

Section 5

Our people

Our staff profile

Table 5.1 Total effective full-time employees by category

| Year | Salaried staff | Waged staff | Casual staff | Total staff |
|--------------------|----------------|-------------|--------------|-------------|
| As at 30 June 2014 | 5223 | 1051 | 241 | 6515 |
| As at 30 June 2013 | 5562 | 1703 | 206 | 7472 |
| As at 30 June 2012 | 5810 | 1768 | 95 | 7673 |
| As at 30 June 2011 | 5744 | 1762 | 17 | 7523 |

Table 5.2 Employment category groups

| Salaried staff | Waged |
|------------------------|------------------|
| Cadets | Apprentices |
| Graduates | School crossing |
| Salaried | Waged |
| Senior executive staff | Waged – trainees |
| Trainees | |

Note: Category groups exclude casual employees.

Key achievements

In 2013–14 we:

- Worked with Transport for NSW on a new leadership framework to identify the capabilities to deliver our program of work over the next five to 10 years, and rolled out a range of training and development programs for our people.
- Implemented a performance development framework for Senior Service and Salaried Award staff.

Culture and performance

In 2013–14, we implemented a program of initiatives designed to enable a more customer-centric culture through capability development, accountability, responsibility and leadership.

Accompanying this, we rolled out the revised Performance Development and Review Program and frameworks for assessing staff performance. Targeted at frontline leaders, the program aims to develop the capability of staff to engage in effective conversations that help set expectations, maintain relationships, lead employees and achieve desired business objectives and outcomes for our customers.

A new industrial Award

Many of the awards and agreements covering employee entitlements and conditions expired on 30 June 2014.

Roads and Maritime has consolidated and rationalised industrial instruments covering employee entitlements and conditions. As of 1 July 2014 we will have four awards that cover all employees.

These comprise: the Roads and Maritime Services Consolidated Salaried Award 2014; Roads and Maritime Services (Wages Staff) Award; Crown Employees (Roads and Maritime Services – School Crossing Supervisors) Award; and the Crown Employees (Roads and Maritime Services – Traffic Signals) Award.

Staff recognition

Our Celebrating Our Values Awards provide staff with an opportunity to acknowledge colleagues and teams for outstanding contributions to service delivery and for consistently demonstrating our values and key behaviours.

The Celebrating Our Values Awards provide an opportunity for us to celebrate our successes and highlight everyday examples of excellence across our organisation.

The Award recipients in 2013–14 were:

- **Collaboration Award:** Bowral Road and Tullooona Ave Junction Improvement Team from the Southern Region and Mittagong offices comprising Vince Boer, Mark Davison, Tim Beard, Matthew Waite, Brad Haynes, Narelle Cooke, Amanda Scott, Anna McNeil, Mark Clark and Danny Benedetti.
- **Safety Award:** Kyeamba Rehabilitation Contra Flow, Hume Highway, led by Margaret Sutherland and Russell Farnell.
- **Solutions Award:** This award included more than 50 people across the organisation from the Project Delivery and Communication teams.
- **Customer Focus:** The South and Princes Highway Property Acquisition Team led by Bill Healy, Brianna Royal and Roger Wall.
- **Integrity Award:** Deon Voyer and Eric Taylor from Maritime Division.

A full list of Award recipients can be found at rms.nsw.gov.au.

People Matter Employee Survey 2014

The People Matter Employee Survey allows the Public Service Commission to capture employees' perceptions of how well they think the public sector values are applied across the sector, as well as their views on, and experiences in, their workplaces.

The first survey was completed in 2012 and it created a baseline for the NSW public sector as a whole.

The second survey was carried out in May 2014. Roads and Maritime final results are to be released in October 2014. Preliminary results showed:

- Roads and Maritime scored substantially higher than 2012 on questions related to strategic leadership, change and workplace values.
- 77 per cent of staff agreed that senior managers model the values of their organisation.
- 61 per cent of staff reported that their organisation is making necessary improvements to meet future challenges.
- 91 per cent of employees believed their organisation strives to earn and sustain a high level of public trust, and 83 per cent believed their organisation supports staff to provide better services.
- 66 per cent of staff were proud to tell others they work for their organisation, with 81 per cent reporting being satisfied with their job, a substantial increase since 2012.
- Improvements across the majority of categories.

Further information on our human resources policies and performance is provided in:

- Appendix 21: Industrial relations policy.
- Appendix 22: Workplace diversity.
- Appendix 23: Multicultural policies and services plan.
- Appendix 24: Disability action plan.