [+14%]
55 years and over	26% [+7%]	34% [+11%]	25% [+6%]	29% [+8%]
Gender				
Female	32% [+20%]	44% [+13%]	40% [+7%]	39% [+13%]
Male	21% [+6%]	33% [+6%]	28% [+6%]	27% [+6%]
Prefer not to say	13% [+6%]	8% [-4%]	13% [+6%]	11% [+3%]
Culturally or linguistically diverse background				
Yes	35% [+20%]	50% [+12%]	25% [-6%]	37% [+8%]
No	26% [+12%]	38% [+9%]	35% [+8%]	33% [+10%]
Prefer not to say	0% [-4%]	10% [-4%]	7% [0%]	6% [-3%]
Are you a First Nations Australian?				
Yes	30% [+9%]	35% [-1%]	25% [-3%]	30% [+2%]
No	26% [+14%]	38% [+10%]	34% [+8%]	33% [+11%]
Prefer not to say	9% [+1%]	18% [-2%]	12% [-13%]	13% [-5%]
Reasons for leaving				
Working elsewhere	15% [+6%]	19% [0%]	23% [-4%]	19% [+1%]
Undecided	15% [-1%]	38% [-3%]	31% [+7%]	28% [+1%]
Prefer not to say	10% [+1%]	10% [-17%]	20% [+11%]	13% [-2%]

4. People (items 1 to 9 of 18)

This table shows the survey items that make up the *people* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	4.1 Balancing work and life demands	4.2 Being proud of Council	4.3 Helping me be satisfied in my job	4.4 Cooperation across work groups / teams / crews	4.5 Helping me develop personally and professionally	4.6 Having the skills and knowledge to do my job	4.7 Making use of my abilities	4.8 My pay and conditions	4.9 Providing a safe work environment
All staff	47% [+11%]	27% [+15%]	28% [+16%]	25% [+10%]	30% [+14%]	43% [+10%]	35% [+15%]	43% [+17%]	50% [+6%]
Directorate									
Executive / Executive Assistants	75% [+45%]	100% [+80%]	75% [+55%]	63% [+53%]	75% [+45%]	88% [+48%]	88% [+48%]	88% [+58%]	88% [+28%]
Corporate Services	60% [+13%]	32% [+21%]	29% [+15%]	25% [+16%]	34% [+21%]	46% [+12%]	35% [+15%]	54% [+22%]	54% [+8%]
Infrastructure Services	37% [+3%]	18% [+8%]	20% [+11%]	18% [+8%]	19% [+8%]	33% [0%]	28% [+9%]	24% [+7%]	40% [-2%]
Community Sustainability	52% [+15%]	32% [+16%]	37% [+20%]	32% [+9%]	42% [+16%]	55% [+21%]	44% [+23%]	59% [+22%]	62% [+15%]
Work Area									
Executive / Executive Assistants	75% [+45%]	100% [+80%]	75% [+55%]	63% [+53%]	75% [+45%]	88% [+48%]	88% [+48%]	88% [+58%]	88% [+28%]
Finance	74% [+29%]	39% [+34%]	43% [+33%]	43% [+38%]	43% [+28%]	52% [+7%]	43% [+13%]	74% [+29%]	74% [+19%]
Information and Technology	45% [-14%]	38% [+21%]	31% [-2%]	24% [+7%]	34% [+26%]	41% [0%]	41% [+16%]	45% [+20%]	62% [-5%]
People and Culture	72% [+39%]	17% [+3%]	17% [+3%]	17% [+3%]	22% [+9%]	39% [+26%]	22% [+9%]	61% [+34%]	28% [+1%]
Communication, Business and Engagement	73% [+17%]	27% [+16%]	18% [+18%]	18% [+18%]	36% [+25%]	64% [+30%]	36% [+36%]	45% [+23%]	45% [+12%]
Governance, Integrity and Risk	36%	27%	27%	9%	27%	36%	18%	36%	45%
Capital Delivery and Assets	45% [+3%]	19% [+12%]	24% [+17%]	21% [+8%]	31% [+22%]	50% [+19%]	40% [+22%]	31% [+24%]	48% [-3%]
Operations Roads and Drainage	41% [+6%]	19% [+14%]	19% [+13%]	23% [+14%]	18% [+8%]	32% [-6%]	24% [+6%]	27% [+11%]	40% [+13%]
Property and Open Space	39% [+14%]	17% [+1%]	28% [+18%]	14% [-5%]	17% [+4%]	33% [-1%]	33% [+17%]	23% [-5%]	50% [-3%]
Operations Water and Wastewater	15% [-10%]	18% [-3%]	9% [-8%]	12% [+12%]	9% [-3%]	12% [-13%]	12% [-13%]	13% [-13%]	21% [-25%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

4. People (items 10 to 18 of 18)

This table shows the survey items that make up the *people* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	4. People (items 10 to 18 of 18)									
	4.10	4.11	4.12	4.13	4.14	4.15	4.16	4.17	4.18	
	Providing career opportunities	Providing for the health and wellbeing of employees	Providing incentives and rewards	Providing me with the opportunity to develop new technical and job skills relevant to my role	Providing me with the opportunity to make changes to the way I do my work	Keeping skilled employees	Trust among people in Council	Valuing employees at Council	Working as a team in my work group / team / crew	People factor
All staff	28% [+17%]	30% [+12%]	18% [+14%]	32% [+16%]	31% [+14%]	15% [+9%]	18% [+9%]	25% [+16%]	58% [+5%]	32% [+13%]
Directorate										
Executive / Executive Assistants	63% [+43%]	38% [+8%]	25% [+15%]	88% [+65%]	88% [+48%]	38% [+38%]	38% [+38%]	88% [+68%]	88% [+28%]	72% [+45%]
Corporate Services	29% [+22%]	37% [+30%]	21% [+21%]	34% [+10%]	38% [+20%]	20% [+16%]	18% [+10%]	32% [+26%]	62% [+14%]	37% [+17%]
Infrastructure Services	20% [+11%]	21% [+3%]	11% [+8%]	22% [+11%]	20% [+7%]	6% [+2%]	13% [+7%]	13% [+7%]	48% [-4%]	23% [+6%]
Community Sustainability	38% [+21%]	40% [+16%]	26% [+17%]	43% [+23%]	36% [+19%]	23% [+11%]	24% [+8%]	35% [+21%]	71% [+11%]	42% [+17%]
Work Area										
Executive / Executive Assistants	63% [+43%]	38% [+8%]	25% [+15%]	88% [+65%]	88% [+48%]	38% [+38%]	38% [+38%]	88% [+68%]	88% [+28%]	72% [+45%]
Finance	39% [+29%]	52% [+42%]	26% [+26%]	43% [+23%]	48% [+23%]	30% [+25%]	26% [+21%]	48% [+43%]	65% [+30%]	48% [+28%]
Information and Technology	38% [+30%]	41% [+25%]	21% [+21%]	41% [-9%]	41% [+16%]	24% [+16%]	21% [-4%]	34% [+26%]	69% [-6%]	39% [+10%]
People and Culture	17% [+10%]	28% [+28%]	22% [+22%]	22% [+9%]	33% [+20%]	11% [+11%]	11% [+4%]	22% [+16%]	72% [+19%]	30% [+15%]
Communication, Business and Engagement	18% [+18%]	18% [+18%]	18% [+18%]	18% [+7%]	18% [+18%]	18% [+18%]	9% [+9%]	9% [+9%]	45% [+12%]	30% [+18%]
Governance, Integrity and Risk	18%	27%	9%	27%	36%	0%	18%	27%	36%	26%
Capital Delivery and Assets	19% [+17%]	24% [+11%]	7% [+5%]	29% [+22%]	21% [+6%]	7% [+3%]	17% [+13%]	21% [+17%]	45% [-4%]	28% [+12%]
Operations Roads and Drainage	27% [+20%]	24% [+2%]	15% [+11%]	25% [+17%]	21% [+16%]	8% [+3%]	13% [+11%]	13% [+6%]	54% [+5%]	25% [+9%]
Property and Open Space	17% [+1%]	22% [-6%]	8% [+2%]	19% [0%]	25% [0%]	8% [+2%]	14% [+1%]	8% [-1%]	56% [-13%]	24% [+1%]
Operations Water and Wastewater	12% [-5%]	9% [+5%]	12% [+12%]	12% [-5%]	12% [0%]	0% [0%]	6% [-2%]	6% [+6%]	30% [-11%]	12% [-4%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9
	Balancing work and life demands	Being proud of Council	Helping me be satisfied in my job	Cooperation across work groups / teams / crews	Helping me develop personally and professionally	Having the skills and knowledge to do my job	Making use of my abilities	My pay and conditions	Providing a safe work environment
Work Area continued									
Environment and Resource Recovery	33% [-17%]	11% [-11%]	17% [-3%]	11% [0%]	33% [-17%]	56% [+26%]	28% [-2%]	39% [-11%]	44% [+4%]
Planning	64% [+41%]	27% [+27%]	36% [+36%]	18% [+7%]	36% [+36%]	55% [+55%]	64% [+64%]	73% [+73%]	73% [+51%]
Compliance	23% [-6%]	8% [-4%]	0% [-12%]	23% [0%]	31% [+7%]	23% [-6%]	31% [+13%]	46% [+40%]	38% [-9%]
Community and Commercial	64% [+24%]	46% [+26%]	55% [+33%]	46% [+18%]	54% [+27%]	66% [+24%]	54% [+29%]	73% [+20%]	71% [+17%]
Building and Plumbing	40%	30%	20%	20%	10%	30%	20%	20%	60%
Position									
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	51% [+12%]	27% [+17%]	30% [+15%]	25% [+10%]	27% [+11%]	40% [+7%]	35% [+14%]	46% [+17%]	52% [+7%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	44% [+28%]	20% [+4%]	20% [+14%]	17% [+7%]	30% [+19%]	43% [+27%]	34% [+23%]	33% [+10%]	48% [+11%]
Coordinator	43% [+9%]	26% [+7%]	24% [+20%]	33% [+29%]	30% [+23%]	43% [+13%]	39% [+24%]	48% [+17%]	46% [+7%]
Manager	33% [+25%]	60% [+18%]	60% [+27%]	40% [+23%]	67% [+33%]	73% [+7%]	60% [+27%]	60% [+27%]	67% [+8%]
Employment Status									
Full time	43% [+11%]	22% [+11%]	23% [+14%]	23% [+12%]	26% [+13%]	39% [+8%]	32% [+14%]	38% [+15%]	47% [+5%]
Part time	47% [-12%]	20% [+3%]	13% [-3%]	20% [-5%]	33% [+17%]	27% [+2%]	20% [+3%]	47% [+22%]	53% [+3%]
Casual	80% [+27%]	64% [+31%]	72% [+25%]	44% [+4%]	52% [+5%]	80% [+20%]	56% [+9%]	75% [+22%]	80% [+20%]
Fixed Term	58% [+2%]	58% [+39%]	52% [+20%]	32% [-5%]	53% [+28%]	58% [+14%]	61% [+18%]	61% [+30%]	61% [-1%]
Length of service									
Less than 1 year	59% [-6%]	45% [+17%]	48% [+12%]	30% [-7%]	43% [+15%]	54% [+2%]	46% [+5%]	49% [+17%]	62% [+7%]
1 year to less than 2 years	63% [+20%]	28% [+7%]	28% [+2%]	24% [+3%]	26% [-5%]	35% [-6%]	33% [+2%]	40% [+3%]	41% [-2%]
2 years to less than 4 years	46% [+6%]	27% [+14%]	31% [+22%]	27% [+12%]	29% [+13%]	36% [+2%]	31% [+13%]	46% [+32%]	44% [+2%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	4.10 Providing career opportunities	4.11 Providing for the health and wellbeing of employees	4.12 Providing incentives and rewards	4.13 Providing me with the opportunity to develop new technical and job skills relevant to my role	4.14 Providing me with the opportunity to make changes to the way I do my work	4.15 Keeping skilled employees	4.16 Trust among people in Council	4.17 Valuing employees at Council	4.18 Working as a team in my work group / team / crew	People factor
4. People (items 10 to 18 of 18)										
Work Area continued										
Environment and Resource Recovery	11% [-9%]	28% [+8%]	12% [+12%]	33% [+23%]	17% [-13%]	6% [-4%]	0% [-20%]	6% [-4%]	33% [-11%]	23% [-3%]
Planning	27% [+27%]	18% [+7%]	27% [+27%]	55% [+55%]	45% [+45%]	9% [+9%]	27% [+27%]	18% [+18%]	91% [+46%]	42% [+36%]
Compliance	23% [+5%]	15% [-8%]	15% [+15%]	31% [+13%]	23% [+11%]	15% [+10%]	8% [-4%]	23% [+11%]	69% [-1%]	25% [+4%]
Community and Commercial	57% [+37%]	54% [+27%]	34% [+18%]	50% [+23%]	48% [+28%]	36% [+18%]	38% [+18%]	52% [+34%]	77% [+15%]	54% [+24%]
Building and Plumbing	10%	40%	20%	20%	10%	10%	10%	20%	90%	27%
Position										
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	26% [+16%]	30% [+12%]	18% [+13%]	32% [+16%]	31% [+15%]	16% [+10%]	19% [+9%]	24% [+16%]	57% [+3%]	33% [+12%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	23% [+7%]	30% [+9%]	13% [+7%]	26% [+5%]	21% [+10%]	10% [+5%]	15% [+10%]	20% [+14%]	56% [+19%]	28% [+13%]
Coordinator	28% [+21%]	33% [+21%]	26% [+26%]	35% [+23%]	35% [+16%]	11% [+7%]	11% [+7%]	26% [+26%]	67% [+21%]	34% [+18%]
Manager	73% [+40%]	40% [+23%]	33% [+33%]	53% [+20%]	60% [+27%]	33% [+25%]	40% [+23%]	53% [+37%]	80% [+13%]	55% [+24%]
Employment Status										
Full time	26% [+16%]	27% [+9%]	16% [+13%]	29% [+15%]	27% [+12%]	11% [+8%]	13% [+7%]	20% [+14%]	55% [+3%]	29% [+11%]
Part time	7% [-10%]	33% [+25%]	13% [+5%]	33% [+25%]	33% [+8%]	20% [+3%]	13% [-3%]	27% [+10%]	60% [+2%]	29% [+5%]
Casual	60% [+33%]	52% [+12%]	28% [+1%]	44% [+11%]	52% [+39%]	40% [+7%]	44% [-3%]	56% [+23%]	80% [+7%]	59% [+16%]
Fixed Term	35% [+17%]	45% [+33%]	23% [+23%]	48% [+11%]	48% [+11%]	29% [+10%]	45% [+26%]	42% [+23%]	74% [+12%]	49% [+17%]
Length of service										
Less than 1 year	36% [+11%]	47% [+17%]	29% [+18%]	43% [+10%]	36% [+3%]	32% [+19%]	34% [+4%]	43% [+18%]	72% [-3%]	45% [+9%]
1 year to less than 2 years	24% [+7%]	26% [0%]	4% [-3%]	26% [+2%]	39% [+11%]	9% [-3%]	16% [-6%]	20% [+1%]	50% [-6%]	30% [+2%]
2 years to less than 4 years	36% [+22%]	29% [+9%]	14% [+5%]	37% [+22%]	36% [+20%]	12% [+5%]	24% [+19%]	25% [+14%]	54% [+5%]	32% [+13%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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4. People (items 1 to 9 of 18)

	4.1 Balancing work and life demands	4.2 Being proud of Council	4.3 Helping me be satisfied in my job	4.4 Cooperation across work groups / teams / crews	4.5 Helping me develop personally and professionally	4.6 Having the skills and knowledge to do my job	4.7 Making use of my abilities	4.8 My pay and conditions	4.9 Providing a safe work environment
Length of service continued									
4 years to less than 6 years	41% [+22%]	18% [+15%]	24% [+18%]	21% [+9%]	35% [+27%]	44% [+9%]	35% [+22%]	35% [+11%]	38% [+9%]
6 years to less than 10 years	34% [0%]	20% [+8%]	12% [+12%]	20% [+16%]	18% [+1%]	39% [+14%]	34% [+22%]	25% [+1%]	41% [-8%]
10 years or longer	39% [+11%]	19% [+12%]	19% [+11%]	22% [+14%]	25% [+17%]	42% [+16%]	31% [+16%]	46% [+21%]	55% [+11%]
Intention to stay period									
Less than 1 year	24% [-15%]	10% [+1%]	5% [-8%]	14% [+6%]	5% [-4%]	14% [-12%]	14% [-16%]	24% [-2%]	33% [-19%]
1 year to less than 2 years	45% [+25%]	15% [+7%]	21% [+9%]	9% [-3%]	27% [+15%]	48% [+24%]	33% [+25%]	36% [+8%]	39% [+11%]
2 years to less than 4 years	44% [+20%]	28% [+24%]	19% [+15%]	21% [+13%]	21% [+13%]	37% [+13%]	16% [+8%]	37% [+29%]	37% [+9%]
4 years to less than 6 years	45% [+10%]	18% [+12%]	31% [+25%]	27% [+15%]	31% [+19%]	45% [+15%]	37% [+19%]	47% [+23%]	53% [+9%]
6 years to less than 10 years	50% [+8%]	30% [+15%]	27% [+9%]	25% [0%]	32% [+9%]	47% [+4%]	41% [+16%]	53% [+21%]	67% [+17%]
10 years or longer	50% [+10%]	34% [+18%]	35% [+20%]	29% [+14%]	36% [+19%]	45% [+9%]	41% [+19%]	43% [+16%]	51% [+5%]
Frequency of face-to-face conversation about work with the person you report to									
Daily	50% [+12%]	30% [+19%]	31% [+18%]	25% [+8%]	33% [+17%]	44% [+12%]	38% [+17%]	42% [+20%]	50% [+8%]
Weekly	45% [+12%]	23% [+10%]	25% [+14%]	25% [+17%]	29% [+18%]	46% [+14%]	35% [+18%]	42% [+16%]	46% [-1%]
Monthly	43% [-15%]	37% [+10%]	34% [+7%]	29% [-6%]	29% [-10%]	31% [-26%]	31% [-7%]	57% [+15%]	66% [+2%]
Quarterly	55% [+30%]	18% [+18%]	27% [+15%]	18% [+18%]	18% [+6%]	55% [+30%]	27% [+15%]	55% [+17%]	55% [+30%]
Not at all	17% [-3%]	0% [-7%]	0% [0%]	0% [-7%]	0% [-13%]	17% [-17%]	0% [-13%]	0% [-13%]	50% [+10%]
Age Group									
24 years and under	74% [+19%]	37% [+22%]	47% [+22%]	42% [+22%]	47% [+17%]	63% [+13%]	58% [+23%]	63% [+18%]	58% [+18%]
25-34 years old	64% [+20%]	31% [+23%]	30% [+16%]	30% [+8%]	33% [+15%]	51% [+13%]	46% [+26%]	48% [+22%]	54% [+3%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

4. People (items 10 to 18 of 18)

	4.10 Providing career opportunities	4.11 Providing for the health and wellbeing of employees	4.12 Providing incentives and rewards	4.13 Providing me with the opportunity to develop new technical and job skills relevant to my role	4.14 Providing me with the opportunity to make changes to the way I do my work	4.15 Keeping skilled employees	4.16 Trust among people in Council	4.17 Valuing employees at Council	4.18 Working as a team in my work group / team / crew	People factor
Length of service continued										
4 years to less than 6 years	18% [+12%]	15% [+7%]	15% [+15%]	35% [+27%]	26% [+16%]	9% [+9%]	9% [+9%]	15% [+15%]	50% [+1%]	27% [+14%]
6 years to less than 10 years	20% [+16%]	16% [-1%]	11% [+11%]	18% [+8%]	14% [+1%]	2% [+2%]	7% [+4%]	11% [+11%]	55% [-9%]	22% [+6%]
10 years or longer	25% [+17%]	29% [+16%]	20% [+18%]	27% [+15%]	28% [+19%]	12% [+6%]	10% [+6%]	19% [+15%]	57% [+13%]	29% [+14%]
Intention to stay period										
Less than 1 year	14% [+10%]	14% [-3%]	14% [+14%]	10% [+5%]	14% [-7%]	5% [0%]	10% [+1%]	14% [+14%]	33% [+3%]	15% [-2%]
1 year to less than 2 years	15% [+3%]	21% [+5%]	9% [+1%]	39% [+27%]	39% [+31%]	6% [-6%]	12% [0%]	24% [+12%]	45% [-7%]	27% [+11%]
2 years to less than 4 years	28% [+20%]	24% [+8%]	19% [+19%]	21% [+13%]	26% [+18%]	19% [+15%]	19% [+19%]	23% [+19%]	49% [-3%]	27% [+15%]
4 years to less than 6 years	29% [+26%]	27% [+21%]	18% [+15%]	27% [+15%]	22% [+14%]	16% [+16%]	16% [+13%]	14% [+11%]	57% [-2%]	31% [+15%]
6 years to less than 10 years	25% [+5%]	27% [+2%]	15% [+13%]	32% [+17%]	37% [+17%]	7% [-1%]	17% [+7%]	19% [+1%]	67% [-1%]	34% [+9%]
10 years or longer	33% [+21%]	37% [+19%]	20% [+15%]	38% [+19%]	32% [+13%]	19% [+14%]	21% [+10%]	32% [+23%]	64% [+11%]	37% [+15%]
Frequency of face-to-face conversation about work with the person you report to										
Daily	31% [+20%]	29% [+12%]	20% [+15%]	37% [+22%]	33% [+18%]	15% [+10%]	19% [+8%]	26% [+17%]	61% [0%]	34% [+14%]
Weekly	23% [+15%]	32% [+14%]	14% [+12%]	28% [+16%]	30% [+16%]	11% [+7%]	14% [+9%]	23% [+16%]	60% [+16%]	31% [+13%]
Monthly	31% [-3%]	34% [+7%]	20% [+8%]	31% [-15%]	29% [-6%]	26% [+6%]	23% [0%]	31% [+12%]	51% [-14%]	35% [-2%]
Quarterly	36% [+36%]	27% [+15%]	9% [+9%]	18% [+6%]	27% [+2%]	18% [+18%]	27% [+27%]	18% [+18%]	45% [+33%]	31% [+19%]
Not at all	0% [-7%]	17% [+3%]	0% [0%]	17% [+3%]	0% [-13%]	0% [-7%]	17% [+17%]	0% [0%]	17% [-30%]	8% [-5%]
Age Group										
24 years and under	37% [+17%]	26% [+6%]	26% [+11%]	53% [+28%]	32% [+22%]	21% [+6%]	32% [+12%]	26% [+6%]	68% [+8%]	45% [+16%]
25-34 years old	33% [+23%]	31% [+3%]	13% [+7%]	36% [+16%]	33% [+15%]	16% [+6%]	22% [+10%]	28% [+12%]	62% [-5%]	37% [+13%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

4. People (items 1 to 9 of 18)									
	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9
	Balancing work and life demands	Being proud of Council	Helping me be satisfied in my job	Cooperation across work groups / teams / crews	Helping me develop personally and professionally	Having the skills and knowledge to do my job	Making use of my abilities	My pay and conditions	Providing a safe work environment
Age Group continued									
35-44 years old	43% [+5%]	22% [+11%]	26% [+13%]	21% [+9%]	30% [+17%]	37% [+5%]	36% [+13%]	42% [+20%]	44% [+1%]
45-54 years old	41% [+9%]	26% [+13%]	28% [+16%]	27% [+16%]	29% [+14%]	38% [+10%]	30% [+14%]	40% [+19%]	50% [+10%]
55 years and over	43% [+16%]	30% [+17%]	27% [+16%]	17% [+4%]	26% [+12%]	47% [+14%]	31% [+10%]	38% [+9%]	52% [+5%]
Gender									
Female	58% [+20%]	35% [+22%]	37% [+20%]	31% [+15%]	39% [+18%]	46% [+15%]	42% [+22%]	60% [+25%]	58% [+10%]
Male	42% [+4%]	25% [+12%]	25% [+13%]	22% [+8%]	27% [+12%]	43% [+6%]	33% [+10%]	33% [+11%]	47% [+2%]
Prefer not to say	29% [+17%]	8% [+2%]	4% [+4%]	8% [+2%]	13% [+13%]	25% [+6%]	17% [+17%]	21% [+8%]	38% [+6%]
Culturally or linguistically diverse background									
Yes	30% [+15%]	35% [+27%]	20% [+12%]	35% [+12%]	30% [+22%]	35% [+12%]	35% [+20%]	35% [+20%]	55% [+24%]
No	51% [+13%]	28% [+14%]	32% [+19%]	27% [+12%]	33% [+16%]	46% [+11%]	39% [+17%]	47% [+19%]	53% [+6%]
Prefer not to say	24% [+6%]	14% [+14%]	3% [-4%]	0% [-4%]	7% [0%]	17% [-4%]	10% [0%]	14% [+3%]	24% [-1%]
Are you a First Nations Australian?									
Yes	40% [0%]	30% [+19%]	25% [+6%]	25% [+10%]	30% [+15%]	50% [+16%]	53% [+31%]	30% [+9%]	30% [-17%]
No	50% [+14%]	29% [+15%]	31% [+18%]	27% [+11%]	32% [+15%]	45% [+9%]	37% [+15%]	47% [+19%]	54% [+9%]
Prefer not to say	24% [-10%]	12% [+9%]	6% [0%]	9% [-3%]	12% [+4%]	26% [+1%]	15% [+1%]	15% [-2%]	26% [-18%]
Reasons for leaving									
Working elsewhere	42% [+11%]	4% [-3%]	8% [-2%]	12% [-1%]	15% [+6%]	27% [-7%]	23% [-1%]	31% [+16%]	35% [-4%]
Undecided	38% [-6%]	15% [+11%]	15% [+3%]	8% [-12%]	15% [-1%]	54% [+26%]	23% [+11%]	23% [-5%]	31% [-5%]
Prefer not to say	0% [-27%]	10% [+1%]	0% [0%]	0% [-9%]	0% [-9%]	10% [-26%]	20% [+11%]	20% [+11%]	30% [-6%]

Continued on next page.

4. People (items 10 to 18 of 18)

	4.10 Providing career opportunities	4.11 Providing for the health and wellbeing of employees	4.12 Providing incentives and rewards	4.13 Providing me with the opportunity to develop new technical and job skills relevant to my role	4.14 Providing me with the opportunity to make changes to the way I do my work	4.15 Keeping skilled employees	4.16 Trust among people in Council	4.17 Valuing employees at Council	4.18 Working as a team in my work group / team / crew	People factor
Age Group continued										
35-44 years old	27% [+13%]	30% [+15%]	12% [+9%]	29% [+11%]	29% [+6%]	16% [+11%]	13% [+5%]	18% [+12%]	58% [+5%]	30% [+10%]
45-54 years old	29% [+19%]	29% [+10%]	21% [+18%]	33% [+18%]	30% [+18%]	13% [+9%]	19% [+14%]	27% [+21%]	57% [+3%]	32% [+14%]
55 years and over	22% [+13%]	31% [+20%]	20% [+18%]	28% [+19%]	31% [+17%]	14% [+9%]	16% [+7%]	26% [+20%]	56% [+12%]	31% [+13%]
Gender										
Female	35% [+22%]	39% [+18%]	25% [+19%]	39% [+20%]	38% [+19%]	22% [+16%]	22% [+12%]	35% [+25%]	67% [+8%]	40% [+18%]
Male	26% [+15%]	26% [+7%]	14% [+11%]	30% [+14%]	27% [+11%]	11% [+5%]	16% [+7%]	20% [+12%]	53% [+2%]	29% [+9%]
Prefer not to say	4% [-2%]	21% [+21%]	4% [+4%]	13% [+13%]	13% [+6%]	0% [-6%]	13% [+13%]	4% [-2%]	46% [-1%]	16% [+7%]
Culturally or linguistically diverse background										
Yes	25% [+10%]	20% [-3%]	15% [+7%]	20% [+12%]	25% [+10%]	10% [+10%]	20% [+12%]	25% [+10%]	60% [+6%]	29% [+13%]
No	31% [+18%]	32% [+14%]	19% [+15%]	36% [+19%]	34% [+18%]	16% [+9%]	20% [+10%]	27% [+18%]	62% [+8%]	35% [+14%]
Prefer not to say	0% [0%]	21% [+14%]	3% [+3%]	7% [-1%]	3% [-7%]	3% [+3%]	0% [0%]	3% [+3%]	28% [-19%]	10% [0%]
Are you a First Nations Australian?										
Yes	25% [+19%]	25% [-3%]	5% [+1%]	25% [+12%]	20% [+5%]	15% [+4%]	20% [+5%]	20% [+9%]	50% [-16%]	29% [+7%]
No	31% [+18%]	31% [+15%]	20% [+15%]	35% [+17%]	33% [+15%]	16% [+10%]	20% [+11%]	27% [+18%]	62% [+9%]	35% [+14%]
Prefer not to say	3% [-3%]	21% [+4%]	9% [+6%]	9% [+3%]	15% [+6%]	6% [+3%]	3% [0%]	9% [+6%]	38% [-6%]	14% [0%]
Reasons for leaving										
Working elsewhere	12% [+4%]	12% [-6%]	8% [+3%]	27% [+17%]	23% [+4%]	0% [-5%]	4% [+1%]	15% [+8%]	42% [-6%]	19% [+2%]
Undecided	15% [+3%]	8% [-20%]	8% [+4%]	31% [+15%]	38% [+34%]	8% [-4%]	8% [-4%]	23% [+11%]	38% [-22%]	22% [+2%]
Prefer not to say	0% [0%]	30% [+21%]	10% [+10%]	0% [-18%]	10% [+1%]	0% [-9%]	0% [0%]	0% [-18%]	30% [-15%]	9% [-5%]

5. Customer and market focus

This table shows the survey items that make up the *customer and market focus* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	5. Customer and market focus				
	5.1	5.2	5.3	5.4	
	Communicating the level of external customer satisfaction to employees	Satisfying external customers	Employees understanding needs of external customers	Using customer feedback to improve what we do	**Customer and market focus factor**
All staff	20% [+9%]	26% [+11%]	28% [+7%]	18% [+9%]	**23% [+9%]**
Directorate					
Executive / Executive Assistants	38% [+28%]	38% [+28%]	25% [-5%]	50% [+30%]	**38% [+20%]**
Corporate Services	18% [+17%]	26% [+21%]	28% [+16%]	16% [+15%]	**22% [+17%]**
Infrastructure Services	12% [+3%]	18% [+6%]	20% [+3%]	12% [+5%]	**15% [+4%]**
Community Sustainability	32% [+11%]	39% [+10%]	42% [+8%]	28% [+10%]	**35% [+10%]**
Work Area					
Executive / Executive Assistants	38% [+28%]	38% [+28%]	25% [-5%]	50% [+30%]	**38% [+20%]**
Finance	26% [+26%]	39% [+39%]	30% [+25%]	26% [+21%]	**30% [+28%]**
Information and Technology	21% [+21%]	31% [+23%]	38% [+30%]	17% [+17%]	**27% [+23%]**
People and Culture	17% [+17%]	11% [-2%]	22% [+16%]	11% [+11%]	**15% [+10%]**
Communication, Business and Engagement	9% [-2%]	18% [+18%]	9% [-35%]	0% [0%]	**9% [-5%]**
Governance, Integrity and Risk	9%	18%	27%	18%	**18%**
Capital Delivery and Assets	14% [+12%]	26% [+26%]	24% [+13%]	10% [+10%]	**19% [+15%]**
Operations Roads and Drainage	16% [+8%]	21% [+10%]	16% [+4%]	16% [+9%]	**17% [+8%]**
Property and Open Space	6% [-7%]	11% [-11%]	28% [+5%]	14% [-2%]	**15% [-4%]**
Operations Water and Wastewater	6% [-10%]	9% [-12%]	16% [-18%]	6% [-6%]	**9% [-12%]**

Continued on next page.

	5. Customer and market focus				
	5.1	5.2	5.3	5.4	
	Communicating the level of external customer satisfaction to employees	Satisfying external customers	Employees understanding needs of external customers	Using customer feedback to improve what we do	**Customer and market focus factor**
Work Area continued					
Environment and Resource Recovery	28% [+18%]	28% [+8%]	22% [-8%]	22% [+11%]	**25% [+7%]**
Planning	9% [-13%]	27% [+16%]	45% [+23%]	9% [-13%]	**23% [+3%]**
Compliance	15% [-2%]	31% [+7%]	31% [+7%]	15% [+10%]	**23% [+5%]**
Community and Commercial	45% [+20%]	46% [+11%]	55% [+15%]	41% [+18%]	**47% [+16%]**
Building and Plumbing	20%	40%	10%	0%	**18%**
Position					
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	19% [+8%]	26% [+12%]	28% [+7%]	19% [+9%]	**23% [+9%]**
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	21% [+10%]	23% [+12%]	26% [+10%]	17% [+7%]	**22% [+10%]**
Coordinator	22% [+14%]	30% [+19%]	33% [+17%]	17% [+14%]	**26% [+16%]**
Manager	20% [+20%]	33% [+17%]	47% [+22%]	13% [+13%]	**28% [+18%]**
Employment Status					
Full time	18% [+10%]	24% [+11%]	25% [+6%]	14% [+7%]	**20% [+9%]**
Part time	20% [+3%]	20% [-5%]	27% [+2%]	13% [-3%]	**20% [-1%]**
Casual	40% [-7%]	44% [+4%]	60% [+13%]	56% [+23%]	**50% [+8%]**
Fixed Term	19% [+7%]	35% [+17%]	35% [+10%]	29% [+17%]	**30% [+13%]**
Length of service					
Less than 1 year	30% [+17%]	32% [+6%]	39% [+9%]	33% [+20%]	**33% [+13%]**
1 year to less than 2 years	13% [-4%]	28% [+9%]	20% [-7%]	7% [-8%]	**17% [-2%]**
2 years to less than 4 years	22% [+16%]	24% [+15%]	29% [+13%]	19% [+8%]	**23% [+13%]**

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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Scope: All staff
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5. Customer and market focus					
	5.1	5.2	5.3	5.4	
	Communicating the level of external customer satisfaction to employees	Satisfying external customers	Employees understanding needs of external customers	Using customer feedback to improve what we do	Customer and market focus factor
Length of service continued					
4 years to less than 6 years	15% [+2%]	21% [+10%]	24% [+7%]	9% [+3%]	**17% [+6%]**
6 years to less than 10 years	9% [+4%]	20% [+13%]	26% [+9%]	5% [-3%]	**15% [+6%]**
10 years or longer	18% [+8%]	25% [+11%]	25% [+4%]	19% [+12%]	**22% [+8%]**
Intention to stay period					
Less than 1 year	5% [0%]	14% [+6%]	20% [+11%]	5% [0%]	**11% [+4%]**
1 year to less than 2 years	15% [-1%]	15% [-10%]	22% [-10%]	12% [-12%]	**16% [-8%]**
2 years to less than 4 years	12% [+4%]	23% [+19%]	16% [+4%]	19% [+19%]	**17% [+11%]**
4 years to less than 6 years	20% [+15%]	29% [+17%]	29% [+11%]	14% [+11%]	**23% [+13%]**
6 years to less than 10 years	15% [+3%]	30% [+10%]	37% [+14%]	15% [+8%]	**24% [+9%]**
10 years or longer	25% [+14%]	28% [+12%]	29% [+7%]	23% [+12%]	**26% [+11%]**
Frequency of face-to-face conversation about work with the person you report to					
Daily	20% [+10%]	26% [+11%]	28% [+6%]	16% [+5%]	**22% [+8%]**
Weekly	20% [+7%]	24% [+9%]	25% [+7%]	21% [+15%]	**23% [+10%]**
Monthly	23% [+7%]	34% [+15%]	43% [+1%]	23% [+11%]	**31% [+8%]**
Quarterly	18% [+18%]	45% [+45%]	45% [+45%]	18% [+18%]	**32% [+32%]**
Not at all	0% [0%]	0% [-7%]	0% [-13%]	0% [-7%]	**0% [-7%]**
Age Group					
24 years and under	21% [+1%]	26% [+1%]	37% [+2%]	26% [+6%]	**28% [+3%]**
25-34 years old	23% [+17%]	28% [+12%]	25% [+5%]	21% [+11%]	**24% [+11%]**

	5. Customer and market focus				
	5.1	**5.2**	**5.3**	**5.4**	
	Communicating the level of external customer satisfaction to employees	Satisfying external customers	Employees understanding needs of external customers	Using customer feedback to improve what we do	**Customer and market focus factor**
Age Group continued					
35-44 years old	16% [+4%]	22% [+11%]	27% [+10%]	9% [0%]	**18% [+6%]**
45-54 years old	17% [+10%]	24% [+17%]	32% [+10%]	19% [+14%]	**23% [+13%]**
55 years and over	24% [+10%]	31% [+8%]	24% [+2%]	23% [+11%]	**26% [+8%]**
Gender					
Female	21% [+8%]	32% [+14%]	35% [+12%]	21% [+8%]	**27% [+10%]**
Male	20% [+10%]	23% [+10%]	25% [+4%]	18% [+11%]	**22% [+8%]**
Prefer not to say	8% [+8%]	17% [+10%]	13% [0%]	4% [+4%]	**10% [+6%]**
Culturally or linguistically diverse background					
Yes	10% [+2%]	15% [+15%]	15% [-8%]	15% [+7%]	**14% [+4%]**
No	21% [+9%]	28% [+11%]	31% [+8%]	20% [+10%]	**25% [+10%]**
Prefer not to say	11% [+11%]	17% [+14%]	11% [+4%]	3% [0%]	**11% [+7%]**
Are you a First Nations Australian?					
Yes	26% [+13%]	15% [-2%]	15% [-8%]	21% [+10%]	**19% [+3%]**
No	20% [+9%]	27% [+11%]	30% [+8%]	19% [+9%]	**24% [+9%]**
Prefer not to say	12% [+3%]	21% [+15%]	18% [+4%]	6% [+3%]	**14% [+6%]**
Reasons for leaving					
Working elsewhere	8% [0%]	15% [+6%]	20% [+5%]	12% [+7%]	**14% [+5%]**
Undecided	8% [+4%]	8% [-4%]	15% [-5%]	8% [-8%]	**10% [-4%]**
Prefer not to say	20% [+11%]	20% [0%]	11% [-7%]	0% [-9%]	**13% [-1%]**

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

6. Processes, products and services

This table shows the survey items that make up the *processes, products and services* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	6.1	6.2	6.3	6.4	6.5	Processes, products and services factor
	Continuously improving the way we do things	Producing or delivering quality goods and services in my work group / team / crew	Empowering me to try out new ideas	Using external suppliers and contractors who deliver quality goods or services	Using quality procedures and work practices in my work group / team / crew	
All staff	23% [+15%]	52% [+2%]	29% [+15%]	24% [+7%]	35% [+4%]	**33% [+9%]**
Directorate						
Executive / Executive Assistants	75% [+55%]	88% [+38%]	88% [+48%]	25% [+5%]	63% [+33%]	**68% [+36%]**
Corporate Services	26% [+19%]	59% [+12%]	36% [+22%]	23% [+14%]	40% [+15%]	**37% [+16%]**
Infrastructure Services	16% [+11%]	43% [-7%]	18% [+9%]	20% [+6%]	26% [-4%]	**25% [+3%]**
Community Sustainability	31% [+14%]	60% [+7%]	37% [+19%]	31% [+4%]	44% [+5%]	**40% [+10%]**
Work Area						
Executive / Executive Assistants	75% [+55%]	88% [+38%]	88% [+48%]	25% [+5%]	63% [+33%]	**68% [+36%]**
Finance	43% [+33%]	61% [+6%]	43% [+28%]	26% [+21%]	57% [+27%]	**46% [+23%]**
Information and Technology	28% [+19%]	79% [+13%]	41% [+16%]	31% [+14%]	34% [+9%]	**43% [+14%]**
People and Culture	17% [+10%]	50% [+23%]	28% [+14%]	0% [-13%]	50% [+23%]	**29% [+12%]**
Communication, Business and Engagement	18% [+18%]	45% [+12%]	27% [+27%]	27% [+27%]	27% [+16%]	**29% [+20%]**
Governance, Integrity and Risk	9%	27%	27%	27%	18%	**22%**
Capital Delivery and Assets	19% [+15%]	45% [-13%]	26% [+22%]	24% [+15%]	26% [-8%]	**28% [+6%]**
Operations Roads and Drainage	18% [+14%]	42% [-4%]	16% [+12%]	23% [+9%]	24% [+1%]	**24% [+7%]**
Property and Open Space	17% [+11%]	50% [+6%]	17% [-5%]	14% [-9%]	36% [-8%]	**27% [-1%]**
Operations Water and Wastewater	6% [-2%]	33% [-17%]	15% [-2%]	18% [+2%]	21% [-4%]	**19% [-5%]**

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	6. Processes, products and services					
	6.1	6.2	6.3	6.4	6.5	
	Continuously improving the way we do things	Producing or delivering quality goods and services in my work group / team / crew	Empowering me to try out new ideas	Using external suppliers and contractors who deliver quality goods or services	Using quality procedures and work practices in my work group / team / crew	**Processes, products and services factor**
Work Area continued						
Environment and Resource Recovery	11% [+11%]	22% [-18%]	18% [-22%]	17% [+7%]	17% [-3%]	17% [-5%]
Planning	18% [+18%]	55% [+21%]	55% [+55%]	27% [+5%]	55% [+43%]	**42% [+28%]**
Compliance	15% [+4%]	46% [+11%]	23% [+11%]	15% [-8%]	23% [+17%]	**25% [+7%]**
Community and Commercial	45% [+20%]	77% [+10%]	46% [+26%]	41% [+9%]	59% [-1%]	**54% [+13%]**
Building and Plumbing	20%	60%	20%	20%	20%	**28%**
Position						
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	22% [+12%]	55% [+5%]	28% [+14%]	22% [+5%]	36% [+4%]	**33% [+8%]**
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	21% [+15%]	43% [0%]	26% [+16%]	23% [+2%]	36% [+9%]	**30% [+9%]**
Coordinator	33% [+29%]	57% [+14%]	35% [+16%]	33% [+21%]	33% [+1%]	**38% [+16%]**
Manager	27% [+27%]	53% [+20%]	60% [+18%]	33% [+8%]	27% [+10%]	**40% [+17%]**
Employment Status						
Full time	21% [+15%]	50% [+1%]	26% [+14%]	21% [+6%]	32% [+4%]	**30% [+8%]**
Part time	20% [-13%]	53% [+3%]	27% [+10%]	20% [-5%]	40% [-2%]	**32% [-1%]**
Casual	44% [+11%]	68% [-12%]	60% [+33%]	48% [+15%]	56% [-17%]	**55% [+6%]**
Fixed Term	35% [+23%]	61% [+18%]	42% [+4%]	29% [+17%]	45% [+8%]	**43% [+14%]**
Length of service						
Less than 1 year	37% [+22%]	55% [-3%]	36% [+1%]	33% [+15%]	43% [+1%]	**41% [+7%]**
1 year to less than 2 years	11% [-1%]	50% [0%]	33% [+6%]	20% [-1%]	24% [-7%]	**28% [-1%]**
2 years to less than 4 years	20% [+11%]	59% [+19%]	31% [+19%]	22% [+9%]	41% [+14%]	**35% [+15%]**

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	6. Processes, products and services					
	6.1	6.2	6.3	6.4	6.5	
	Continuously improving the way we do things	Producing or delivering quality goods and services in my work group / team / crew	Empowering me to try out new ideas	Using external suppliers and contractors who deliver quality goods or services	Using quality procedures and work practices in my work group / team / crew	Processes, products and services factor
Length of service continued						
4 years to less than 6 years	24% [+18%]	47% [-12%]	32% [+21%]	18% [+4%]	29% [0%]	**30% [+6%]**
6 years to less than 10 years	14% [+12%]	45% [+2%]	16% [+9%]	16% [-6%]	30% [+5%]	**24% [+4%]**
10 years or longer	23% [+14%]	50% [+1%]	26% [+19%]	23% [+10%]	33% [+2%]	**31% [+9%]**
Intention to stay period						
Less than 1 year	10% [+5%]	29% [-11%]	10% [-8%]	14% [-3%]	24% [-15%]	**17% [-6%]**
1 year to less than 2 years	15% [+3%]	36% [-8%]	27% [+27%]	27% [+7%]	21% [-3%]	**25% [+5%]**
2 years to less than 4 years	21% [+13%]	42% [+2%]	21% [+13%]	19% [+3%]	23% [+3%]	**25% [+7%]**
4 years to less than 6 years	22% [+22%]	51% [+16%]	20% [+12%]	22% [+14%]	33% [+15%]	**30% [+16%]**
6 years to less than 10 years	17% [+9%]	57% [-6%]	37% [+17%]	22% [+2%]	28% [+1%]	**32% [+5%]**
10 years or longer	30% [+19%]	59% [+5%]	34% [+17%]	26% [+9%]	45% [+9%]	**39% [+12%]**
Frequency of face-to-face conversation about work with the person you report to						
Daily	23% [+13%]	53% [-2%]	33% [+18%]	23% [+6%]	38% [+2%]	**34% [+8%]**
Weekly	23% [+18%]	48% [+9%]	27% [+17%]	23% [+7%]	33% [+13%]	**31% [+13%]**
Monthly	31% [+11%]	57% [-4%]	26% [-9%]	34% [+10%]	29% [-18%]	**35% [-2%]**
Quarterly	27% [+27%]	73% [+48%]	27% [+15%]	27% [+27%]	36% [+11%]	**38% [+26%]**
Not at all	0% [0%]	17% [-37%]	0% [-7%]	0% [-13%]	0% [-21%]	**3% [-16%]**
Age Group						
24 years and under	21% [+6%]	47% [-13%]	32% [+32%]	26% [+1%]	32% [-13%]	**32% [+3%]**
25-34 years old	30% [+21%]	66% [0%]	31% [+13%]	25% [+12%]	41% [-3%]	**38% [+9%]**

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Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	6. Processes, products and services					
	6.1	6.2	6.3	6.4	6.5	
	Continuously improving the way we do things	Producing or delivering quality goods and services in my work group / team / crew	Empowering me to try out new ideas	Using external suppliers and contractors who deliver quality goods or services	Using quality procedures and work practices in my work group / team / crew	Processes, products and services factor
Age Group continued						
35-44 years old	19% [+5%]	53% [+8%]	28% [+9%]	19% [0%]	36% [+1%]	31% [+5%]
45-54 years old	26% [+21%]	49% [+4%]	31% [+20%]	23% [+10%]	36% [+15%]	33% [+14%]
55 years and over	21% [+15%]	46% [-2%]	27% [+12%]	28% [+9%]	30% [+2%]	30% [+7%]
Gender						
Female	31% [+18%]	62% [+9%]	37% [+18%]	28% [+11%]	46% [+11%]	41% [+13%]
Male	19% [+13%]	46% [-3%]	26% [+13%]	22% [+4%]	29% [0%]	28% [+5%]
Prefer not to say	13% [+6%]	42% [+4%]	13% [+13%]	17% [+4%]	25% [0%]	22% [+5%]
Culturally or linguistically diverse background						
Yes	25% [+17%]	60% [+6%]	30% [+7%]	25% [+17%]	30% [-8%]	34% [+8%]
No	25% [+16%]	55% [+5%]	33% [+18%]	25% [+8%]	38% [+6%]	35% [+11%]
Prefer not to say	3% [+3%]	24% [-19%]	3% [-4%]	7% [-4%]	14% [-4%]	10% [-5%]
Are you a First Nations Australian?						
Yes	20% [+7%]	35% [-31%]	20% [+3%]	20% [+9%]	30% [0%]	25% [-2%]
No	25% [+17%]	55% [+8%]	33% [+17%]	25% [+6%]	38% [+5%]	35% [+11%]
Prefer not to say	9% [+3%]	35% [-12%]	9% [+3%]	12% [+1%]	18% [-5%]	16% [-2%]
Reasons for leaving						
Working elsewhere	8% [+3%]	38% [-5%]	15% [+5%]	27% [+10%]	19% [-5%]	22% [+1%]
Undecided	23% [+15%]	31% [-29%]	23% [+19%]	15% [+3%]	31% [-11%]	25% [-1%]
Prefer not to say	0% [0%]	20% [-35%]	0% [0%]	10% [+1%]	10% [+1%]	8% [-7%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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7. Business results

This table shows the survey items that make up the *business results* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	7. Business results		
	7.1	7.2	
	Achieving my work group's / team's / crew's goals and objectives	Knowing how Council is performing	Business results factor
All staff	47% [+5%]	15% [+8%]	31% [+7%]
Directorate			
Executive / Executive Assistants	88% [+38%]	38% [+18%]	63% [+28%]
Corporate Services	50% [+13%]	18% [+17%]	34% [+15%]
Infrastructure Services	39% [-2%]	9% [+3%]	24% [0%]
Community Sustainability	56% [+10%]	22% [+8%]	39% [+9%]
Work Area			
Executive / Executive Assistants	88% [+38%]	38% [+18%]	63% [+28%]
Finance	61% [+6%]	35% [+35%]	48% [+20%]
Information and Technology	48% [-2%]	17% [+17%]	33% [+8%]
People and Culture	50% [+23%]	17% [+10%]	33% [+17%]
Communication, Business and Engagement	45% [+45%]	9% [+9%]	27% [+27%]
Governance, Integrity and Risk	36%	0%	18%
Capital Delivery and Assets	40% [-6%]	14% [+12%]	27% [+3%]
Operations Roads and Drainage	37% [-4%]	6% [+3%]	21% [-1%]
Property and Open Space	50% [+6%]	14% [+4%]	32% [+5%]
Operations Water and Wastewater	27% [+2%]	0% [-13%]	14% [-5%]

Continued on next page.

	7. Business results		
	7.1	7.2	
	Achieving my work group's / team's / crew's goals and objectives	Knowing how Council is performing	Business results factor
Work Area continued			
Environment and Resource Recovery	22% [-8%]	6% [-4%]	14% [-6%]
Planning	45% [+23%]	36% [+36%]	41% [+30%]
Compliance	54% [+24%]	8% [+2%]	31% [+13%]
Community and Commercial	70% [+7%]	30% [+10%]	50% [+9%]
Building and Plumbing	60%	10%	35%
Position			
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	49% [+6%]	16% [+8%]	33% [+7%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	40% [+3%]	15% [+10%]	28% [+7%]
Coordinator	50% [+23%]	13% [+5%]	32% [+14%]
Manager	53% [+37%]	13% [-3%]	33% [+17%]
Employment Status			
Full time	44% [+3%]	12% [+6%]	28% [+5%]
Part time	40% [-18%]	20% [+12%]	30% [-3%]
Casual	72% [+5%]	44% [+4%]	58% [+5%]
Fixed Term	65% [+40%]	29% [+17%]	47% [+28%]
Length of service			
Less than 1 year	64% [+9%]	30% [+18%]	47% [+13%]
1 year to less than 2 years	41% [-6%]	7% [-10%]	24% [-8%]
2 years to less than 4 years	46% [+10%]	12% [+5%]	29% [+8%]

Your average raw score compared to Insync's benchmark database. Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver

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	7. Business results		
	7.1	7.2	
	Achieving my work group's / team's / crew's goals and objectives	**Knowing how Council is performing**	**Business results factor**
Length of service continued			
4 years to less than 6 years	38% [0%]	9% [+9%]	**24% [+5%]**
6 years to less than 10 years	43% [+4%]	7% [+4%]	**25% [+4%]**
10 years or longer	40% [+2%]	14% [+7%]	**27% [+4%]**
Intention to stay period			
Less than 1 year	29% [+2%]	10% [-4%]	**19% [-1%]**
1 year to less than 2 years	30% [-2%]	12% [0%]	**21% [-1%]**
2 years to less than 4 years	42% [+6%]	16% [+12%]	**29% [+9%]**
4 years to less than 6 years	41% [+14%]	14% [+14%]	**28% [+14%]**
6 years to less than 10 years	53% [-2%]	5% [0%]	**29% [-1%]**
10 years or longer	54% [+10%]	20% [+12%]	**37% [+11%]**
Frequency of face-to-face conversation about work with the person you report to			
Daily	50% [+3%]	16% [+9%]	**33% [+6%]**
Weekly	46% [+15%]	12% [+4%]	**29% [+9%]**
Monthly	40% [-22%]	29% [+13%]	**34% [-4%]**
Quarterly	55% [+30%]	9% [+9%]	**32% [+19%]**
Not at all	17% [-17%]	0% [0%]	**8% [-8%]**
Age Group			
24 years and under	53% [-7%]	21% [+6%]	**37% [-1%]**
25-34 years old	62% [0%]	18% [+12%]	**40% [+6%]**

Your average raw score compared to Insync's benchmark database. Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver

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	7. Business results		
	7.1	7.2	
	Achieving my work group's / team's / crew's goals and objectives	Knowing how Council is performing	Business results factor
Age Group continued			
35-44 years old	42% [+6%]	14% [+8%]	**28% [+7%]**
45-54 years old	46% [+13%]	16% [+9%]	**31% [+11%]**
55 years and over	41% [+2%]	13% [+4%]	**27% [+3%]**
Gender			
Female	59% [+12%]	21% [+13%]	**40% [+12%]**
Male	41% [+1%]	12% [+5%]	**27% [+3%]**
Prefer not to say	29% [+10%]	8% [+8%]	**19% [+9%]**
Culturally or linguistically diverse background			
Yes	55% [+9%]	15% [0%]	**35% [+4%]**
No	49% [+6%]	17% [+9%]	**33% [+8%]**
Prefer not to say	28% [-1%]	3% [0%]	**16% [-1%]**
Are you a First Nations Australian?			
Yes	30% [-23%]	10% [+1%]	**20% [-11%]**
No	50% [+10%]	17% [+10%]	**33% [+10%]**
Prefer not to say	32% [-1%]	6% [-2%]	**19% [-2%]**
Reasons for leaving			
Working elsewhere	35% [-4%]	4% [-8%]	**19% [-6%]**
Undecided	23% [-29%]	23% [+11%]	**23% [-9%]**
Prefer not to say	10% [-35%]	10% [+10%]	**10% [-13%]**

8. Overall Satisfaction

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	8. Overall Satisfaction
	8.1
	My overall satisfaction with Council
All staff	32% [+19%]
Directorate	
Executive / Executive Assistants	88% [+58%]
Corporate Services	35% [+19%]
Infrastructure Services	24% [+15%]
Community Sustainability	37% [+17%]
Work Area	
Executive / Executive Assistants	88% [+58%]
Finance	52% [+32%]
Information and Technology	38% [+21%]
People and Culture	17% [-3%]
Communication, Business and Engagement	20% [+20%]
Governance, Integrity and Risk	36%
Capital Delivery and Assets	28% [+21%]
Operations Roads and Drainage	19% [+15%]
Property and Open Space	27% [+13%]
Operations Water and Wastewater	23% [+9%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	8. Overall Satisfaction
	8.1
	My overall satisfaction with Council
Work Area continued	
Environment and Resource Recovery	11% [-19%]
Planning	18% [+18%]
Compliance	15% [+4%]
Community and Commercial	57% [+32%]
Building and Plumbing	20%
Position	
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	33% [+18%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	25% [+13%]
Coordinator	26% [+18%]
Manager	53% [+28%]
Employment Status	
Full time	27% [+15%]
Part time	27% [+10%]
Casual	79% [+36%]
Fixed Term	52% [+27%]
Length of service	
Less than 1 year	58% [+25%]
1 year to less than 2 years	28% [+1%]
2 years to less than 4 years	30% [+18%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	8. Overall Satisfaction
	8.1
	My overall satisfaction with Council
Length of service continued	
4 years to less than 6 years	17% [+17%]
6 years to less than 10 years	17% [+12%]
10 years or longer	24% [+15%]
Intention to stay period	
Less than 1 year	5% [-9%]
1 year to less than 2 years	22% [+9%]
2 years to less than 4 years	24% [+20%]
4 years to less than 6 years	23% [+13%]
6 years to less than 10 years	36% [+16%]
10 years or longer	42% [+27%]
Frequency of face-to-face conversation about work with the person you report to	
Daily	34% [+20%]
Weekly	31% [+20%]
Monthly	38% [+10%]
Quarterly	27% [+27%]
Not at all	0% [-13%]
Age Group	
24 years and under	56% [+30%]
25-34 years old	33% [+20%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	8. Overall Satisfaction
	8.1
	My overall satisfaction with Council
Age Group continued	
35-44 years old	29% [+13%]
45-54 years old	31% [+21%]
55 years and over	32% [+19%]
Gender	
Female	42% [+23%]
Male	29% [+16%]
Prefer not to say	4% [+4%]
Culturally or linguistically diverse background	
Yes	16% [+7%]
No	37% [+21%]
Prefer not to say	0% [0%]
Are you a First Nations Australian?	
Yes	25% [+9%]
No	36% [+21%]
Prefer not to say	7% [-2%]
Reasons for leaving	
Working elsewhere	8% [+3%]
Undecided	15% [+3%]
Prefer not to say	0% [0%]

Your average raw score compared to Insync's benchmark database. Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile ***** Engagement driver

9. Engagement

This table shows the survey items that make up the *engagement* index for Gympie Regional Council. Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	9.1 I am proud to be working here	9.2 I would recommend Gympie Regional Council as a workplace to my family and friends	9.3 Overall, I am satisfied with my job	9.4 I have a strong sense of belonging to Council	9.5 I believe that my own success is important to the success of Gympie Regional Council	9.6 Most challenges I face at work are good learning experiences	9.7 I volunteer to do extra work on special projects and initiatives	9.8 I happily do extra work to help Council succeed	9.9 I can envisage a fulfilling future for myself at Council	9.10 I look forward to coming to work each day	Engagement factor
All staff	49% [+18%]	45% [+19%]	53% [+18%]	39% [+17%]	54% [+3%]	48% [+7%]	45% [+2%]	50% [+1%]	40% [+13%]	43% [+14%]	**47% [+11%]**
Directorate											
Executive / Executive Assistants	100% [+40%]	100% [+50%]	100% [+30%]	100% [+70%]	100% [+50%]	88% [+38%]	75% [+25%]	88% [+18%]	100% [+50%]	100% [+30%]	**95% [+40%]**
Corporate Services	57% [+22%]	53% [+33%]	60% [+25%]	42% [+21%]	61% [+14%]	49% [+20%]	51% [+15%]	49% [-9%]	47% [+18%]	43% [+13%]	**51% [+17%]**
Infrastructure Services	37% [+12%]	33% [+11%]	43% [+13%]	29% [+10%]	45% [-2%]	37% [-3%]	33% [-8%]	40% [-2%]	27% [+5%]	34% [+14%]	**36% [+5%]**
Community Sustainability	58% [+22%]	55% [+19%]	61% [+19%]	46% [+20%]	61% [0%]	61% [+12%]	56% [+4%]	67% [+11%]	53% [+17%]	51% [+12%]	**57% [+14%]**
Work Area											
Executive / Executive Assistants	100% [+40%]	100% [+50%]	100% [+30%]	100% [+70%]	100% [+50%]	88% [+38%]	75% [+25%]	88% [+18%]	100% [+50%]	100% [+30%]	**95% [+40%]**
Finance	52% [+12%]	61% [+36%]	70% [+30%]	61% [+36%]	70% [+25%]	65% [+30%]	39% [+4%]	48% [-27%]	57% [+22%]	48% [+18%]	**57% [+18%]**
Information and Technology	72% [+18%]	66% [+29%]	76% [+30%]	52% [+34%]	69% [+5%]	41% [+23%]	69% [+24%]	62% [+8%]	52% [+15%]	48% [+3%]	**61% [+19%]**
People and Culture	56% [+36%]	33% [+20%]	44% [+24%]	28% [+8%]	50% [+17%]	61% [+41%]	50% [+30%]	50% [+10%]	39% [+19%]	39% [+12%]	**45% [+22%]**
Communication, Business and Engagement	27% [+5%]	45% [+45%]	36% [+3%]	27% [+5%]	55% [-1%]	36% [-8%]	45% [-10%]	36% [-19%]	27% [+5%]	27% [+5%]	**36% [+3%]**
Governance, Integrity and Risk	55%	45%	45%	18%	45%	27%	36%	27%	45%	45%	**39%**
Capital Delivery and Assets	43% [+18%]	40% [+23%]	48% [+25%]	33% [+18%]	50% [+1%]	31% [-2%]	29% [-9%]	37% [-6%]	36% [+18%]	43% [+32%]	**39% [+12%]**
Operations Roads and Drainage	29% [+8%]	30% [+9%]	40% [+10%]	32% [+17%]	37% [-2%]	41% [+2%]	35% [-5%]	40% [-1%]	24% [+9%]	25% [+7%]	**33% [+5%]**
Property and Open Space	47% [+19%]	36% [+8%]	50% [+16%]	19% [-6%]	53% [0%]	44% [-2%]	43% [-1%]	53% [+12%]	31% [-1%]	43% [+8%]	**42% [+5%]**
Operations Water and Wastewater	33% [+4%]	24% [-1%]	33% [-4%]	27% [-2%]	45% [-9%]	30% [-20%]	24% [-22%]	30% [-16%]	18% [-15%]	30% [+9%]	**30% [-7%]**

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	9. Engagement										
	9.1	9.2	9.3	9.4	9.5	9.6	9.7	9.8	9.9	9.10	
	I am proud to be working here	I would recommend Gympie Regional Council as a workplace to my family and friends	Overall, I am satisfied with my job	I have a strong sense of belonging to Council	I believe that my own success is important to the success of Gympie Regional Council	Most challenges I face at work are good learning experiences	I volunteer to do extra work on special projects and initiatives	I happily do extra work to help Council succeed	I can envisage a fulfilling future for myself at Council	I look forward to coming to work each day	Engagement factor
Work Area continued											
Environment and Resource Recovery	22% [-18%]	24% [-6%]	28% [-2%]	17% [-23%]	50% [0%]	33% [-7%]	39% [-11%]	50% [-17%]	29% [-11%]	22% [-18%]	**31% [-11%]**
Planning	45% [+45%]	45% [+34%]	55% [+55%]	55% [+43%]	73% [+17%]	73% [+51%]	73% [+17%]	91% [+46%]	45% [+23%]	36% [+36%]	**59% [+37%]**
Compliance	46% [+17%]	38% [+15%]	46% [+5%]	38% [+15%]	46% [-7%]	46% [+5%]	54% [-5%]	46% [-13%]	31% [+7%]	31% [+7%]	**42% [+5%]**
Community and Commercial	77% [+31%]	71% [+24%]	79% [+24%]	57% [+30%]	66% [-2%]	71% [+12%]	52% [+4%]	68% [+13%]	70% [+26%]	70% [+17%]	**68% [+18%]**
Building and Plumbing	50%	50%	50%	40%	60%	60%	90%	90%	40%	40%	**57%**
Position											
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	49% [+19%]	48% [+21%]	54% [+20%]	38% [+17%]	50% [-1%]	52% [+10%]	46% [+6%]	49% [+1%]	39% [+11%]	45% [+15%]	**47% [+12%]**
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	37% [-5%]	32% [+6%]	45% [-3%]	28% [+7%]	57% [+10%]	43% [0%]	38% [-9%]	45% [+3%]	33% [+7%]	32% [+1%]	**39% [+2%]**
Coordinator	61% [+26%]	52% [+18%]	54% [+24%]	46% [+19%]	63% [+13%]	35% [-8%]	52% [-2%]	59% [-3%]	52% [+18%]	41% [+14%]	**52% [+12%]**
Manager	73% [+32%]	60% [+43%]	73% [+15%]	80% [+30%]	80% [+5%]	60% [+43%]	60% [-15%]	80% [+5%]	80% [+30%]	73% [+32%]	**72% [+22%]**
Employment Status											
Full time	42% [+15%]	40% [+17%]	49% [+17%]	35% [+15%]	51% [+2%]	41% [+3%]	42% [0%]	47% [0%]	38% [+12%]	36% [+11%]	**42% [+9%]**
Part time	67% [+25%]	60% [+27%]	60% [+10%]	40% [-2%]	53% [+3%]	53% [+3%]	40% [-10%]	47% [+5%]	47% [+13%]	47% [+5%]	**51% [+8%]**
Casual	88% [+28%]	76% [+29%]	80% [+33%]	60% [+33%]	72% [-1%]	88% [+28%]	56% [+23%]	76% [+23%]	56% [+23%]	79% [+26%]	**73% [+24%]**
Fixed Term	71% [+18%]	63% [+17%]	68% [+8%]	55% [+28%]	68% [+1%]	77% [+17%]	68% [+1%]	68% [-12%]	53% [+13%]	71% [+24%]	**66% [+12%]**
Length of service											
Less than 1 year	65% [+9%]	63% [+9%]	68% [+4%]	53% [+25%]	62% [-5%]	66% [-5%]	50% [-1%]	58% [-14%]	54% [+5%]	59% [0%]	**60% [+3%]**
1 year to less than 2 years	61% [+30%]	53% [+25%]	52% [+16%]	30% [+9%]	54% [+7%]	46% [+3%]	38% [-7%]	43% [-11%]	39% [+8%]	39% [+8%]	**46% [+9%]**
2 years to less than 4 years	46% [+17%]	42% [+13%]	51% [+20%]	42% [+18%]	47% [+5%]	42% [+7%]	48% [+8%]	54% [+12%]	44% [+15%]	53% [+24%]	**47% [+14%]**

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

9. Engagement											
	9.1	9.2	9.3	9.4	9.5	9.6	9.7	9.8	9.9	9.10	
	I am proud to be working here	I would recommend Gympie Regional Council as a workplace to my family and friends	Overall, I am satisfied with my job	I have a strong sense of belonging to Council	I believe that my own success is important to the success of Gympie Regional Council	Most challenges I face at work are good learning experiences	I volunteer to do extra work on special projects and initiatives	I happily do extra work to help Council succeed	I can envisage a fulfilling future for myself at Council	I look forward to coming to work each day	Engagement factor
Length of service continued											
4 years to less than 6 years	32% [+19%]	38% [+30%]	41% [+25%]	32% [+22%]	53% [+2%]	35% [-3%]	35% [-5%]	47% [+7%]	29% [+19%]	32% [+13%]	**38% [+13%]**
6 years to less than 10 years	36% [+14%]	30% [+12%]	48% [+26%]	25% [+13%]	57% [+6%]	39% [+12%]	44% [+3%]	41% [-3%]	36% [+17%]	30% [+15%]	**39% [+11%]**
10 years or longer	41% [+9%]	37% [+14%]	48% [+10%]	35% [+10%]	50% [+1%]	43% [+7%]	45% [+6%]	49% [+4%]	33% [+7%]	33% [+9%]	**42% [+8%]**
Intention to stay period											
Less than 1 year	14% [-7%]	10% [-4%]	5% [-21%]	5% [-13%]	29% [-6%]	14% [-29%]	24% [-33%]	24% [-28%]	10% [+5%]	10% [-8%]	**14% [-14%]**
1 year to less than 2 years	24% [+12%]	21% [+9%]	30% [+18%]	18% [+6%]	48% [+20%]	36% [0%]	39% [+7%]	42% [+6%]	18% [+10%]	21% [+5%]	**30% [+10%]**
2 years to less than 4 years	44% [+12%]	36% [+16%]	40% [+16%]	29% [+21%]	49% [+13%]	44% [+8%]	36% [-8%]	44% [+8%]	23% [+3%]	30% [+2%]	**37% [+9%]**
4 years to less than 6 years	39% [+18%]	43% [+22%]	51% [+27%]	35% [+17%]	51% [-11%]	41% [-6%]	45% [+10%]	53% [+6%]	33% [+18%]	33% [+9%]	**42% [+11%]**
6 years to less than 10 years	60% [+23%]	53% [+13%]	62% [+7%]	52% [+22%]	55% [-5%]	55% [+10%]	52% [+12%]	57% [-3%]	52% [+14%]	57% [+19%]	**55% [+11%]**
10 years or longer	58% [+23%]	55% [+25%]	65% [+25%]	46% [+21%]	61% [+5%]	55% [+15%]	48% [+3%]	53% [+1%]	51% [+15%]	52% [+19%]	**54% [+15%]**
Frequency of face-to-face conversation about work with the person you report to											
Daily	49% [+22%]	47% [+24%]	57% [+24%]	42% [+18%]	54% [+5%]	49% [+5%]	44% [+4%]	49% [+4%]	42% [+13%]	44% [+15%]	**48% [+13%]**
Weekly	47% [+14%]	42% [+16%]	48% [+11%]	36% [+17%]	59% [+8%]	46% [+13%]	46% [+3%]	54% [+1%]	39% [+15%]	39% [+11%]	**46% [+11%]**
Monthly	60% [+4%]	51% [-1%]	51% [-13%]	43% [+15%]	54% [-14%]	49% [-11%]	51% [+7%]	57% [+1%]	46% [-2%]	49% [+5%]	**51% [-1%]**
Quarterly	55% [+30%]	55% [+55%]	73% [+60%]	36% [+36%]	45% [+8%]	55% [+30%]	45% [+20%]	55% [+42%]	45% [+45%]	45% [+45%]	**51% [+37%]**
Not at all	17% [-3%]	17% [-10%]	33% [+13%]	17% [+3%]	0% [-47%]	17% [-10%]	33% [-27%]	17% [-50%]	17% [-3%]	33% [+13%]	**20% [-12%]**
Age Group											
24 years and under	53% [+28%]	42% [+17%]	58% [+28%]	42% [+27%]	53% [+18%]	74% [+14%]	32% [-13%]	53% [-7%]	32% [+22%]	53% [+33%]	**49% [+16%]**
25-34 years old	48% [+21%]	51% [+30%]	57% [+25%]	41% [+23%]	61% [+4%]	49% [+8%]	55% [+2%]	43% [+6%]	46% [+23%]	39% [+11%]	**49% [+15%]**

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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9. Engagement

	9.1 I am proud to be working here	9.2 I would recommend Gympie Regional Council as a workplace to my family and friends	9.3 Overall, I am satisfied with my job	9.4 I have a strong sense of belonging to Council	9.5 I believe that my own success is important to the success of Gympie Regional Council	9.6 Most challenges I face at work are good learning experiences	9.7 I volunteer to do extra work on special projects and initiatives	9.8 I happily do extra work to help Council succeed	9.9 I can envisage a fulfilling future for myself at Council	9.10 I look forward to coming to work each day	Engagement factor
Age Group continued											
35-44 years old	40% [+13%]	40% [+16%]	53% [+19%]	34% [+13%]	58% [+11%]	48% [+12%]	49% [+5%]	54% [+5%]	37% [+7%]	36% [+10%]	**45% [+11%]**
45-54 years old	56% [+20%]	47% [+20%]	55% [+19%]	43% [+22%]	56% [0%]	47% [+7%]	45% [+1%]	54% [-3%]	45% [+12%]	49% [+17%]	**50% [+11%]**
55 years and over	47% [+15%]	44% [+13%]	46% [+8%]	35% [+7%]	44% [-6%]	43% [0%]	36% [+7%]	45% [+4%]	35% [+10%]	40% [+11%]	**41% [+7%]**
Gender											
Female	64% [+26%]	60% [+29%]	65% [+26%]	52% [+27%]	67% [+7%]	60% [+17%]	59% [+12%]	63% [+9%]	59% [+24%]	55% [+18%]	**60% [+20%]**
Male	42% [+13%]	39% [+14%]	49% [+13%]	33% [+14%]	49% [-1%]	43% [+2%]	37% [-3%]	45% [-3%]	31% [+5%]	37% [+10%]	**40% [+6%]**
Prefer not to say	17% [+4%]	8% [+2%]	25% [+13%]	4% [-15%]	29% [+4%]	17% [-15%]	21% [-42%]	17% [-33%]	13% [0%]	13% [+6%]	**16% [-8%]**
Culturally or linguistically diverse background											
Yes	45% [+22%]	45% [+14%]	50% [+12%]	45% [+22%]	50% [+4%]	40% [-22%]	35% [-19%]	50% [+4%]	35% [+12%]	40% [+17%]	**44% [+7%]**
No	52% [+19%]	48% [+20%]	56% [+18%]	42% [+20%]	57% [+5%]	52% [+12%]	49% [+6%]	54% [+3%]	44% [+15%]	46% [+15%]	**50% [+13%]**
Prefer not to say	21% [+6%]	17% [+10%]	28% [+20%]	7% [-7%]	28% [-12%]	10% [-22%]	17% [-15%]	14% [-7%]	21% [+6%]	14% [+3%]	**18% [-2%]**
Are you a First Nations Australian?											
Yes	35% [-1%]	45% [+11%]	50% [+12%]	37% [+11%]	50% [-16%]	40% [-15%]	35% [-8%]	25% [-18%]	20% [-8%]	30% [-2%]	**37% [-3%]**
No	52% [+19%]	48% [+21%]	56% [+18%]	43% [+20%]	58% [+8%]	53% [+14%]	47% [+3%]	54% [+1%]	44% [+16%]	46% [+16%]	**50% [+14%]**
Prefer not to say	29% [+16%]	21% [+7%]	26% [+10%]	3% [-11%]	24% [-24%]	6% [-33%]	26% [-7%]	29% [-4%]	24% [-4%]	21% [+1%]	**21% [-5%]**
Reasons for leaving											
Working elsewhere	15% [-2%]	8% [0%]	15% [+1%]	4% [-6%]	35% [-7%]	31% [-3%]	35% [-14%]	38% [-10%]	4% [-3%]	12% [+2%]	**20% [-4%]**
Undecided	15% [-5%]	15% [-5%]	15% [-17%]	23% [+7%]	38% [+10%]	31% [-5%]	31% [+7%]	46% [+22%]	15% [+7%]	15% [-9%]	**25% [+1%]**
Prefer not to say	10% [-8%]	10% [+1%]	10% [-10%]	0% [-36%]	40% [+4%]	10% [-26%]	30% [-6%]	20% [-7%]	10% [-8%]	10% [-17%]	**15% [-12%]**

Your average raw score compared to Insync's benchmark database. Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver

10. Benchmarked custom item

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

	10. Benchmarked custom item
	10.1
	I understand what outcomes and standards are expected of me
All staff	62% [+9%]
Directorate	
Executive / Executive Assistants	100% [+40%]
Corporate Services	62% [+9%]
Infrastructure Services	53% [+6%]
Community Sustainability	73% [+13%]
Work Area	
Executive / Executive Assistants	100% [+40%]
Finance	78% [+18%]
Information and Technology	59% [-5%]
People and Culture	56% [+9%]
Communication, Business and Engagement	55% [+21%]
Governance, Integrity and Risk	55%
Capital Delivery and Assets	60% [+6%]
Operations Roads and Drainage	46% [+7%]
Property and Open Space	71% [+15%]
Operations Water and Wastewater	36% [-5%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	10. Benchmarked custom item
	10.1
	I understand what outcomes and standards are expected of me
Work Area continued	
Environment and Resource Recovery	33% [-17%]
Planning	64% [+8%]
Compliance	77% [+18%]
Community and Commercial	82% [+19%]
Building and Plumbing	100%
Position	
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	65% [+14%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	56% [+4%]
Coordinator	52% [+6%]
Manager	87% [+12%]
Employment Status	
Full time	57% [+8%]
Part time	67% [+8%]
Casual	84% [+17%]
Fixed Term	81% [+1%]
Length of service	
Less than 1 year	73% [+4%]
1 year to less than 2 years	61% [+11%]
2 years to less than 4 years	69% [+16%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

	10. Benchmarked custom item
	10.1
	I understand what outcomes and standards are expected of me
Length of service continued	
4 years to less than 6 years	52% [+3%]
6 years to less than 10 years	57% [+13%]
10 years or longer	53% [+4%]
Intention to stay period	
Less than 1 year	14% [-47%]
1 year to less than 2 years	55% [+11%]
2 years to less than 4 years	60% [+20%]
4 years to less than 6 years	55% [-7%]
6 years to less than 10 years	75% [+18%]
10 years or longer	66% [+15%]
Frequency of face-to-face conversation about work with the person you report to	
Daily	63% [+9%]
Weekly	59% [+6%]
Monthly	63% [+7%]
Quarterly	73% [+60%]
Not at all	50% [+3%]
Age Group	
24 years and under	79% [+14%]
25-34 years old	61% [+12%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	10. Benchmarked custom item
	10.1
	I understand what outcomes and standards are expected of me
Age Group continued	
35-44 years old	56% [+11%]
45-54 years old	64% [+12%]
55 years and over	61% [+1%]
Gender	
Female	72% [+14%]
Male	57% [+6%]
Prefer not to say	38% [0%]
Culturally or linguistically diverse background	
Yes	35% [-11%]
No	67% [+13%]
Prefer not to say	31% [-5%]
Are you a First Nations Australian?	
Yes	45% [-17%]
No	65% [+13%]
Prefer not to say	35% [-12%]
Reasons for leaving	
Working elsewhere	35% [-9%]
Undecided	46% [-18%]
Prefer not to say	10% [-35%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

11. Custom items (Performance)

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding, if provided, indicates how the average raw score compares to organisations in Insync's benchmark database.

	11. Custom items (Performance)					
	11.1	11.2	11.3	11.4	11.5	11.6
	Health and safety being a top priority when I am performing my job responsibilities	The person I report to demonstrates the organisational values	The person I report to showing interest in health and safety of the employees in my area	The organisation has a clear set of values that guide our behaviour	Being satisfied with the goods and services provided to me by other work groups / teams / crews in Council	Council is symapthetic to my circumstances outside of work
All staff	52% [+6%]	59% [+9%]	65% [0%]	36% [+15%]	25% [+8%]	45% [+14%]
Directorate						
Executive / Executive Assistants	88% [+18%]	100% [+50%]	100% [+40%]	75% [+45%]	38% [+8%]	100% [+40%]
Corporate Services	53% [+18%]	62% [+19%]	77% [+15%]	41% [+29%]	25% [+13%]	52% [+22%]
Infrastructure Services	47% [0%]	43% [-2%]	49% [-11%]	28% [+7%]	21% [+8%]	32% [+4%]
Community Sustainability	56% [+8%]	82% [+20%]	81% [+5%]	44% [+16%]	32% [+5%]	56% [+24%]
Work Area						
Executive / Executive Assistants	88% [+18%]	100% [+50%]	100% [+40%]	75% [+45%]	38% [+8%]	100% [+40%]
Finance	65% [+30%]	74% [+49%]	70% [+25%]	52% [+42%]	39% [+34%]	70% [+40%]
Information and Technology	55% [-11%]	55% [-11%]	86% [+3%]	52% [+35%]	28% [+19%]	45% [+3%]
People and Culture	33% [+13%]	78% [+24%]	89% [+22%]	11% [-9%]	17% [-10%]	56% [+36%]
Communication, Business and Engagement	55% [+32%]	36% [+3%]	55% [-12%]	27% [+27%]	18% [+7%]	45% [+12%]
Governance, Integrity and Risk	55%	55%	73%	55%	9%	36%
Capital Delivery and Assets	52% [+3%]	50% [+14%]	55% [+1%]	33% [+18%]	19% [+8%]	36% [+7%]
Operations Roads and Drainage	42% [+1%]	40% [+2%]	40% [-11%]	21% [+2%]	25% [+14%]	33% [+11%]
Property and Open Space	67% [+14%]	56% [-16%]	64% [-24%]	42% [+14%]	22% [+3%]	39% [+5%]
Operations Water and Wastewater	27% [-23%]	27% [-19%]	39% [-15%]	18% [-7%]	12% [+4%]	18% [-15%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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	11. Custom items (Performance)					
	11.1	11.2	11.3	11.4	11.5	11.6
	Health and safety being a top priority when I am performing my job responsibilities	The person I report to demonstrates the organisational values	The person I report to showing interest in health and safety of the employees in my area	The organisation has a clear set of values that guide our behaviour	Being satisfied with the goods and services provided to me by other work groups / teams / crews in Council	Council is symapthetic to my circumstances outside of work
Work Area continued						
Environment and Resource Recovery	33% [+3%]	47% [-31%]	56% [-24%]	22% [-8%]	11% [+11%]	22% [-8%]
Planning	64% [+30%]	82% [+26%]	91% [+13%]	45% [+45%]	18% [+7%]	73% [+51%]
Compliance	31% [-10%]	92% [+10%]	77% [-5%]	31% [+7%]	15% [-8%]	38% [+9%]
Community and Commercial	68% [+10%]	88% [+34%]	86% [+12%]	54% [+18%]	46% [+8%]	70% [+33%]
Building and Plumbing	60%	100%	100%	50%	30%	50%
Position						
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	50% [+7%]	60% [+3%]	68% [-3%]	36% [+13%]	26% [+7%]	46% [+15%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	54% [+22%]	54% [+17%]	60% [+12%]	33% [+18%]	22% [+6%]	37% [+16%]
Coordinator	43% [-7%]	61% [+34%]	67% [+6%]	41% [+30%]	30% [+15%]	48% [+29%]
Manager	80% [+13%]	87% [+28%]	93% [+18%]	67% [+42%]	27% [+27%]	80% [+22%]
Employment Status						
Full time	48% [+6%]	57% [+8%]	62% [-2%]	33% [+14%]	21% [+7%]	42% [+14%]
Part time	33% [-33%]	53% [+12%]	73% [+15%]	47% [+30%]	27% [-15%]	47% [+13%]
Casual	80% [+7%]	92% [+32%]	92% [+19%]	60% [0%]	52% [-1%]	68% [+21%]
Fixed Term	71% [+15%]	68% [-14%]	81% [-7%]	45% [+20%]	39% [+32%]	55% [-1%]
Length of service						
Less than 1 year	62% [+2%]	75% [+18%]	80% [0%]	46% [+10%]	37% [+7%]	52% [+5%]
1 year to less than 2 years	50% [+11%]	59% [0%]	59% [-15%]	33% [-3%]	24% [+2%]	48% [+14%]
2 years to less than 4 years	56% [+5%]	56% [+7%]	64% [0%]	36% [+16%]	24% [+6%]	47% [+5%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

11. Custom items (Performance)						
	11.1	11.2	11.3	11.4	11.5	11.6
	Health and safety being a top priority when I am performing my job responsibilities	The person I report to demonstrates the organisational values	The person I report to showing interest in health and safety of the employees in my area	The organisation has a clear set of values that guide our behaviour	Being satisfied with the goods and services provided to me by other work groups / teams / crews in Council	Council is symapthetic to my circumstances outside of work
Length of service continued						
4 years to less than 6 years	35% [0%]	56% [+13%]	62% [0%]	32% [+13%]	18% [+4%]	38% [+17%]
6 years to less than 10 years	48% [+9%]	55% [-9%]	57% [-16%]	39% [+31%]	16% [+1%]	34% [0%]
10 years or longer	48% [+3%]	52% [+10%]	61% [+8%]	31% [+13%]	23% [+10%]	42% [+22%]
Intention to stay period						
Less than 1 year	24% [-22%]	33% [-19%]	43% [-18%]	14% [+1%]	10% [-4%]	24% [-2%]
1 year to less than 2 years	45% [+5%]	61% [+5%]	70% [+6%]	36% [+12%]	12% [-12%]	42% [+14%]
2 years to less than 4 years	44% [+8%]	53% [+5%]	56% [-20%]	28% [+12%]	26% [+14%]	37% [+21%]
4 years to less than 6 years	45% [+1%]	55% [+2%]	63% [-10%]	35% [+23%]	29% [+17%]	49% [+25%]
6 years to less than 10 years	57% [-1%]	68% [+11%]	78% [+13%]	42% [+12%]	23% [-2%]	55% [+20%]
10 years or longer	58% [+13%]	63% [+16%]	66% [+5%]	40% [+17%]	29% [+12%]	46% [+11%]
Frequency of face-to-face conversation about work with the person you report to						
Daily	57% [+10%]	64% [+6%]	69% [-4%]	33% [+11%]	25% [+8%]	43% [+12%]
Weekly	45% [+3%]	60% [+11%]	65% [+4%]	43% [+25%]	24% [+8%]	48% [+18%]
Monthly	46% [-20%]	46% [0%]	57% [-20%]	49% [+2%]	37% [+9%]	54% [+14%]
Quarterly	73% [+48%]	73% [+48%]	73% [+48%]	27% [+27%]	27% [+27%]	45% [+33%]
Not at all	17% [-17%]	0% [-7%]	0% [-27%]	17% [+10%]	0% [-20%]	17% [-23%]
Age Group						
24 years and under	68% [+8%]	53% [-17%]	68% [-7%]	42% [+12%]	37% [+2%]	47% [+17%]
25-34 years old	64% [+21%]	70% [+17%]	75% [+5%]	36% [+14%]	21% [+5%]	54% [+15%]

Continued on next page.

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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11. Custom items (Performance)

	11.1	11.2	11.3	11.4	11.5	11.6
	Health and safety being a top priority when I am performing my job responsibilities	The person I report to demonstrates the organisational values	The person I report to showing interest in health and safety of the employees in my area	The organisation has a clear set of values that guide our behaviour	Being satisfied with the goods and services provided to me by other work groups / teams / crews in Council	Council is symapthetic to my circumstances outside of work
Age Group continued						
35-44 years old	52% [+11%]	58% [+9%]	67% [0%]	29% [+11%]	26% [+11%]	39% [+8%]
45-54 years old	44% [0%]	58% [+10%]	64% [-1%]	38% [+17%]	24% [+9%]	45% [+19%]
55 years and over	51% [+1%]	57% [+8%]	59% [+1%]	40% [+16%]	26% [+9%]	44% [+13%]
Gender						
Female	58% [+9%]	73% [+17%]	80% [+7%]	48% [+25%]	29% [+7%]	57% [+24%]
Male	51% [+5%]	53% [+6%]	58% [-6%]	30% [+8%]	25% [+10%]	39% [+9%]
Prefer not to say	25% [-6%]	42% [-5%]	50% [+6%]	17% [+10%]	8% [-10%]	25% [0%]
Culturally or linguistically diverse background						
Yes	55% [+13%]	45% [+14%]	70% [+24%]	30% [+15%]	25% [+10%]	55% [+40%]
No	54% [+7%]	65% [+13%]	69% [+2%]	39% [+16%]	27% [+10%]	48% [+15%]
Prefer not to say	24% [-12%]	28% [-12%]	31% [-19%]	21% [+10%]	3% [-11%]	10% [-4%]
Are you a First Nations Australian?						
Yes	42% [-7%]	45% [-4%]	45% [-23%]	30% [+7%]	30% [+11%]	35% [+5%]
No	55% [+9%]	63% [+12%]	69% [+3%]	38% [+17%]	27% [+9%]	48% [+15%]
Prefer not to say	32% [-12%]	41% [-9%]	53% [-8%]	24% [-1%]	9% [-2%]	21% [-2%]
Reasons for leaving						
Working elsewhere	38% [-7%]	50% [+1%]	58% [-8%]	23% [+1%]	8% [-7%]	31% [+9%]
Undecided	31% [-13%]	54% [-2%]	69% [+1%]	31% [+3%]	15% [-9%]	38% [+6%]
Prefer not to say	20% [-25%]	40% [+4%]	50% [+14%]	10% [-17%]	0% [-9%]	30% [-6%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

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12. Custom items (Agreement)

Results are displayed as the percentage of respondents who scored items either a six or a seven on the seven point rating scale. Change from previous survey is indicated where available e.g. [+5%] means an increase of 5% over time. The colour coding, if provided, indicates how the average raw score compares to organisations in Insync's benchmark database.

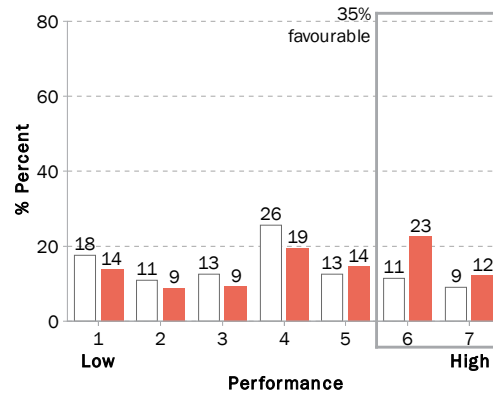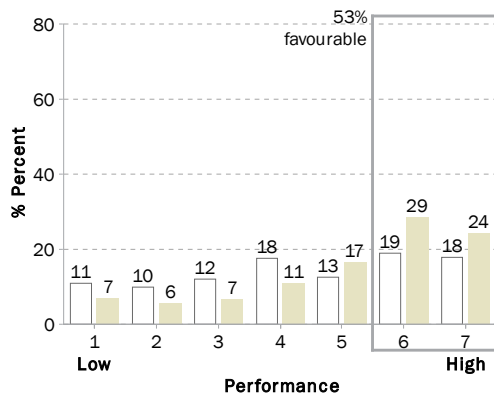|	12. Custom items (Agreement)							
	12.1	12.2	12.3	12.4	12.5	12.6	12.7	12.8
	Council supports its flexible work arrangements with innovative work practices and enabling technology	The person I report to and I have constructive discussions about my development and advancement opportunities	The person I report to sets a good example when it comes to health and safety	My work group / team / crew is always looking to identify unsafe conditions and risks	I get the training and development I need to perform all aspects of my job safely	Right now, my work related stress is manageable for me	Overall, I have confidence in the Executive and Senior Leadership Team	The organisation communicates about what's happening in a timely manner
All staff	48% [+19%]	52% [+14%]	66% [+7%]	60% [+2%]	47% [+12%]	45% [+10%]	28% [+13%]	29% [+17%]
Directorate								
Executive / Executive Assistants	75% [+25%]	100% [+40%]	100% [+40%]	88% [+28%]	100% [+60%]	75% [+35%]	100% [+40%]	63% [+43%]
Corporate Services	64% [+24%]	59% [+17%]	73% [+24%]	57% [+2%]	51% [+18%]	50% [+15%]	24% [+17%]	28% [+21%]
Infrastructure Services	35% [+16%]	39% [+9%]	52% [-1%]	50% [-7%]	32% [-2%]	38% [+5%]	16% [+7%]	19% [+10%]
Community Sustainability	53% [+17%]	66% [+18%]	83% [+5%]	79% [+16%]	62% [+25%]	53% [+7%]	47% [+21%]	43% [+21%]
Work Area								
Executive / Executive Assistants	75% [+25%]	100% [+40%]	100% [+40%]	88% [+28%]	100% [+60%]	75% [+35%]	100% [+40%]	63% [+43%]
Finance	74% [+34%]	65% [+30%]	83% [+48%]	70% [+15%]	52% [+22%]	52% [+22%]	35% [+20%]	35% [+30%]
Information and Technology	69% [+14%]	48% [-6%]	72% [+9%]	48% [-6%]	45% [-1%]	48% [-6%]	24% [+15%]	31% [+13%]
People and Culture	72% [+39%]	72% [+19%]	72% [+19%]	67% [0%]	72% [+46%]	61% [+41%]	22% [+22%]	22% [+16%]
Communication, Business and Engagement	36% [+3%]	55% [+32%]	55% [-1%]	36% [+3%]	45% [+12%]	27% [-17%]	18% [+18%]	27% [+27%]
Governance, Integrity and Risk	45%	55%	73%	55%	36%	55%	9%	18%
Capital Delivery and Assets	43% [+20%]	40% [+18%]	62% [+11%]	50% [-3%]	44% [+8%]	40% [+9%]	17% [+10%]	24% [+22%]
Operations Roads and Drainage	35% [+26%]	41% [+18%]	44% [+2%]	44% [-12%]	24% [0%]	40% [+7%]	19% [+16%]	23% [+17%]
Property and Open Space	40% [+18%]	44% [-2%]	69% [+4%]	69% [+15%]	37% [-10%]	44% [+1%]	9% [-7%]	14% [-8%]
Operations Water and Wastewater	18% [-11%]	27% [-10%]	33% [-29%]	41% [-30%]	27% [-14%]	22% [+5%]	15% [-2%]	13% [0%]

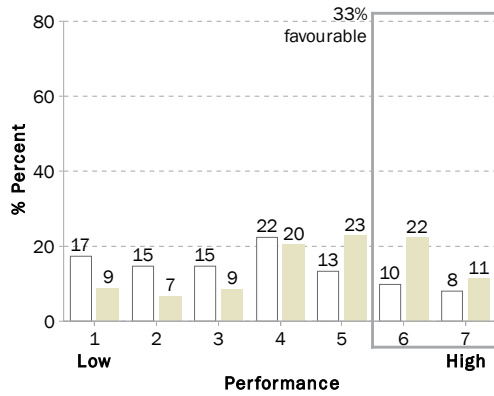Continued on next page.

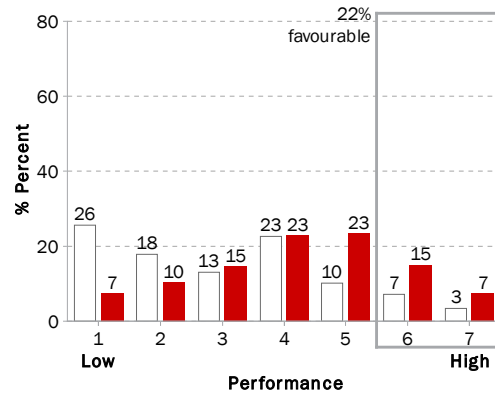Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

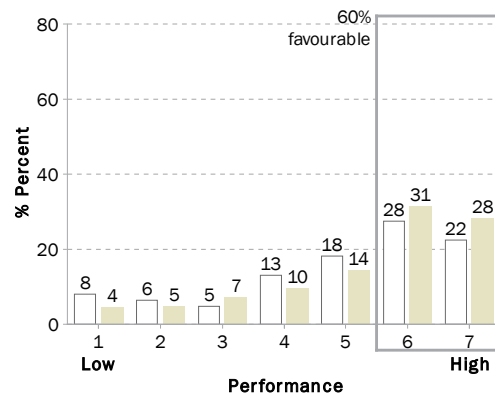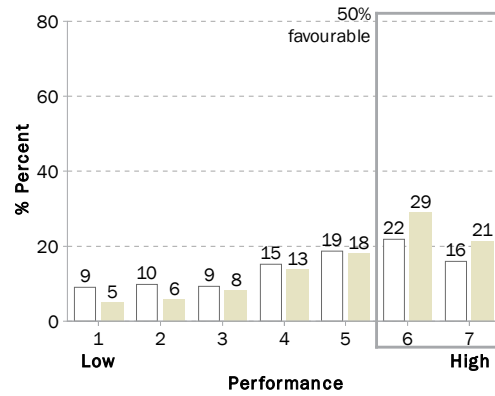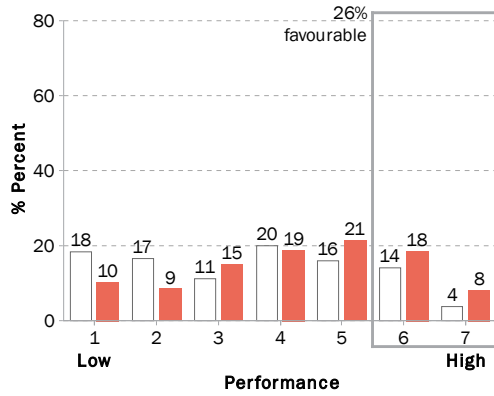|	12. Custom items (Agreement)							
	12.1	12.2	12.3	12.4	12.5	12.6	12.7	12.8
	Council supports its flexible work arrangements with innovative work practices and enabling technology	The person I report to and I have constructive discussions about my development and advancement opportunities	The person I report to sets a good example when it comes to health and safety	My work group / team / crew is always looking to identify unsafe conditions and risks	I get the training and development I need to perform all aspects of my job safely	Right now, my work related stress is manageable for me	Overall, I have confidence in the Executive and Senior Leadership Team	The organisation communicates about what's happening in a timely manner
Work Area continued								
Environment and Resource Recovery	33% [-17%]	47% [-3%]	72% [+2%]	78% [+8%]	44% [+24%]	22% [-22%]	0% [-40%]	11% [-19%]
Planning	64% [+19%]	82% [+48%]	91% [-9%]	82% [+26%]	55% [+43%]	27% [+16%]	64% [+64%]	45% [+23%]
Compliance	46% [+23%]	62% [+3%]	69% [-13%]	77% [+12%]	23% [-6%]	31% [-10%]	46% [+29%]	46% [+29%]
Community and Commercial	57% [+21%]	68% [+20%]	86% [+11%]	80% [+19%]	79% [+29%]	73% [+19%]	59% [+27%]	52% [+31%]
Building and Plumbing	60%	80%	100%	70%	60%	50%	50%	40%
Position								
All other roles without direct reports (e.g., Senior Officer, Officer, Team Member)	50% [+19%]	51% [+9%]	66% [+1%]	60% [0%]	47% [+12%]	52% [+14%]	30% [+15%]	32% [+19%]
All other roles with direct reports (e.g., Supervisor, Leading Hand, Senior Officer)	34% [+18%]	48% [+1%]	70% [+17%]	59% [-5%]	44% [+7%]	38% [+7%]	20% [+14%]	24% [+19%]
Coordinator	61% [+26%]	61% [+42%]	63% [+13%]	65% [+11%]	43% [+13%]	35% [0%]	26% [+11%]	24% [+12%]
Manager	73% [+23%]	80% [+30%]	87% [+20%]	67% [+17%]	67% [+25%]	47% [+13%]	60% [+18%]	40% [+15%]
Employment Status								
Full time	44% [+19%]	49% [+14%]	63% [+6%]	57% [-1%]	42% [+9%]	38% [+5%]	24% [+12%]	24% [+15%]
Part time	53% [-5%]	53% [+12%]	60% [-15%]	60% [-15%]	47% [+13%]	67% [0%]	27% [+10%]	27% [+2%]
Casual	72% [+19%]	68% [+8%]	96% [+29%]	88% [+35%]	79% [+26%]	84% [+31%]	56% [+9%]	60% [+27%]
Fixed Term	65% [+18%]	71% [+4%]	81% [-6%]	74% [+21%]	71% [+24%]	74% [+28%]	45% [+18%]	52% [+25%]
Length of service								
Less than 1 year	61% [+15%]	64% [+5%]	77% [+5%]	68% [+4%]	60% [+1%]	68% [-1%]	43% [+15%]	48% [+12%]
1 year to less than 2 years	41% [+13%]	39% [+3%]	57% [-3%]	51% [-6%]	46% [+19%]	54% [+14%]	26% [-5%]	29% [+15%]
2 years to less than 4 years	44% [+11%]	64% [+31%]	63% [+9%]	61% [+12%]	47% [+13%]	46% [+17%]	31% [+11%]	27% [+16%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

12. Custom items (Agreement)

	12.1	12.2	12.3	12.4	12.5	12.6	12.7	12.8
	Council supports its flexible work arrangements with innovative work practices and enabling technology	The person I report to and I have constructive discussions about my development and advancement opportunities	The person I report to sets a good example when it comes to health and safety	My work group / team / crew is always looking to identify unsafe conditions and risks	I get the training and development I need to perform all aspects of my job safely	Right now, my work related stress is manageable for me	Overall, I have confidence in the Executive and Senior Leadership Team	The organisation communicates about what's happening in a timely manner
Length of service continued								
4 years to less than 6 years	33% [+17%]	53% [+23%]	65% [+5%]	41% [-16%]	33% [+6%]	41% [+1%]	24% [+18%]	15% [+9%]
6 years to less than 10 years	48% [+18%]	41% [+4%]	64% [-7%]	60% [-5%]	41% [+4%]	27% [+8%]	25% [+15%]	18% [+11%]
10 years or longer	45% [+21%]	46% [+8%]	65% [+12%]	63% [+7%]	42% [+11%]	32% [+3%]	18% [+11%]	23% [+14%]
Intention to stay period								
Less than 1 year	24% [+2%]	14% [-29%]	43% [-22%]	33% [-19%]	29% [+1%]	24% [-7%]	5% [-8%]	5% [+5%]
1 year to less than 2 years	27% [+11%]	39% [+7%]	55% [+7%]	58% [-2%]	38% [+14%]	39% [+15%]	24% [+12%]	18% [+10%]
2 years to less than 4 years	40% [+20%]	44% [+8%]	58% [-2%]	50% [-2%]	30% [-2%]	37% [+5%]	23% [+15%]	32% [+24%]
4 years to less than 6 years	42% [+12%]	59% [+15%]	65% [-5%]	55% [+2%]	43% [+8%]	35% [+11%]	29% [+17%]	31% [+22%]
6 years to less than 10 years	57% [+17%]	60% [+18%]	73% [+11%]	66% [+9%]	52% [+9%]	45% [-3%]	33% [+11%]	23% [+6%]
10 years or longer	55% [+25%]	58% [+20%]	72% [+13%]	66% [+7%]	54% [+18%]	55% [+17%]	32% [+16%]	35% [+20%]
Frequency of face-to-face conversation about work with the person you report to								
Daily	45% [+18%]	61% [+16%]	71% [+7%]	62% [+1%]	48% [+10%]	49% [+14%]	28% [+14%]	32% [+20%]
Weekly	50% [+21%]	46% [+14%]	63% [+5%]	62% [+12%]	49% [+19%]	40% [+8%]	29% [+14%]	24% [+14%]
Monthly	60% [+20%]	40% [-12%]	60% [-8%]	57% [-11%]	43% [-5%]	46% [-18%]	37% [+5%]	29% [+1%]
Quarterly	45% [+33%]	45% [+33%]	73% [+35%]	73% [-2%]	45% [+33%]	55% [+30%]	36% [+24%]	36% [+24%]
Not at all	33% [0%]	0% [-7%]	33% [0%]	17% [-43%]	33% [+7%]	20% [-7%]	0% [-13%]	0% [0%]
Age Group								
24 years and under	37% [+12%]	37% [-3%]	58% [-7%]	68% [-2%]	53% [+8%]	63% [+18%]	47% [+27%]	32% [+22%]
25-34 years old	49% [+21%]	62% [+21%]	70% [+17%]	64% [+7%]	47% [+20%]	48% [+9%]	32% [+17%]	33% [+27%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

Gympie Regional Council Performance and Engagement Survey Comprehensive Report
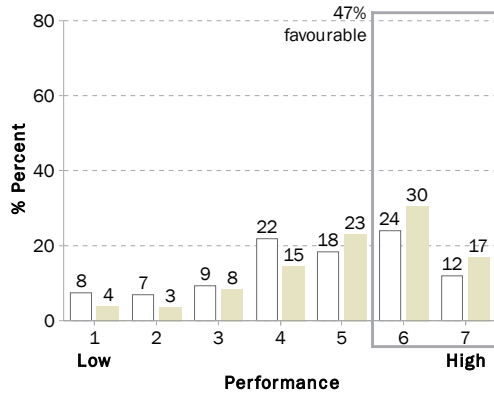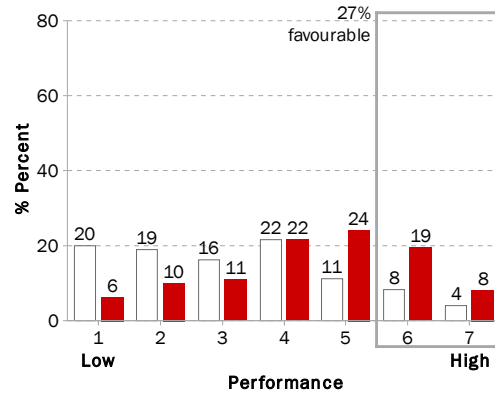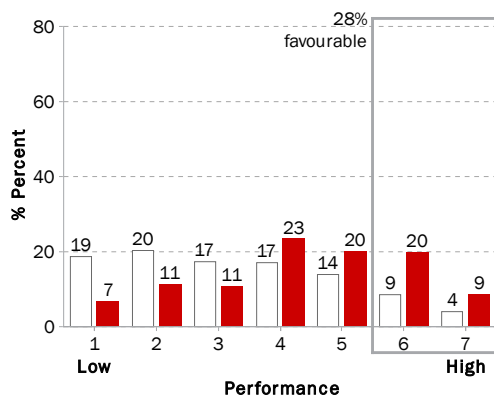Scope: All staff
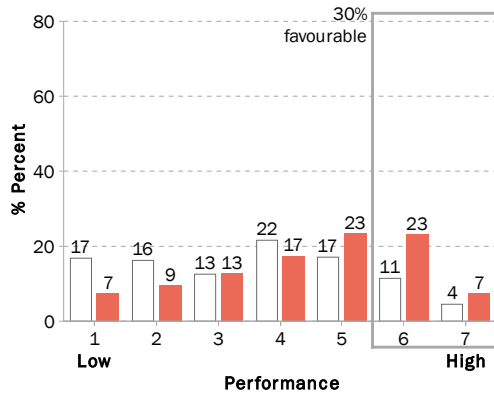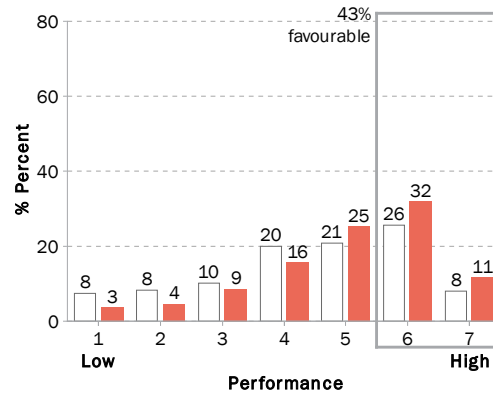© Insync Surveys Pty Ltd
October 2023
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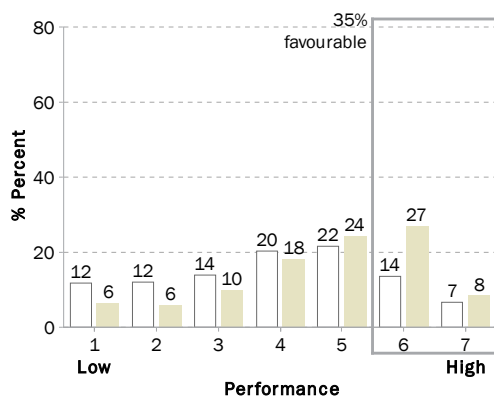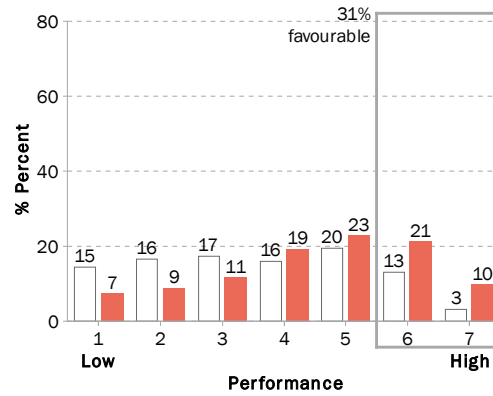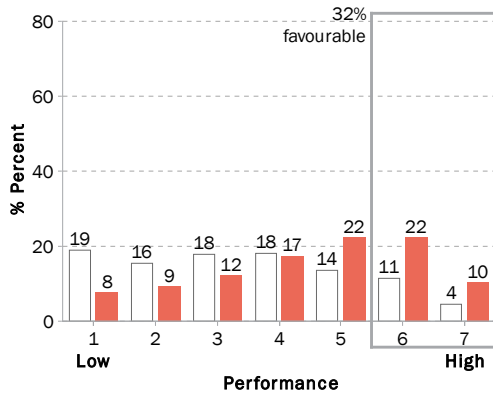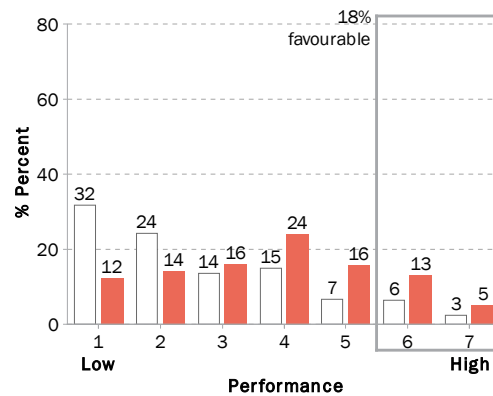|	12.1	12.2	12.3	12.4	12.5	12.6	12.7	12.8
12. Custom items (Agreement)								
	Council supports its flexible work arrangements with innovative work practices and enabling technology	The person I report to and I have constructive discussions about my development and advancement opportunities	The person I report to sets a good example when it comes to health and safety	My work group / team / crew is always looking to identify unsafe conditions and risks	I get the training and development I need to perform all aspects of my job safely	Right now, my work related stress is manageable for me	Overall, I have confidence in the Executive and Senior Leadership Team	The organisation communicates about what's happening in a timely manner
Age Group continued								
35-44 years old	43% [+15%]	49% [+7%]	70% [+5%]	56% [-4%]	43% [+4%]	51% [+14%]	26% [+14%]	29% [+15%]
45-54 years old	50% [+19%]	52% [+18%]	67% [+10%]	63% [+10%]	51% [+18%]	47% [+13%]	29% [+15%]	27% [+14%]
55 years and over	51% [+23%]	53% [+14%]	61% [-1%]	56% [-4%]	43% [+8%]	32% [0%]	24% [+4%]	28% [+15%]
Gender								
Female	64% [+24%]	65% [+17%]	80% [+11%]	70% [+7%]	61% [+21%]	59% [+15%]	41% [+19%]	42% [+25%]
Male	37% [+15%]	47% [+13%]	58% [+3%]	55% [-2%]	39% [+5%]	39% [+4%]	23% [+10%]	23% [+12%]
Prefer not to say	42% [+10%]	25% [+6%]	54% [-8%]	54% [+10%]	21% [+2%]	21% [+15%]	0% [0%]	4% [-2%]
Culturally or linguistically diverse background								
Yes	45% [+14%]	60% [+29%]	75% [+37%]	40% [+2%]	30% [+13%]	25% [+2%]	10% [+2%]	20% [+5%]
No	51% [+21%]	56% [+17%]	70% [+9%]	65% [+6%]	51% [+14%]	50% [+11%]	32% [+16%]	32% [+19%]
Prefer not to say	28% [+6%]	17% [-11%]	34% [-30%]	28% [-22%]	17% [-4%]	14% [0%]	3% [-4%]	3% [-4%]
Are you a First Nations Australian?								
Yes	25% [-5%]	50% [+5%]	60% [-4%]	55% [-13%]	30% [-13%]	25% [-11%]	21% [+8%]	26% [+18%]
No	51% [+23%]	56% [+17%]	69% [+9%]	63% [+6%]	51% [+16%]	50% [+11%]	31% [+16%]	31% [+18%]
Prefer not to say	32% [+2%]	26% [-7%]	47% [-14%]	30% [-22%]	15% [-16%]	15% [-2%]	9% [-8%]	15% [+1%]
Reasons for leaving								
Working elsewhere	12% [-6%]	19% [-10%]	46% [+5%]	54% [+3%]	40% [+18%]	42% [+13%]	15% [+1%]	19% [+9%]
Undecided	15% [-9%]	38% [+6%]	62% [+14%]	31% [-17%]	23% [-13%]	23% [-17%]	23% [+15%]	8% [+4%]
Prefer not to say	50% [+23%]	20% [+20%]	40% [+4%]	40% [+22%]	20% [-7%]	10% [-17%]	0% [-9%]	0% [-9%]

Your average raw score compared to Insync's benchmark database. Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver
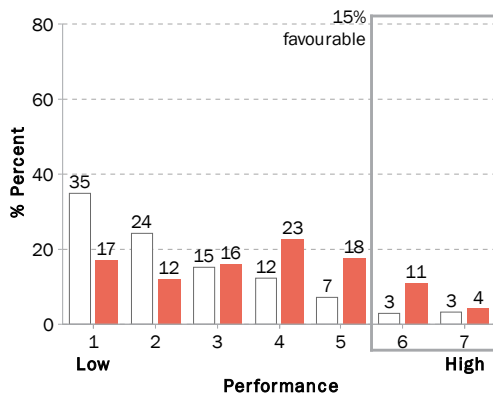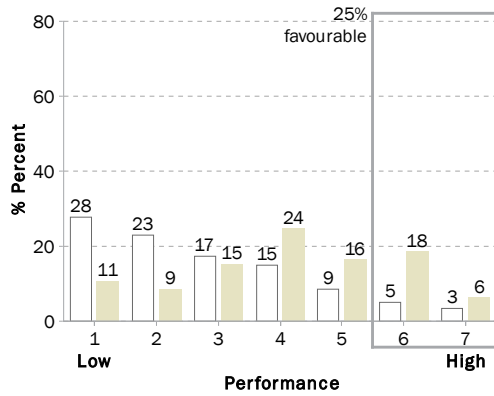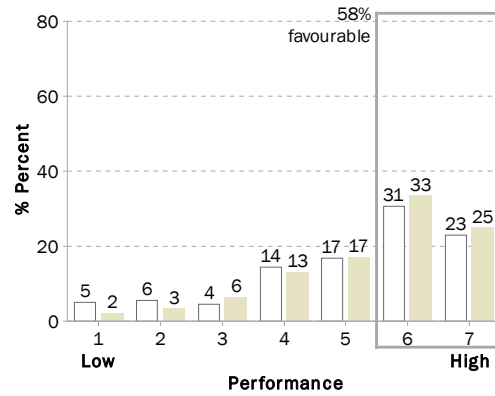
Performance charts

These charts show the survey participants' responses to each survey item. The columns show the percentage of respondents that chose each option on the seven point performance scale, from 1 (low) to 7 (high). The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

1. Leadership and innovation

1.1 Being aware of Council's environmental and social impact on the community
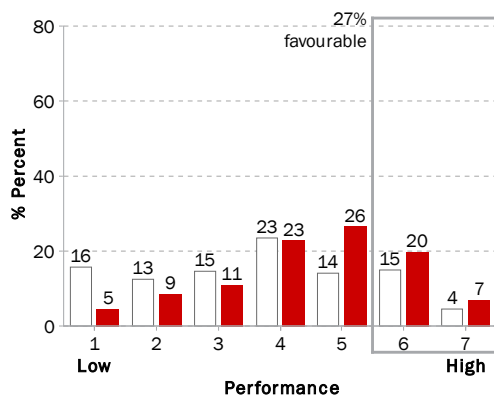
1.2 Being listened to by my director
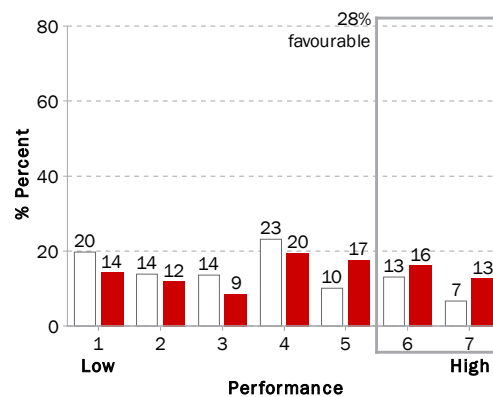
1.3 Being listened to by the manager of my work area
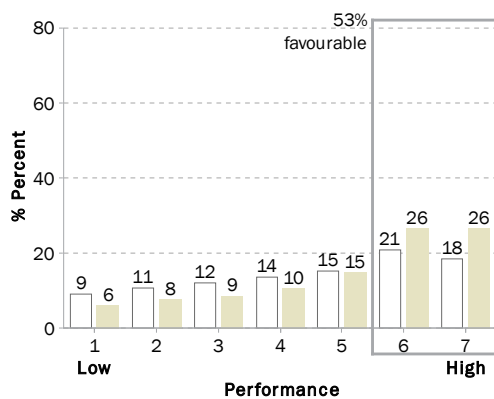
1.4 Positive change being encouraged by my director
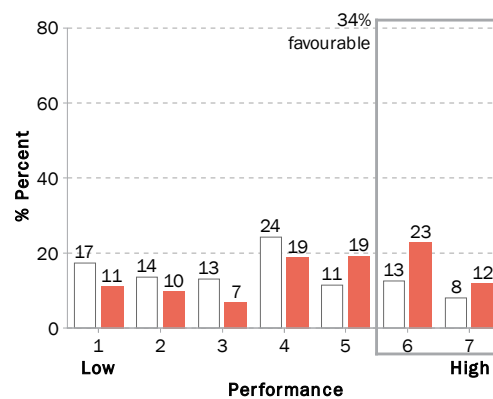
Your average raw score compared to Insync's benchmark database.

Legend: [#] Bottom decile [#] Bottom quartile [#] 2nd and 3rd quartiles [#] Top quartile [#] Top decile * Engagement driver
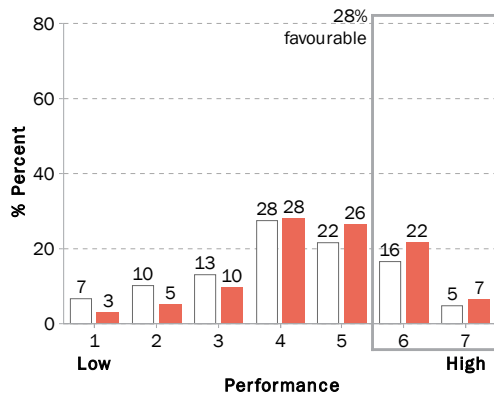
[#] May 2022 results

1.5 Positive change being encouraged by the manager of my work area
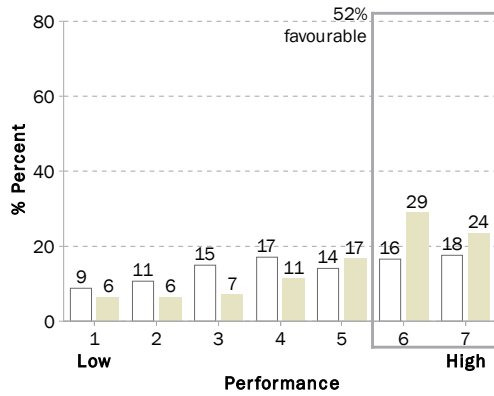
52%
favourable

1.6 Demonstration of leadership by my director

35%
favourable

1.7 Demonstration of leadership by the manager of my work area

53%
favourable

1.8 Demonstration of leadership by the person I report to

55%
favourable

1.9 Encouraging innovation

1.10 Council has clear goals and objectives

1.11 Having the organisational structure to achieve our vision, mission and goals
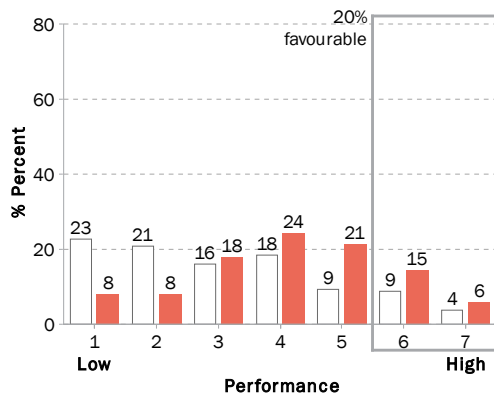
1.12 Having the person I report to listen and respond to me

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver

May 2022 results

1.13 Receiving regular feedback from the person I report to for my job performance
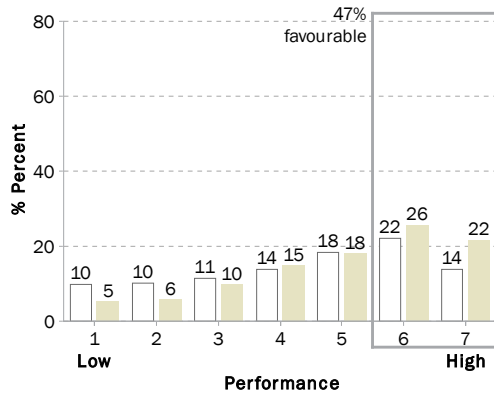
1.14 Receiving regular recognition from the person I report to for my efforts at work

47% favourable

50% favourable

1.15 Understanding where my work group / team / crew fits into Council

51% favourable
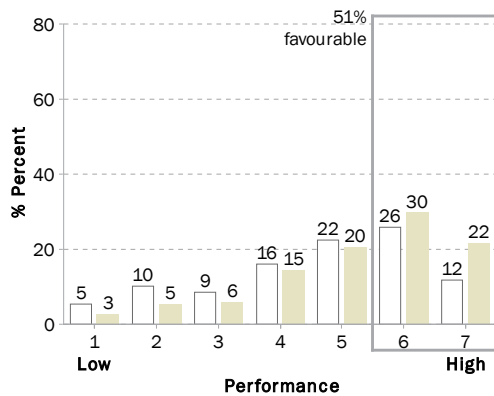
Your average raw score compared to Insync's benchmark database.

Legend: [#] Bottom decile [#] Bottom quartile [#] 2nd and 3rd quartiles [#] Top quartile [#] Top decile * Engagement driver

[#] May 2022 results

2. Strategy and planning processes

2.1 Having the resources to achieve my work group's / team's / crew's goals

26% favourable

2.2 Involving me in the development of plans in my work group / team / crew
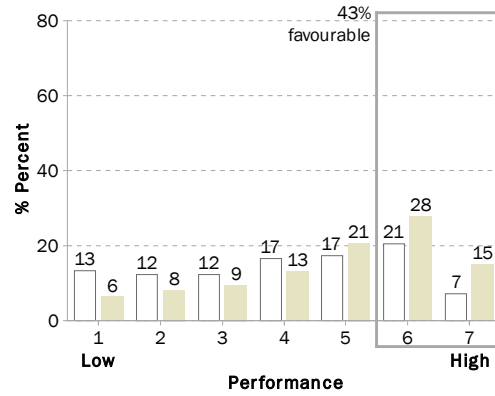
43% favourable

2.3 Planning for the future of Council

22% favourable
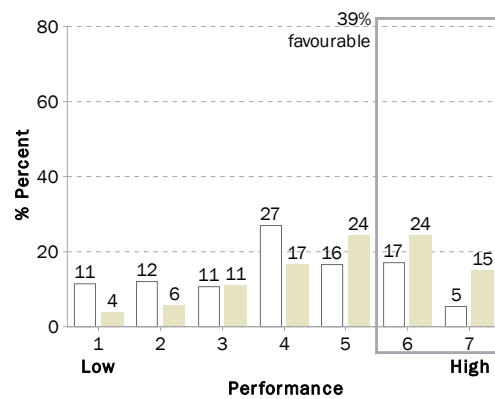
2.4 Planning in my work group / team / crew being linked to Council's plans

39% favourable

Your average raw score compared to Insync's benchmark database.

2.5 Helping me understand why Council makes changes

Your average raw score compared to Insync's benchmark database.

3. Data, information and knowledge

3.1 Encouraging me to share what I have learnt with others in Council

25% favourable

3.2 My group's / team's / crew's progress being measured

36% favourable
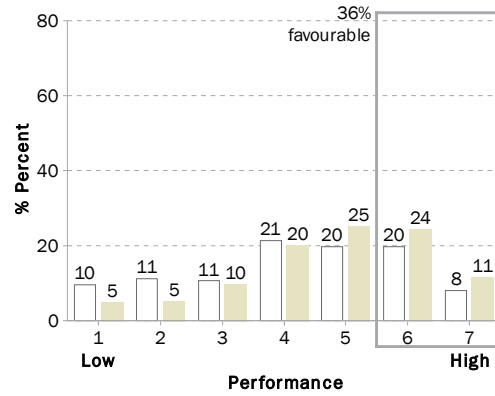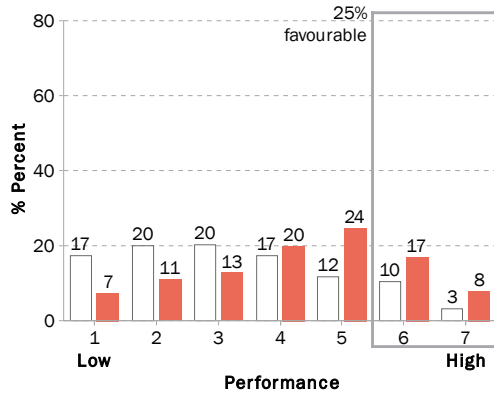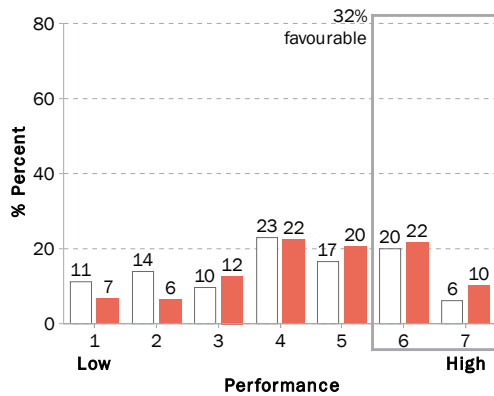
3.3 Using relevant data and information as a basis for decision making

32% favourable

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile * Engagement driver
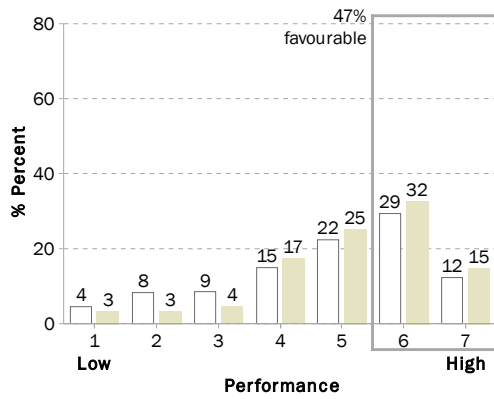
May 2022 results

4. People

4.1 Balancing work and life demands

4.2 Being proud of Council

4.3 Helping me be satisfied in my job

4.4 Cooperation across work groups / teams / crews

4.5 Helping me develop personally and professionally

30% favourable

Performance	1	2	3	4	5	6	7
	17	16	13	22	17	11	4
	7	9	13	17	23	23	7

4.6 Having the skills and knowledge to do my job

43% favourable

Performance	1	2	3	4	5	6	7
	8	8	10	20	21	26	8
	3	4	9	16	25	32	11

4.7 Making use of my abilities

35% favourable

Performance	1	2	3	4	5	6	7
	12	12	14	20	22	14	7
	6	6	10	18	24	27	8

4.8 My pay and conditions

43% favourable

Performance	1	2	3	4	5	6	7
	15	11	12	19	18	18	7
	5	8	9	20	15	30	12

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile   # Bottom quartile   # 2nd and 3rd quartiles   # Top quartile   # Top decile   * Engagement driver

May 2022 results

4.9 Providing a safe work environment
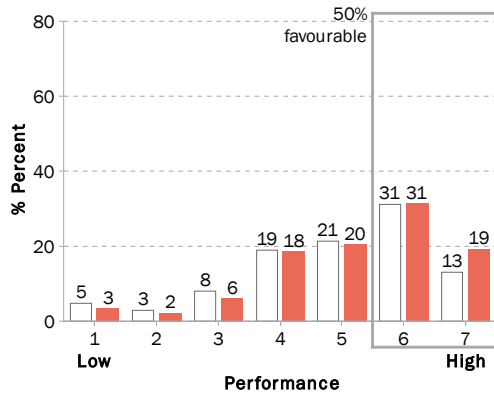
4.10 Providing career opportunities
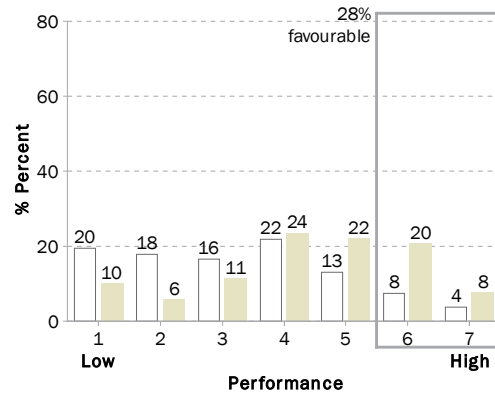
4.11 Providing for the health and wellbeing of employees
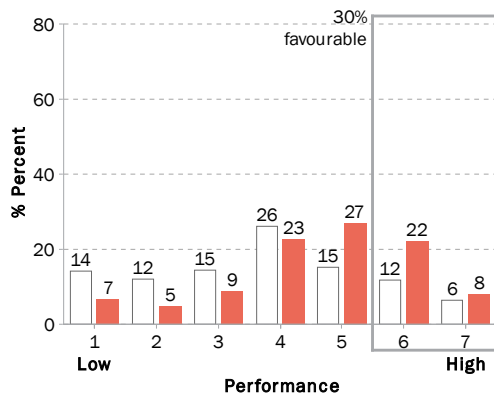
4.12 Providing incentives and rewards
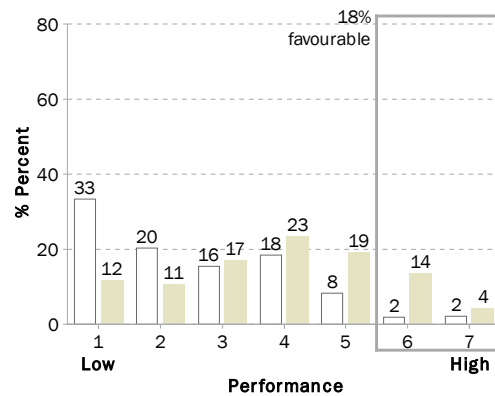
Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver

May 2022 results

4.13 Providing me with the opportunity to develop new technical and job skills relevant to my role

32% favourable

4.14 Providing me with the opportunity to make changes to the way I do my work

31% favourable

4.15 Keeping skilled employees

15% favourable

4.16 Trust among people in Council

18% favourable

4.17 Valuing employees at Council

25% favourable

	1	2	3	4	5	6	7
	28	23	17	15	9	5	3
	11	9	15	24	16	18	6

Low — Performance — High

4.18 Working as a team in my work group / team / crew

58% favourable

	1	2	3	4	5	6	7
	5	6	4	14	17	31	23
	2	3	6	13	17	33	25

Low — Performance — High

Your average raw score compared to Insync's benchmark database.

5. Customer and market focus

5.1 Communicating the level of external customer satisfaction to employees

5.2 Satisfying external customers
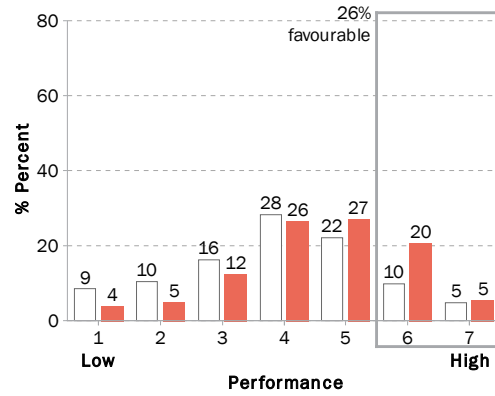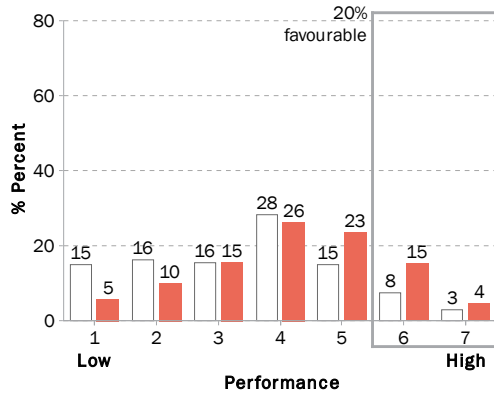
5.3 Employees understanding needs of external customers

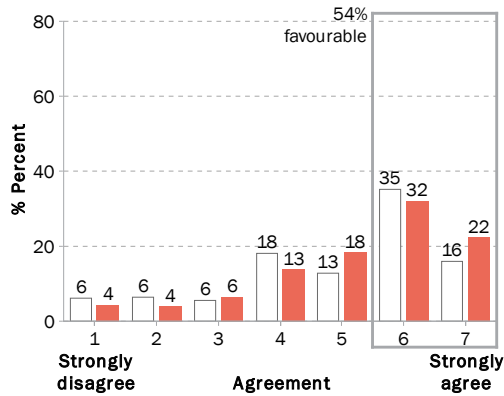5.4 Using customer feedback to improve what we do
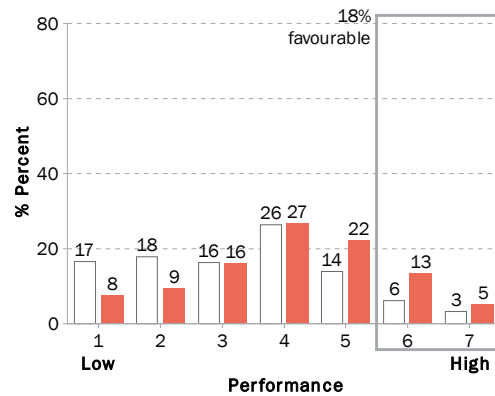
Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile * Engagement driver
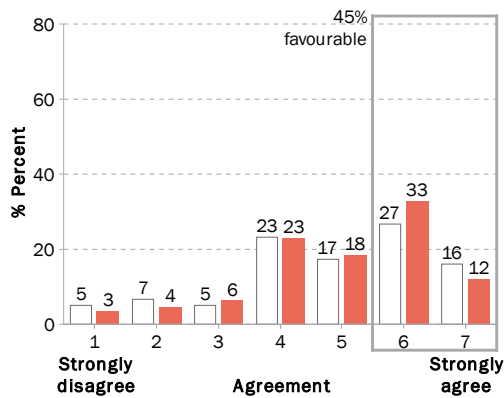
May 2022 results

6. Processes, products and services

6.1 Continuously improving the way we do things

23% favourable

6.2 Producing or delivering quality goods and services in my work group / team / crew
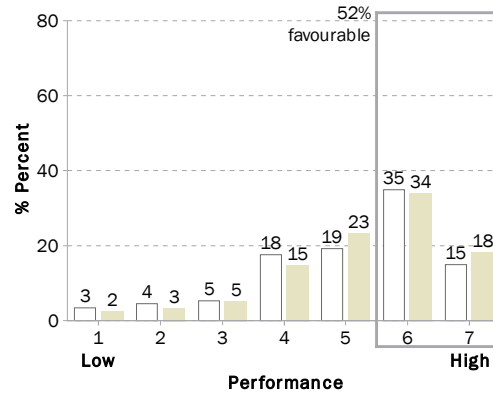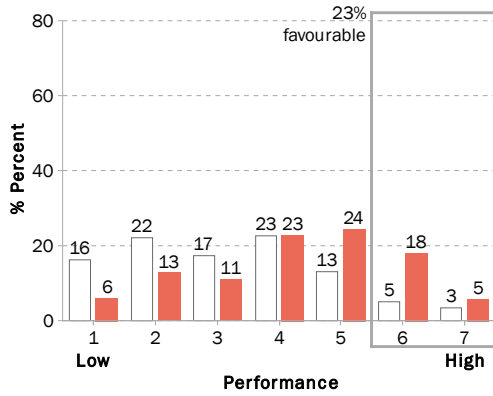
52% favourable

6.3 Empowering me to try out new ideas

29% favourable

6.4 Using external suppliers and contractors who deliver quality goods or services

24% favourable
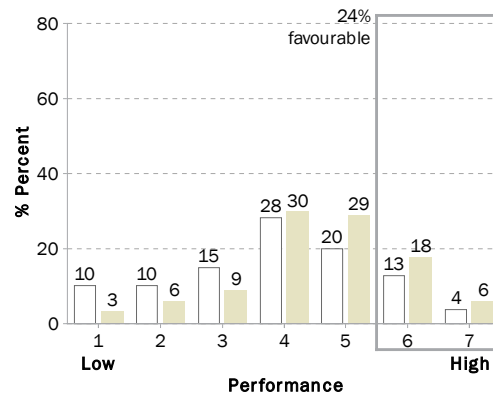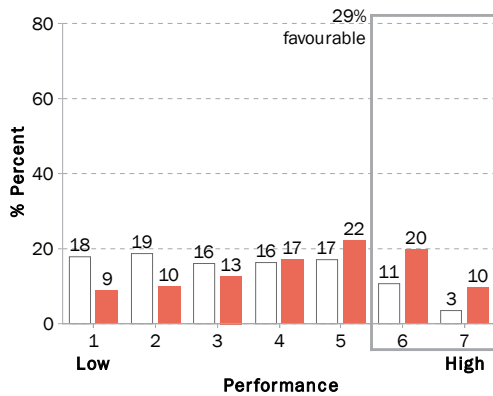
6.5 Using quality procedures and work practices in my work group / team / crew

Your average raw score compared to Insync's benchmark database.

Legend: [#] Bottom decile [#] Bottom quartile [#] 2nd and 3rd quartiles [#] Top quartile [#] Top decile * Engagement driver

[#] May 2022 results

Gympie Regional Council Performance and Engagement Survey Comprehensive Report
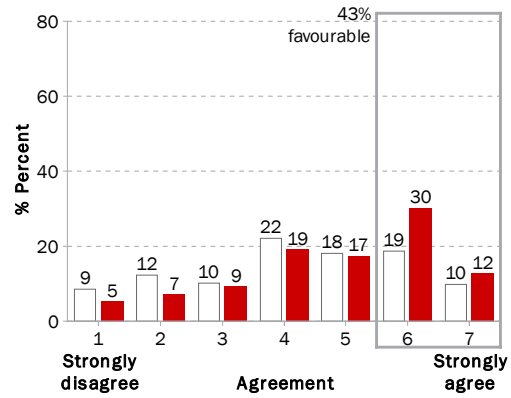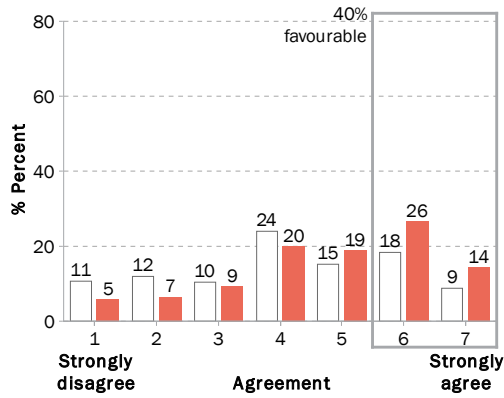Scope: All staff   October 2023
© Insync Surveys Pty Ltd   Page 158

7. Business results

7.1 Achieving my work group's / team's / crew's goals and objectives

7.2 Knowing how Council is performing
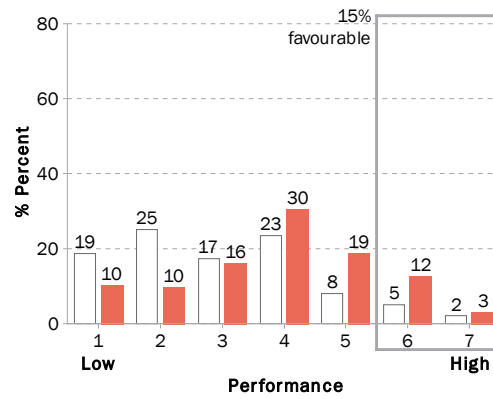
8. Overall Satisfaction

8.1 My overall satisfaction with Council

Your average raw score compared to Insync's benchmark database.

Agreement charts

These charts show the survey participants' responses to each survey item. The columns show the percentage of respondents that chose each option on the seven point agreement scale, from 1 (strongly disagree) to 7 (strongly agree). The colour coding indicates how the average raw score compares to organisations in Insync's benchmark database.

9. Engagement

9.1 I am proud to be working here
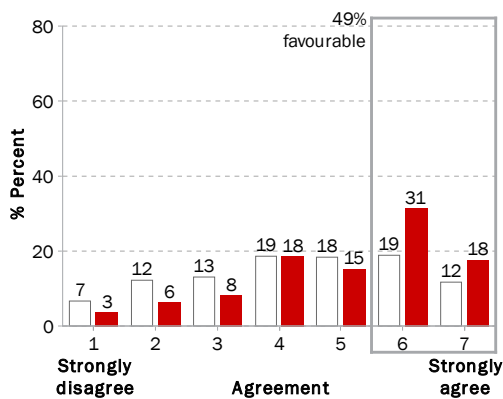
9.2 I would recommend Gympie Regional Council as a workplace to my family and friends
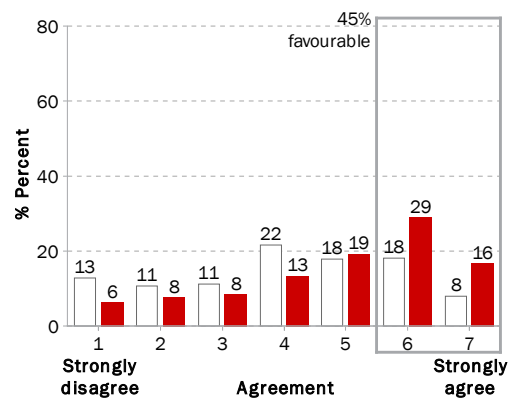
9.3 Overall, I am satisfied with my job
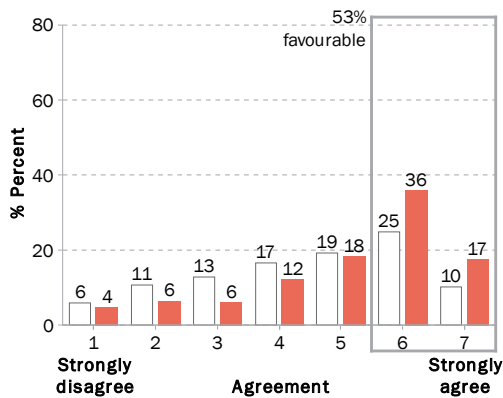
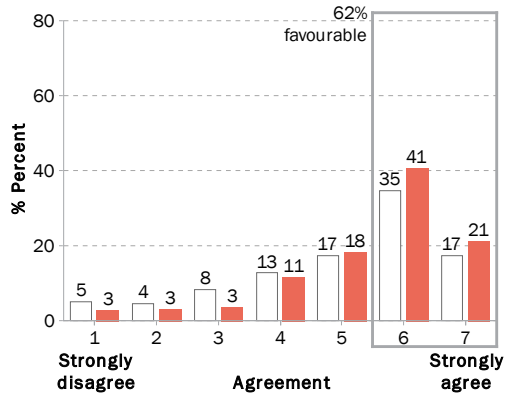9.4 I have a strong sense of belonging to Council
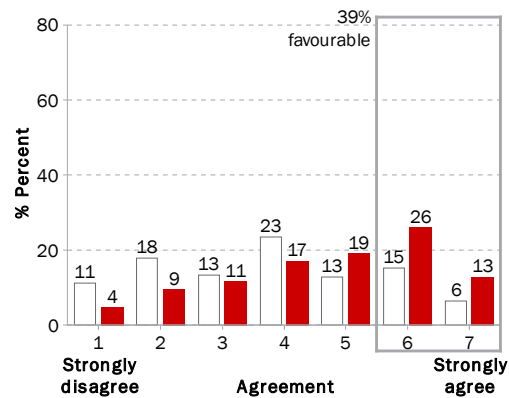
Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

May 2022 results

9.5 I believe that my own success is important to the success of Gympie Regional Council

54% favourable

6	6	6	18	13	35	16
4	4	6	13	18	32	22

Strongly disagree — Agreement — Strongly agree

9.6 Most challenges I face at work are good learning experiences

48% favourable

4	5	9	19	22	30	11
3	8	6	16	20	33	14

Strongly disagree — Agreement — Strongly agree

9.7 I volunteer to do extra work on special projects and initiatives

45% favourable

5	7	5	23	17	27	16
3	4	6	23	18	33	12

Strongly disagree — Agreement — Strongly agree

9.8 I happily do extra work to help Council succeed

50% favourable

5	5	5	19	17	32	17
3	3	5	19	19	34	16

Strongly disagree — Agreement — Strongly agree
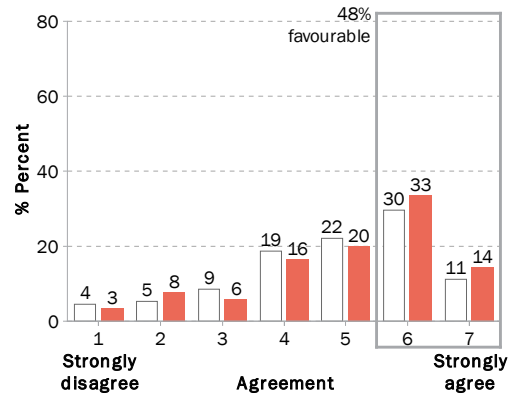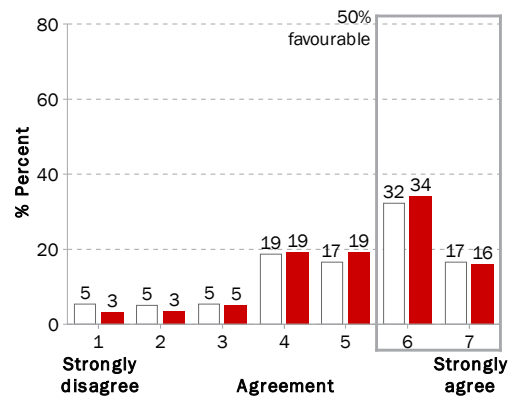
Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

May 2022 results

9.9 I can envisage a fulfilling future for myself at Council

40% favourable

9.10 I look forward to coming to work each day

43% favourable

10. Benchmarked custom item

10.1 I understand what outcomes and standards
are expected of me

80 62%
favourable

% Percent

	1	2	3	4	5	6	7
White	5	4	8	13	17	35	17
Red	3	3	3	11	18	41	21

Strongly
disagree   Agreement   Strongly
agree

Your average raw score compared to Insync's benchmark database.

Legend: **#** Bottom decile **#** Bottom quartile **#** 2nd and 3rd quartiles **#** Top quartile **#** Top decile ***** Engagement driver

May 2022 results

Gympie Regional Council Performance and Engagement Survey Comprehensive Report
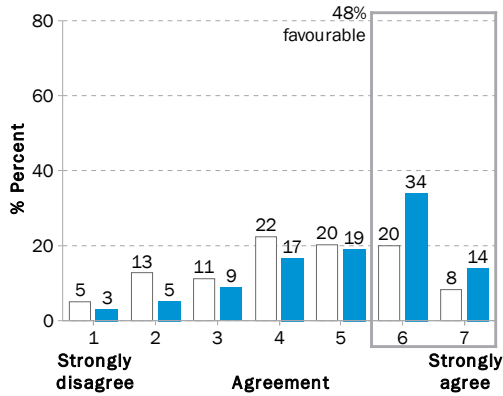Scope: All staff   October 2023
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11. Custom items (Performance)

11.1 Health and safety being a top priority when I am performing my job responsibilities
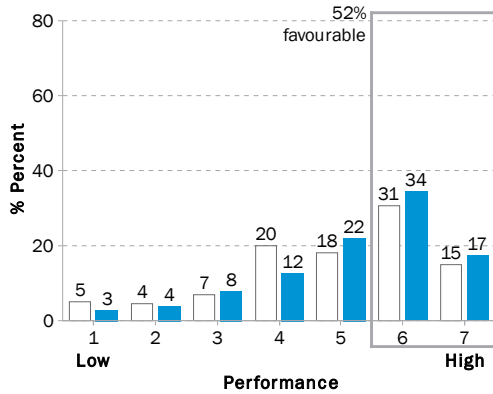
11.2 The person I report to demonstrates the organisational values
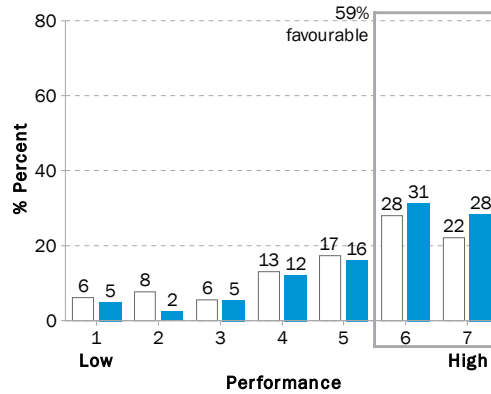
11.3 The person I report to showing interest in health and safety of the employees in my area
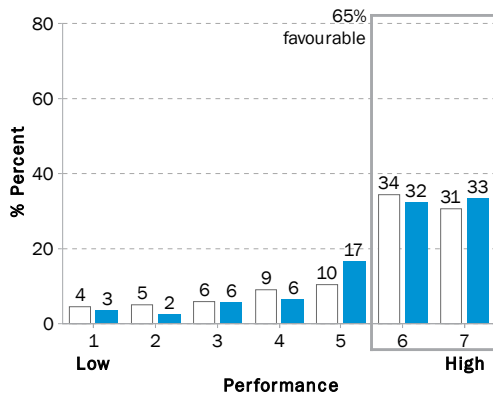
11.4 The organisation has a clear set of values that guide our behaviour
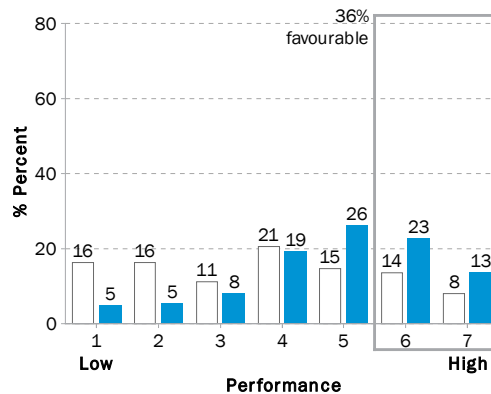
Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver
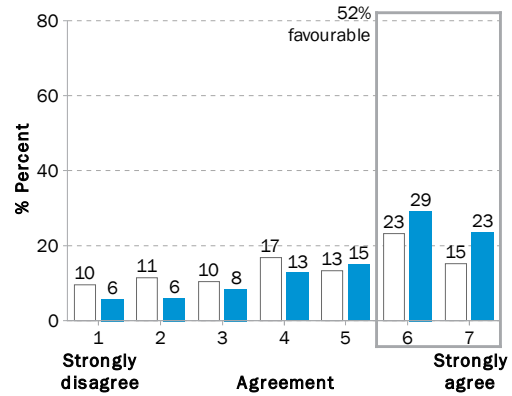
May 2022 results # No benchmark available

**11.5** Being satisfied with the goods and services provided to me by other work groups / teams / crews in Council

11.6 Council is symapthetic to my circumstances outside of work
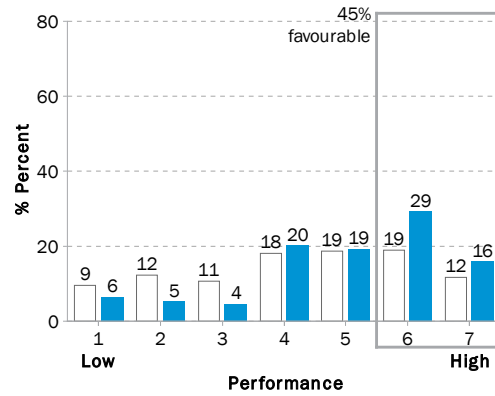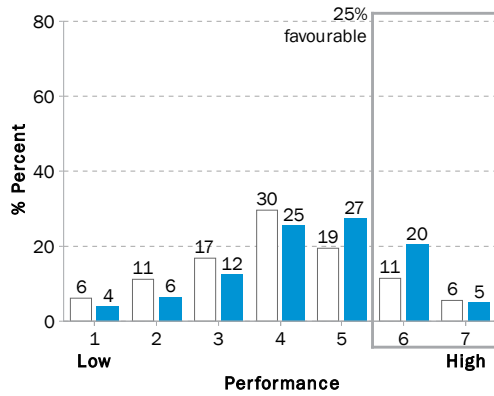
Your average raw score compared to Insync's benchmark database.

12. Custom items (Agreement)

**12.1 Council supports its flexible work arrangements with innovative work practices and enabling technology**

48% favourable

12.2 The person I report to and I have constructive discussions about my development and advancement opportunities

52% favourable

12.3 The person I report to sets a good example when it comes to health and safety

66% favourable
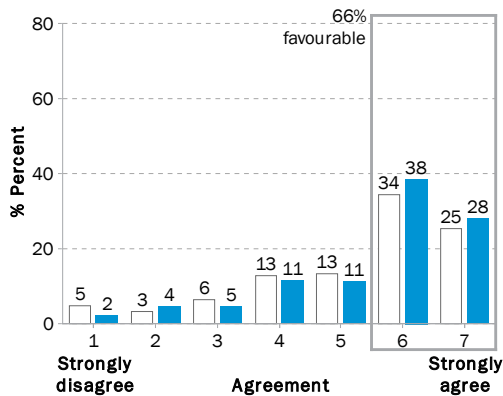
12.4 My work group / team / crew is always looking to identify unsafe conditions and risks
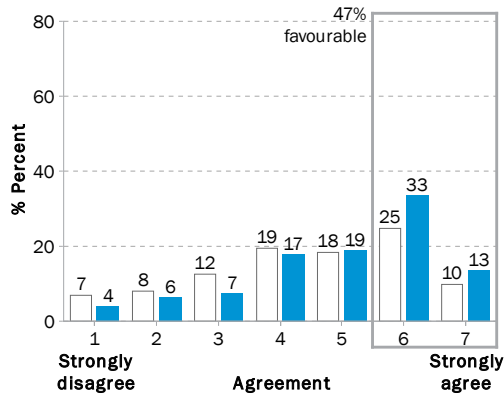

60% favourable
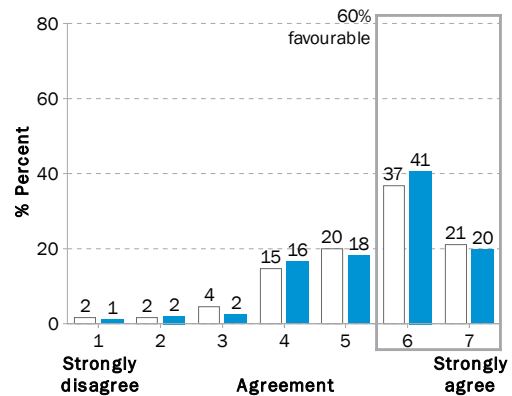
Your average raw score compared to Insync's benchmark database.
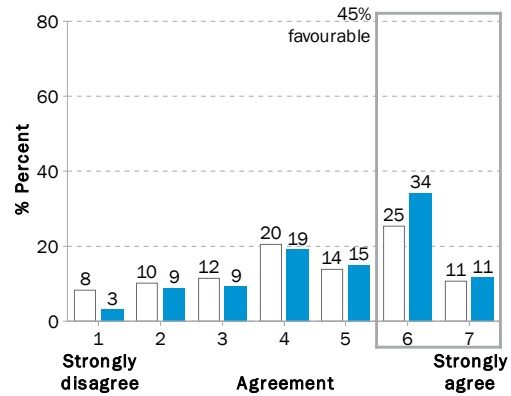
Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

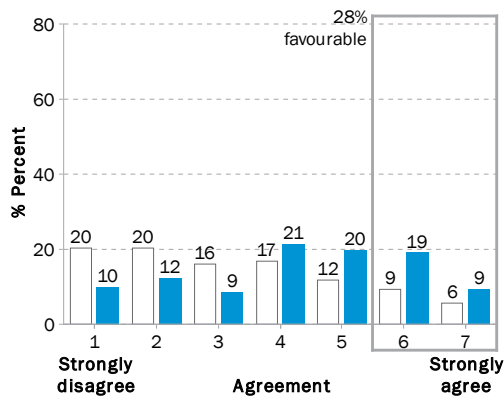# May 2022 results # No benchmark available

12.5 I get the training and development I need to perform all aspects of my job safely
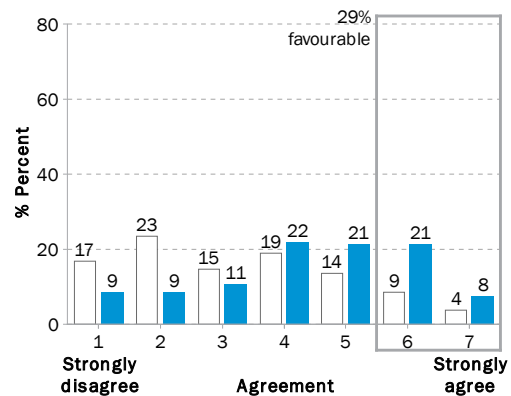

47% favourable

	1	2	3	4	5	6	7
May 2022	7	8	12	19	18	25	10
No benchmark	4	6	7	17	19	33	13

Strongly disagree — Agreement — Strongly agree

12.6 Right now, my work related stress is manageable for me

45% favourable

	1	2	3	4	5	6	7
May 2022	8	10	12	20	14	25	11
No benchmark	3	9	9	19	15	34	11

Strongly disagree — Agreement — Strongly agree

12.7 Overall, I have confidence in the Executive and Senior Leadership Team

28% favourable

	1	2	3	4	5	6	7
May 2022	20	20	16	17	12	9	6
No benchmark	10	12	9	21	20	19	9

Strongly disagree — Agreement — Strongly agree

12.8 The organisation communicates about what's happening in a timely manner

29% favourable

	1	2	3	4	5	6	7
May 2022	17	23	15	19	14	9	4
No benchmark	9	9	11	22	21	21	8

Strongly disagree — Agreement — Strongly agree

Your average raw score compared to Insync's benchmark database.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile * Engagement driver

May 2022 results # No benchmark available

Development of the Performance and Engagement Survey

This section of the report explains the work undertaken to develop the Performance and Engagement Survey (PES).

The origins of the Survey

The Performance and Engagement Survey (the "Survey") combines two approaches to measuring employee attitudes.

The Employee Opinion Survey

The majority of the survey questions are taken from the Employee Opinion Survey, which was developed in the 1990s and owes a great deal to the Australian Quality Council and the Quality movement generally. Its best practice categories are well aligned with all the global models of performance including those now owned by The European Society for Quality Research, SAI Global and those of the National Institute of Standards and Technology.

The Employee Opinion Survey is a bi-variate survey, meaning that staff respond to each workplace issue on two scales: how important the issue is to them, and how the organisation is performing. "Importance" can be thought of as what employees expect, and "performance" is the reality they perceive. Thus, the bivariate methodology allows the gap between expectations and reality to be calculated.

Since 2010 over 80% of users of the Employee Opinion Survey have been local governments from around Australia. For this reason, new clients place great value on the ability to benchmark their results against others in their industry.

For users of best practice frameworks, the categories and the Weighted Performance Index give a useful scorecard of the organisation's performance as perceived by employees.

The Employee Engagement framework

The Employee Engagement Survey is based on Insync's model of employee engagement which is inspired by a combination of insights from both theoretical and empirical research in the organisational psychology and management literature. This research is incorporated into a framework that measures the emotional, cognitive and behavioural aspects of engagement. The framework is supported by a detailed white paper. For the white paper or a complete list of the literature used, please contact your Insync project manager or email research@insyncsurveys.com.au.

Insync's model encompasses 10 items that measure the level of employee engagement and 11 items which measure performance in areas that have been shown to drive engagement levels.

There are three components in the engagement model:

- **Heart** – employees are emotionally invested in the organisation. They are satisfied, committed and proud.
- **Head** – employees think positive things about the organisation. They are enthusiastic and embrace challenges.
- **Hand** – employees translate their positive thoughts and feelings into action. They go above and beyond the call of duty and share willingly with their colleagues.

These three components are positively correlated. This means that an engaged employee should possess an emotional commitment to the organisation (the Heart), enthusiasm for work (the Head) and engage in positive discretionary behaviour (the Hand) for the benefit of the organisation.

By assessing the level of employee engagement and what's driving engagement, the Survey can identify what kind of issues are potentially acting as barriers to achieving an organisation's engagement goals, where those problems are and what actions can be taken.

Finding what drives engagement

A correlation analysis was undertaken to examine the relationships between all the engagement items and a range of other items in Insync's item libraries. From this, 20 items were chosen which had the highest correlations with the individual engagement items and the employee engagement factor mean. A multiple analysis of regression was undertaken to determine how well these 20 items predicted variance in the 10 engagement items.

Using the backward method, a significant model emerged and ten items were found to significantly positively predict employee engagement. These are the ten engagement drivers identified earlier in this report. Means on these ten items account for 74% of the variance in engagement means. An improvement in means on these ten questions will result in a corresponding improvement in engagement means.

Weighted Performance Index (WPI)

Some observers may note that the Performance Index found throughout this report is not a mathematical average of the high performance categories above it. This is because the categories have been weighted according to their influence on performance. Weightings are commonly used in quality assessment frameworks around the world. The weightings in this survey are broadly representative of these weightings but have also taken into account the extent to which employee perceptions are well informed.

The categories have been weighted as follows:

- Leadership and Innovation: 18%
- Strategy and Planning Processes: 10%
- Data, Information and Knowledge: 10%
- People: 16%
- Customer and Market Focus: 15%
- Processes, Products and Services: 16%
- Business Results: 15%

Benchmarks used

Since the Survey takes items from two of Insync's other products, two benchmarks have been used to provide a picture of your organisation's relative performance.

The performance items have been compared to a benchmark consisting of present and past users of the Employee Opinion Survey and this Survey. This database consists of local governments and other public sector agencies.

Your results on the engagement items and engagement drivers have been compared to present and past users of the Alignment and Engagement Survey, the Employee Engagement Survey and this Survey. This database is flexible, and your Insync project manager may have selected an alternate database. However, in the normal course of events the benchmark will consist of local government and other public sector organisations.

Considerations for interpreting this Report

This Report reflects the responses of the employees to the Survey items and questions referred to in Section 1.2.

As the Survey services were limited to the scope set out herein, this Report only provides a perspective of the perceptions of the employees in relation to the effectiveness of your organisation. This Report does not provide the extra insights that would be gained by a full organisational review, focus group sessions and other interviews with employees or by a review of appropriate documentation.

It has been assumed that each employee completed the Survey in good faith. Our survey services did not extend to taking steps to verify that the responses of each employee were a true and proper reflection of their views in relation to each Survey item or question.

This Report sets out the responses of the employees who completed the Survey in October 2023. It reflects views they expressed in relation to the matters covered by the Survey during the period leading up to the date of the completion of the Survey. As views and circumstance change over time, this Report does not purport to predict the future state of your organisation.

Results are displayed as the percentage of respondents who scored items either as a six or a seven on the seven point rating scale. This Report does not provide you with information as to:

- the level of ambivalence around an item (i.e. being a four on the seven point rating scale)
- the proportion of respondents expressing slight agreement (i.e. being a five on the seven point rating scale), or
- if there is a large cluster of responses at the lower end of the seven point rating scale (i.e. being a one, two or three on the seven point rating scale) unless stated otherwise.

These may be important considerations when determining how to address organisational issues which may be evident.

Types of reports available

Insync can create a variety of Performance and Engagement reports for different audiences such as:

- HR/OD team
- line managers.

Please contact your Insync project manager to discuss your requirements.