

# NSW public sector at a glance

## Chapter 1

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## Our size and shape



**413,567**

**ongoing, temporary and casual employees**

*Source: Workforce Profile (2020)*



**equating to 348,508**

**full-time equivalent (FTE) employees**

*Source: Workforce Profile (2020), census period*

*Source: Workforce Profile (2011–20), census period*

*Sources: Workforce Profile (2015–20); ABS(2020a)*

# Structure of the NSW public sector



## Structure of the NSW public sector: Text version of diagram



### The public sector

- The government sector - under the *Government Sector Employment Act 2013 (NSW)*
  - Public Service
    - Departments
    - Executive agencies related to a department
    - Separate Public Service agencies
  - Police Force
  - Transport Service
  - Health Service
  - Teaching Service
  - Other Crown services#
- State owned corporations\*

- Judicial officers
- Independent Commission Against Corruption
- Audit Office
- Staff of Members of Parliament\*\*
- Staff of the Parliament
- Judicial Commission

# Examples of other Crown services include the TAFE Commission, School Administrative and Support Staff, and Sydney Trains.

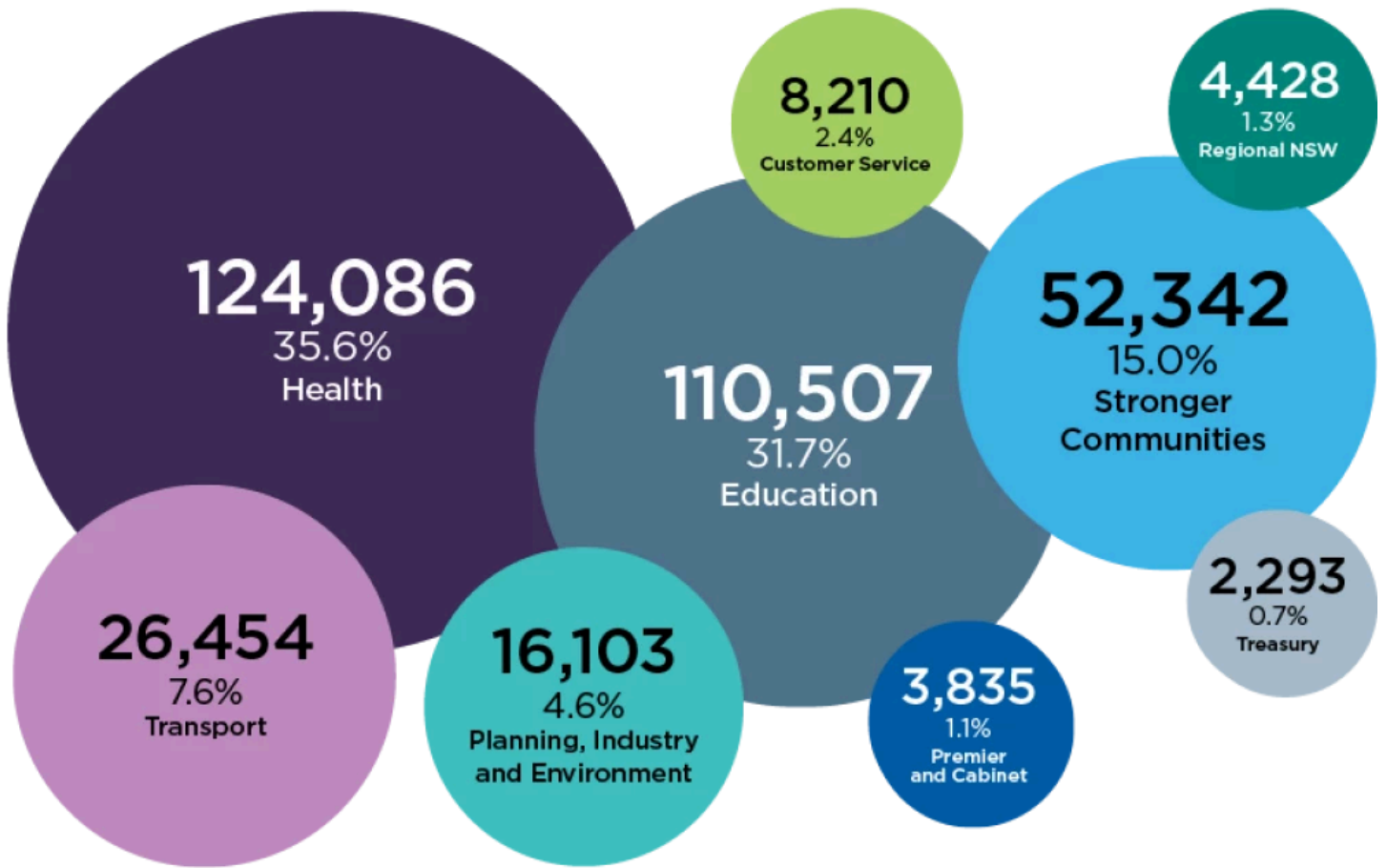
\* Under the GSE Act, State owned corporations are included in the government sector for certain, specified purposes. In this report, they are treated as part of the public sector but not the government sector.

\*\* The PSC does not collect data on these employees.

Under the GSE Act, NSW universities are part of the government sector for certain, specified purposes. The PSC does not collect data on the employees of NSW universities. They are not considered part of the public sector or government sector in this report.

## FTE by cluster

The public sector is structured into nine clusters to coordinate related services.



FTE by cluster: Text version of diagram



Cluster	FTE	%
Health	124,086	35.6
Education	110,507	31.7
Stronger Communities	52,342	15.0
Transport	26,454	7.6
Planning, Industry and Environment	16,103	4.6
Customer Service	8,210	2.4
Premier and Cabinet	3,835	1.1

Treasury	2,293	0.7
Regional NSW	4,428	1.3

Source: Workforce Profile (2020), census period

Note: Percentages indicate the contribution of the cluster FTE to total public sector FTE.

## FTE for key occupations, 2020 vs 2019



**69,330 School Teachers**

up from 66,716 in 2019



**49,602 Nurses**

up from 48,889 in 2019



**16,786 Police Officers**

up from 16,586 in 2019



**46,227 Clerical and Administrative Workers**

up from 44,936 in 2019



**24,726 School Support Staff**

up from 23,091 in 2019



**12,847 Medical Practitioners**

up from 12,329 in 2019



**7,722 Social and Welfare Professionals**

up from 7,531 in 2019



**5,268 Cleaners and Laundry Workers**

up from 5,091 in 2019



**4,352 Labourers**

up from 4,266 in 2019



**4,649 Ambulance Officers**

up from 4,218 in 2019



**4,016 Prison Officers**

up from 3,848 in 2019



**3,987 Firefighters**

down from 4,015 in 2019



**2,765 Bus Drivers**

up from 2,723 in 2019



**2,024 Food Preparation Assistants**

up from 2,023 in 2019



**2,007 Train Drivers**

up from 1,937 in 2019

Source: Workforce Profile (2019, 2020), census period

Sources: Workforce Profile (2020); ABS (2020b)

Source: Workforce Profile (2011–20), census period

Note: The ‘Other’ category includes employees whose employment category is Contract Executive, Contract Non-Executive, Statutory Appointee, Transport Senior Manager or Other.

Source: Workforce Profile (2011, 2016, 2020), census period, non-casual only.

Note: To provide a whole-of-sector perspective, remuneration has been aligned with the non-executive grades defined in the Crown Employees (Administrative and Clerical Officers – Salaries) Award 2007. The GSE Act provides for the Premier to determine the bands in which senior executives are employed. There are currently four bands.



### 3,333 Government sector senior executives in 2020

up from 3,256 in 2019

Source: Workforce Profile (2010, 2020)

Source: Workforce Profile (2014–20)

## Headcount and contribution to overall employment by NSW region

Most public sector employees live in Sydney. However, the sector contributes relatively more to overall employment in regional areas of NSW than it does to employment in the city.

### Sydney regions

Region	Headcount	Contribution to employment (%)
Sydney East	135,089	9.0
Sydney West	106,200	10.2

Central Coast	16,656	10.7
Newcastle & Lake Macquarie	23,984	13.9
Illawarra	15,831	10.5
Southern Highlands & Shoalhaven	6,241	10.7

## Greater NSW

Region	Headcount	Contribution to employment (%)
Hunter Valley excl. Newcastle	11,095	8.8
Mid-North Coast	11,120	14.5
New England & North West	11,280	13.1
Far West & Orana	10,596	20.5
Coffs Harbour–Grafton	8,574	16.9
Richmond–Tweed	12,858	11.6
Capital Region	11,152	9.4
Riverina	10,058	12.7
Murray	5,820	10.0
Central West	14,723	13.2

Sources: Workforce Profile (2020); ABS (2020a)

## Our people

### Median agency tenure, 2020 vs 2019





**8.4 years in 2020**



**8.5 years in 2019**

Source: Workforce Profile (2019, 2020), non-casual only

Source: People Matter Employee Survey (2020)

Notes: All diversity statistics are based on self-disclosed information. Throughout this report, 'Aboriginal peoples' is used to refer to all Aboriginal and Torres Strait Islander peoples. The government sector is a subset of the public sector. LGBTIQ+ representation is based on the People Matter survey, which had a response rate of 47.3% in 2020.

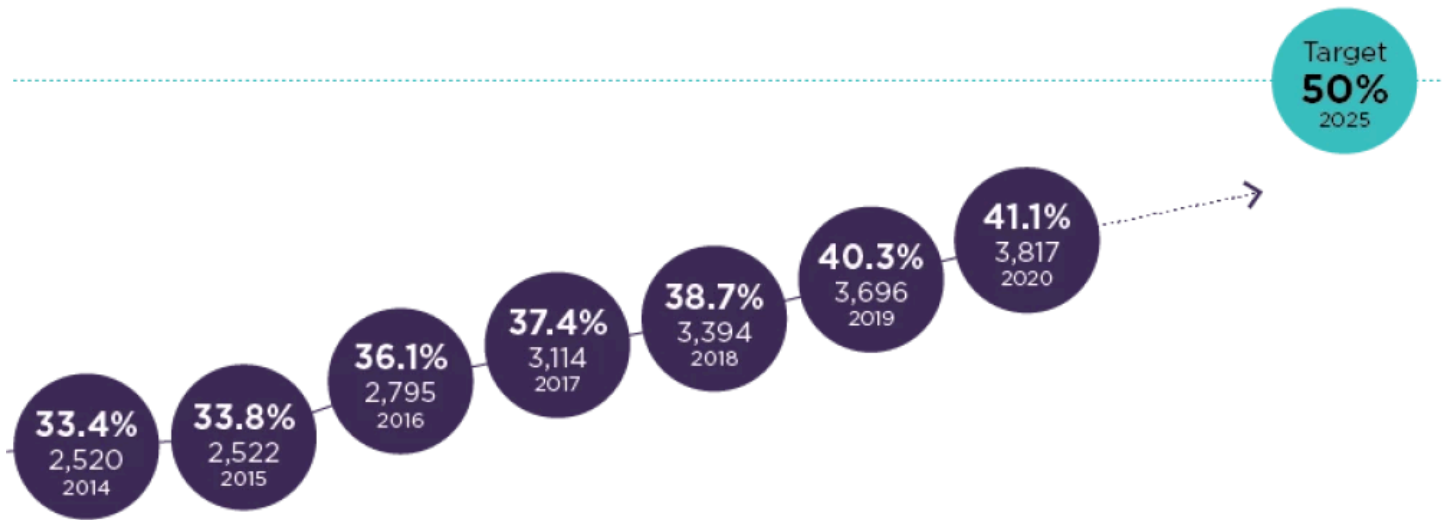
Source: Workforce Profile (2011–20), non-casual only

Source: Workforce Profile (2016, 2020), non-casual only

Source: Workforce Profile (2020), non-casual only

## Progress on the Premier's Priority to drive diversity in the government sector

### Women in senior leadership



Women in senior leadership: Text version of diagram



2014	2015	2016	2017	2018	2019	2020
33.4%	33.8%	36.1%	37.4%	38.7%	40.3%	41.1%
2,520	2,522	2,795	3,114	3,394	3,696	3,817

Target: 50% by 2025

Aboriginal people in senior leadership



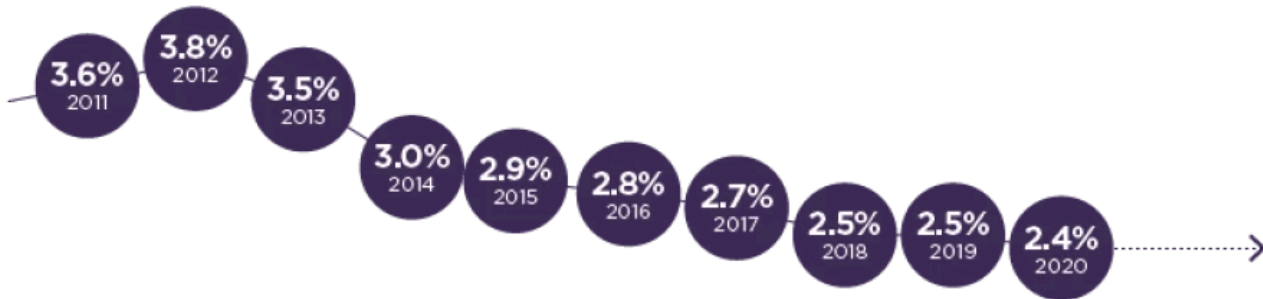
**Aboriginal people in senior leadership: Text version of diagram**



2014	2015	2016	2017	2018	2019	2020
57	55	63	71	87	98	105

Target: 114 by 2025

**People with disability**



People with disability: Text version of diagram



2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
3.6%	3.8%	3.5%	3.0%	2.9%	2.8%	2.7%	2.5%	2.5%	2.4%

Target: 5.6% by 2025

Source: Workforce Profile (2014–20), non-casual only.

**Note:** Senior leaders are non-casual government sector employees with a salary equal to or higher than \$165,750 in 2020, excluding Health roles of a specialist or technical nature with no leadership or managerial responsibilities, and Justice roles with a statutory or institutional character (such as judges, magistrates and barristers).

## Our performance

### Customer satisfaction for consumers and businesses, 2020 vs 2019

**82.0 for consumers**

up from 80.6 in 2019

**80.7 for business in 2020**

up from 77.6 in 2019

Source: Customer Satisfaction Measurement Survey (2019, 2020)

## Government sector net worth

**\$238 billion**

Source: NSW Treasury Budget Statement 2020–21 (2020)

## Government sector employee-related expenses as a percentage of general NSW Government expenditure, 2020 vs 2019



Government sector employee-related expenses as a percentage of general NSW Government expenditure dipped between 2019 and 2020. This was partly due to increased government spending to speed up recovery in NSW in the face of the COVID-19 pandemic.

**45.0% in 2020****46.5% in 2019**

Sources: NSW Treasury Budget Statement 2019–20 (2019); NSW Treasury Budget Statement 2020–2021 (2020)



### Median salary, 2020 vs 2019

**\$90,123 in 2020**

**\$87,926 in 2019**

**a \$2,197 or 2.5% increase**

Source: Workforce Profile (2019, 2020)

Note: The increase in median salary reflects the pay increase that came into effect on 1 July 2019.

Source: Workforce Profile (2010–20)

## Median salary by gender



**\$92,176**

for men



**\$90,123**

for women

Source: Workforce Profile (2020)

Note: Employee salary means the full-time base remuneration for the role, regardless of whether the employee is working part time or full time.

## Gender pay gap, 2020 vs 2019



**\$2,053**

Up from \$2,002 in 2019

Source: Workforce Profile (2019, 2020)

Note: Employee salary means the full-time base remuneration of the role, regardless of whether the employee is working part time or full time.



**People Matter survey response rate, 2020 vs 2019**

**47.3% in 2020**

**52.8% in 2019**

Source: People Matter Employee Survey (2019, 2020)



**Employee engagement, 2020 vs 2019**

**67.2 in 2020**

**65.7 in 2019**

Source: People Matter Employee Survey (2019, 2020)

## Rates of self-reported experienced and witnessed bullying, 2020 vs 2019



**13.9% experienced bullying in 2020**

down from 17.9% in 2019



**21.7% witnessed bullying in 2020**

down from 32.9% in 2019

Source: People Matter Employee Survey (2019, 2020)

## Employees with a performance plan, and who have informal and scheduled feedback conversations, 2020 vs 2019



### Employees with a performance plan

**72.3% in 2020**

Up from 71.5% in 2019



### Employees who have informal feedback conversations

**79.2% in 2020**

Up from 76.3% in 2019



### Employees who have scheduled feedback conversations

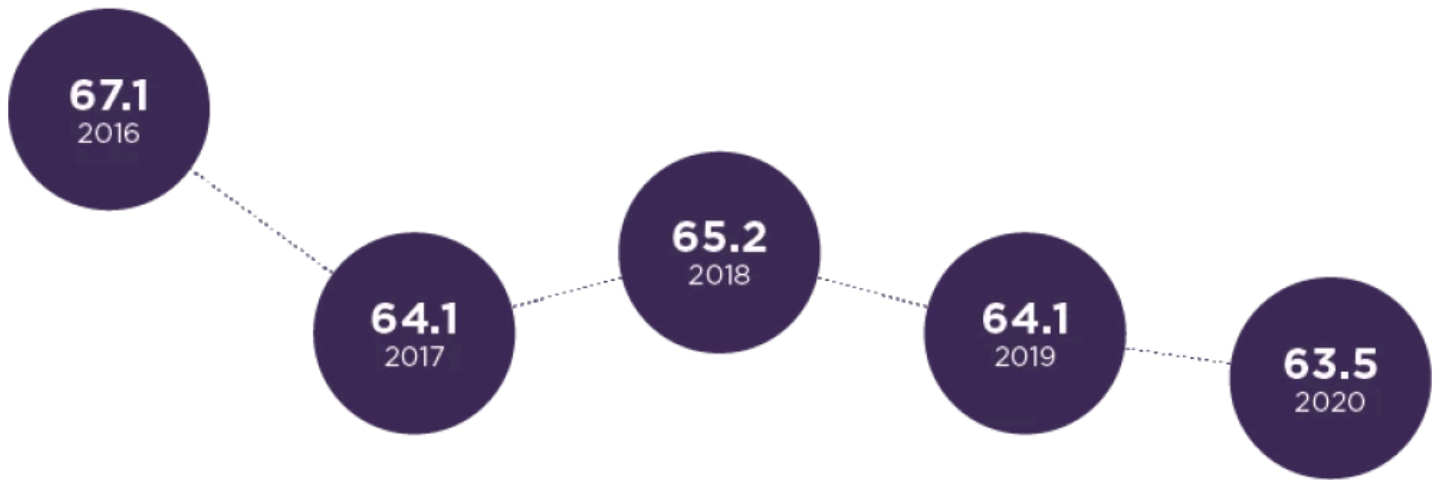
**63.3% in 2020**

Up from 59.5% in 2019

Source: People Matter Employee Survey (2019, 2020)

## Hours of paid unscheduled absence per FTE, 2016–20







Hours of paid unscheduled absence per FTE, 2016–20: Text version of diagram



2016	2017	2018	2019	2020
67.1	64.1	65.2	64.1	63.5

Source: Workforce Profile (2016–20), annual reference period

### Employees working flexibly and satisfied with their flexible work arrangements, 2020 vs 2019

 <p><b>Employees working flexibly</b>  <b>78.4%</b>          Up from 62.5% in 2019</p>	 <p><b>Employees satisfied with their flexible work arrangements</b>  <b>65.5%</b>          Up from 58.9% in 2019</p>
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Source: People Matter Employee Survey (2019, 2020)

