



2022 **Culture Survey**

CITY OF  **PERTH**

Where we've come from

Changing leadership over 5 years

- 4** CEOs
 - 2** Chair Commissioners
 - 2** Lord Mayors & 16 Councillors
-

City of Perth Inquiry

- 178** of 215 recommendations addressed (83%)
– as at 30 June 2022
-

High number of independent audits

- 11** in 2021/22
-

Five EBAs negotiations



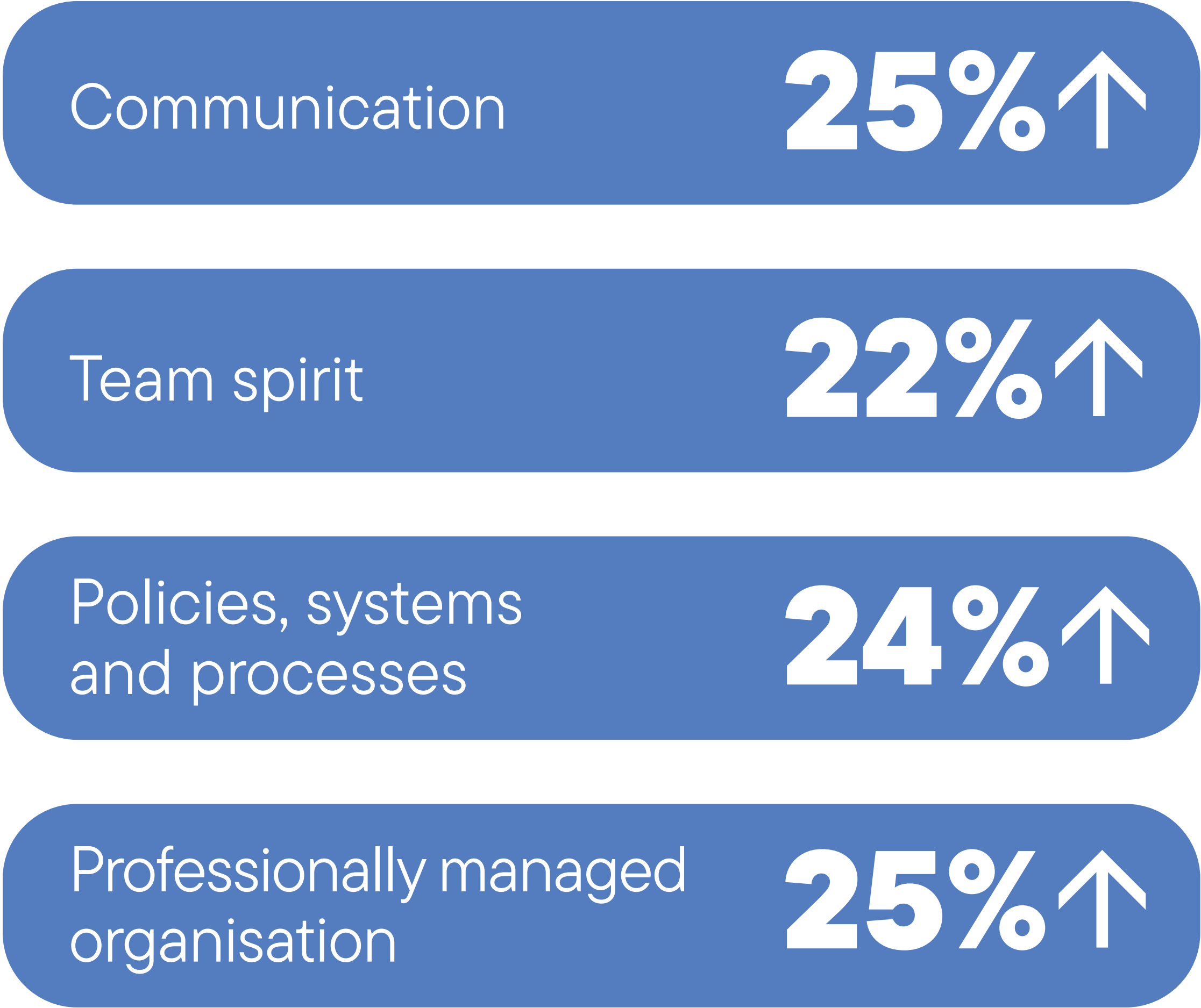
Culture Survey

- ✓ Conducted by Catalyse – independent company
- ✓ Works with 100 LGAs around Australia
- ✓ Worked with City since 2017
- ✓ Once every two years
- ✓ Extra survey in 2020 as Commissioners exited
- ✓ Pulse checks in between surveys to test organisational health



Pulse Checks

Survey Themes



KEY ACTIONS

- ✓ CEO weekly updates (weekly)
- ✓ Update on our people' added to staff newsletter and intranet (weekly)
- ✓ Moved from videos to weekly CEO email updates
- ✓ Intranet updated
- ✓ ELT minutes on intranet within two weeks of ELT meetings
- ✓ Created COVID Guidelines and reporting process
- ✓ Appointed a COVID Coordinator
- ✓ Developed intranet hub for COVID information
- ✓ Consulted and implemented Flexible Working Arrangement guidelines – launched March
- ✓ Developed a Reward and Recognition program – launched June
- ✓ ICT Strategy approved by Council
- ✓ Recruitment review completed

Culture Survey Methodology

74% Response rate

- Completely anonymous
- Direct email to staff from Catalyse
- Hard copies for depot staff
- 4 reminders from CEO in all staff emails
- Intranet presence throughout survey period - 572 views
- Reminders from GMs and AMs
- Open for 3 weeks





CULTYR[®] Employee Scorecard 2022

City of Perth Report

Prepared for: City of Perth

Prepared by: CATALYSE 

September 2022

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Overall Performance | Place to Work

93%

Up 7% from 2020 (86)
Up 12% from 2017 (81)



rate the organisation
positively as a place
to work



Priorities

- Access to equipment and resources
- Policies, systems and processes
- Professionally managed organisation
- Flexible working arrangements
- Staff retention / lack of proper handover when staff leave

Workplace
Score

WS

69

Out of 100

-4

Compared to
Industry Average

Commitment
Score

CS

71

Out of 100

-2

Compared to
Industry Average

Net Promoter
Score

NPS

-35

-100 to +100

-24

Compared to
Industry Average



Highest Scores

1. We have a strong team spirit within my direct team
2. I enjoy the work I do
3. There is good communication within my direct team

Performance
on par or better



8

out of 37
areas tested

Compared to
Industry Average

Higher ratings
among:



Manager
and above

Net Promoter Score
– Alliance

-16

-100 to +100

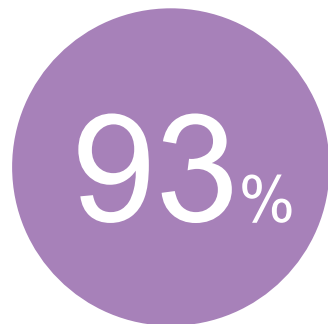
Lowest Scores

1. There are good career progression opportunities within the City
2. We have effective policies, systems and processes

Overall workplace performance

Overall workplace performance

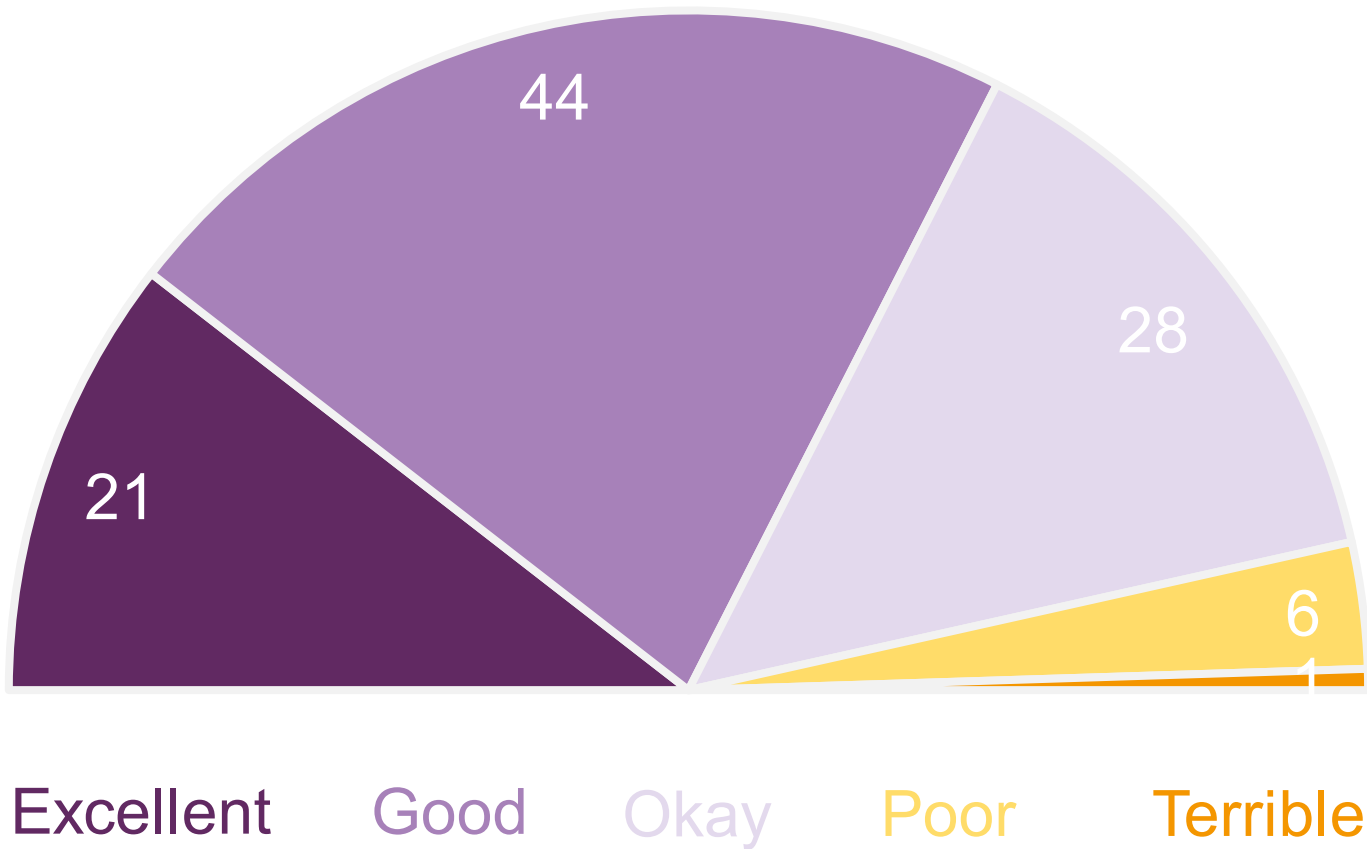
% of respondents



Overall positive rating
Excellent + Good + Okay

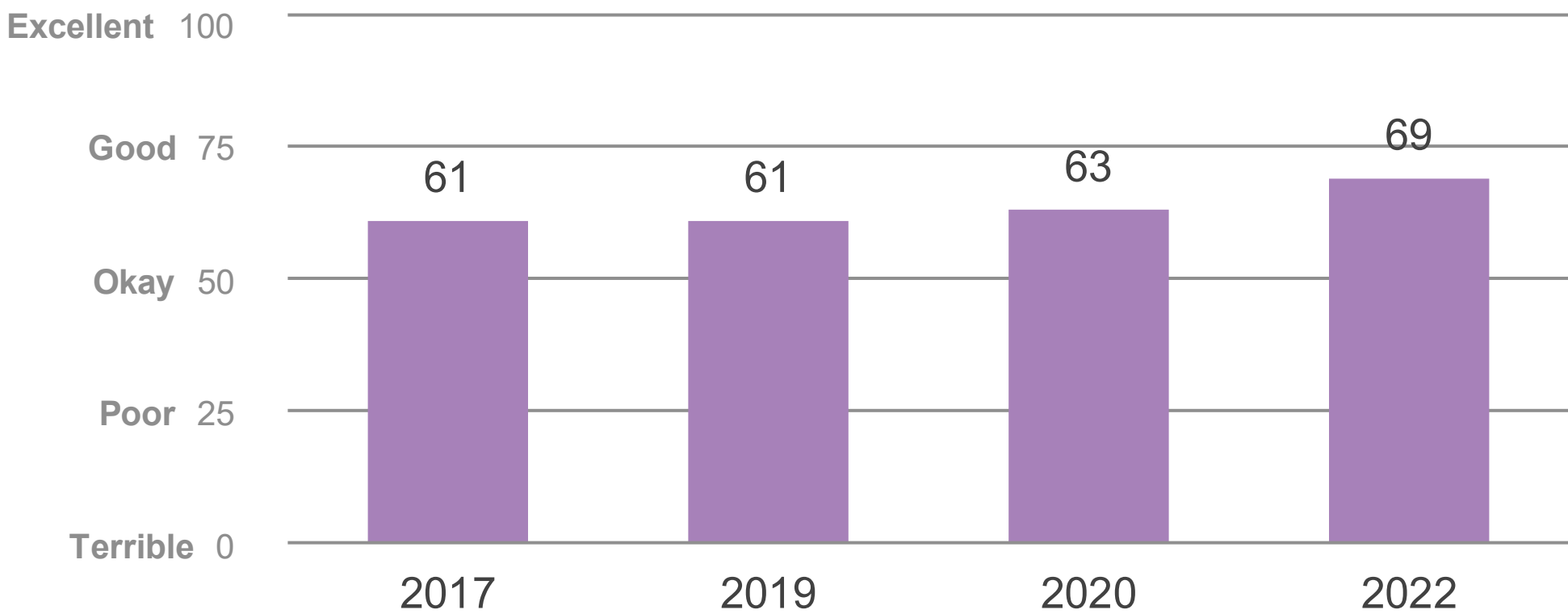


Workplace Index Score
Out of 100



Trend Analysis

Workplace Index Score



CULTYR Industry Comparisons

Workplace Index Score



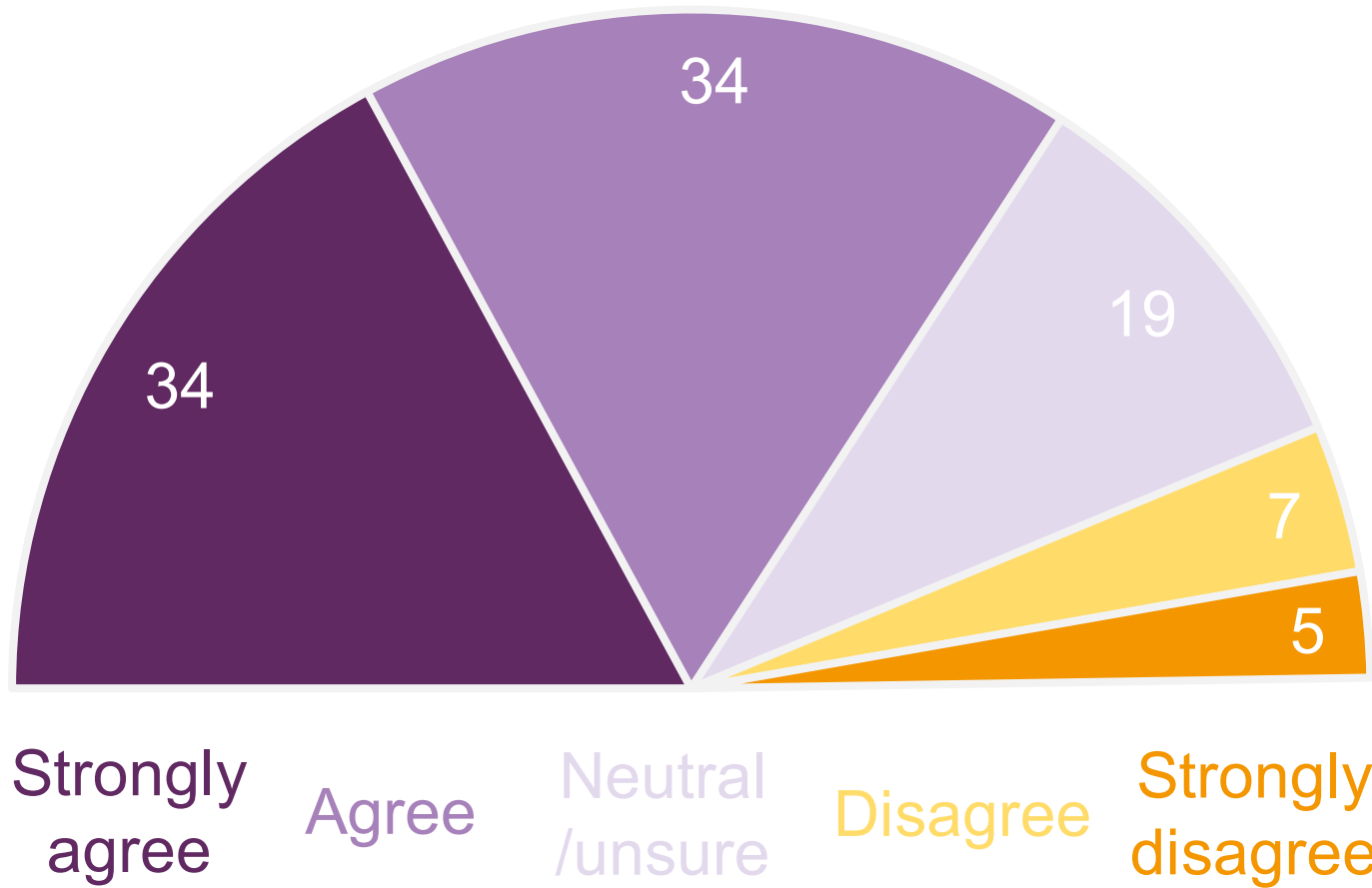
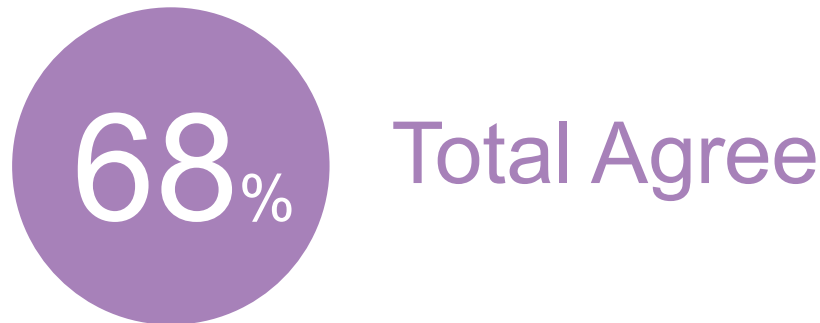
City of Perth	69
Industry High	86
Industry Average	73

Q. Overall, how would you rate the City of Perth as a place to work?
Base: All respondents, excludes 'unsure' and 'no response' (n = 491)

Employee Commitment

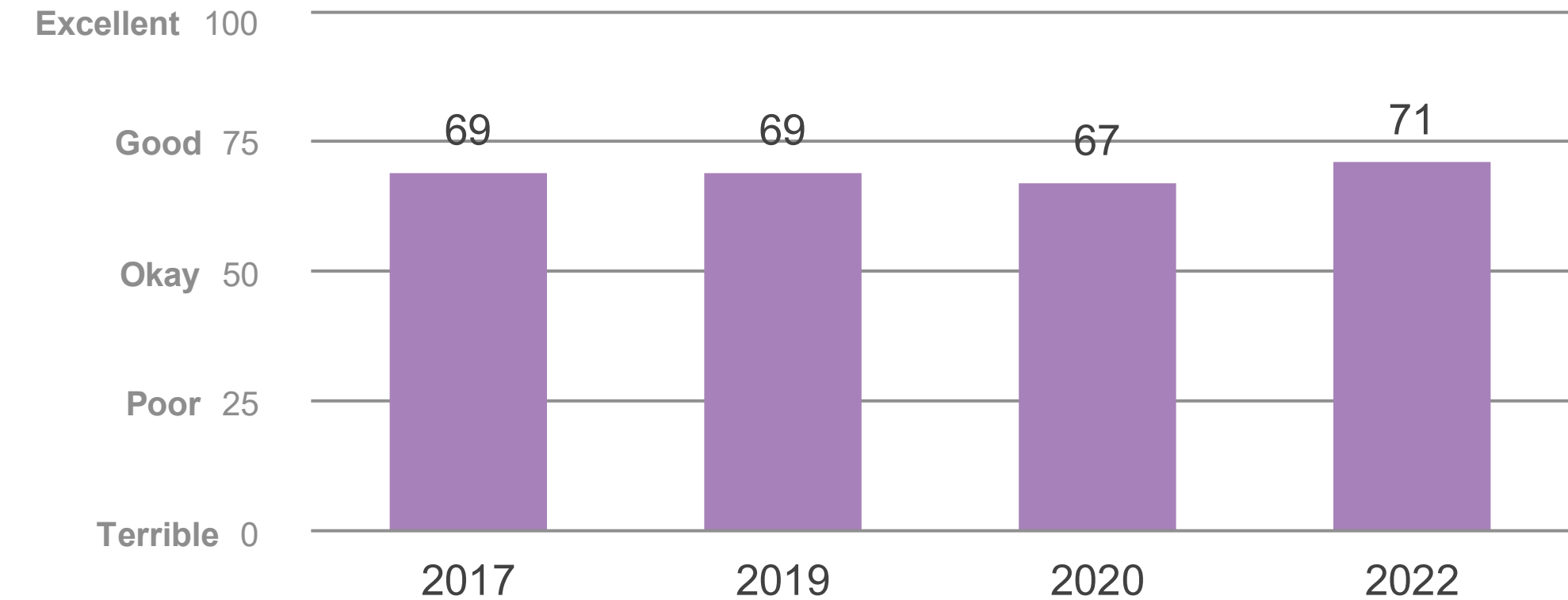
I'd still like to be working with the City of Perth in three years' time

% of respondents



Trend Analysis

Commitment Index Score



CULTYR Industry Comparisons

Commitment Index Score



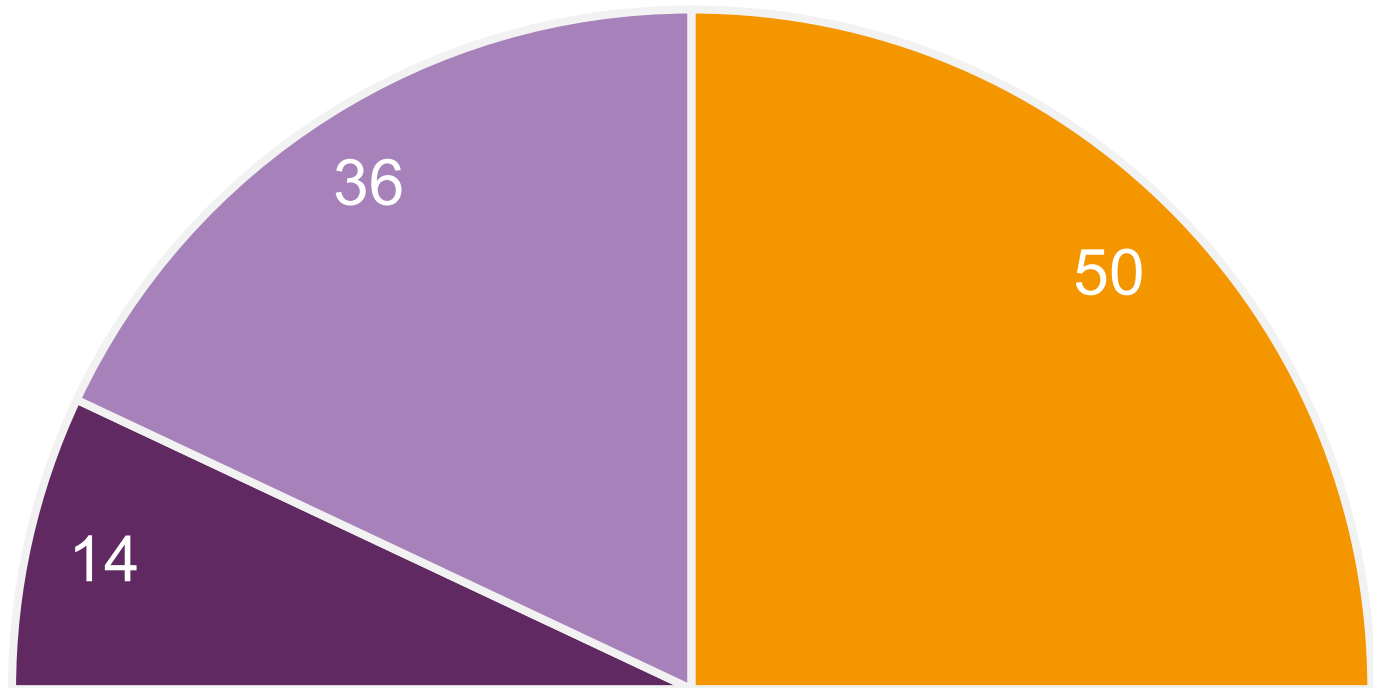
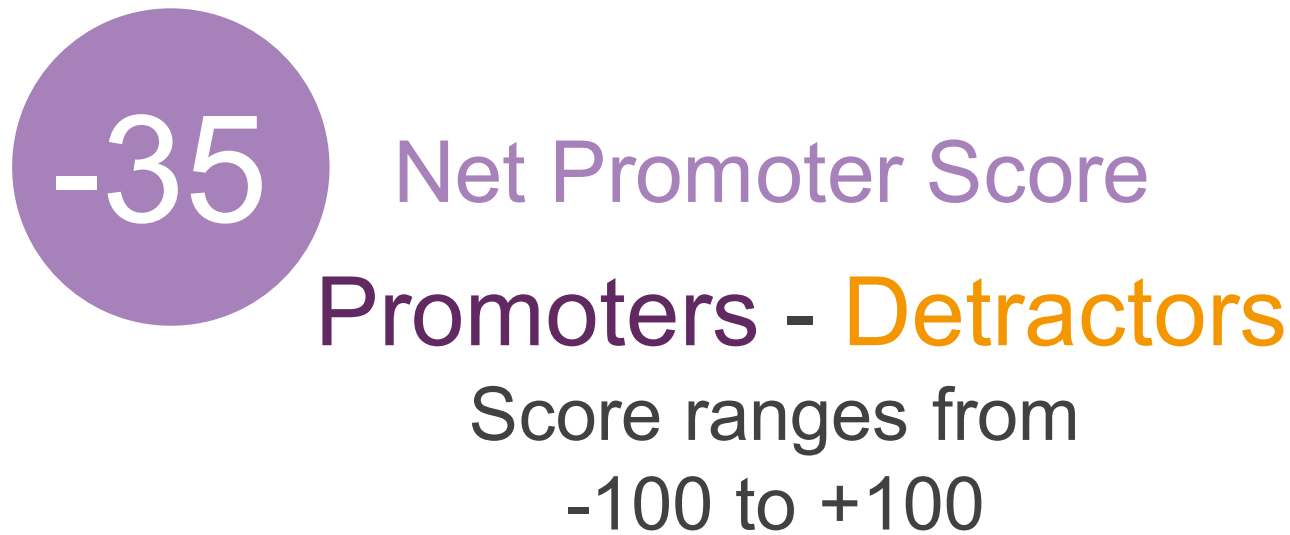
City of Perth	71
Industry High	84
Industry Average	73

Q. I'd still like to be working with the City of Perth in three years' time?
Base: All respondents, excludes 'unsure' and 'no response' (n = 450)

Employee Net Promoter Score - Organisation

Net Promoter Score

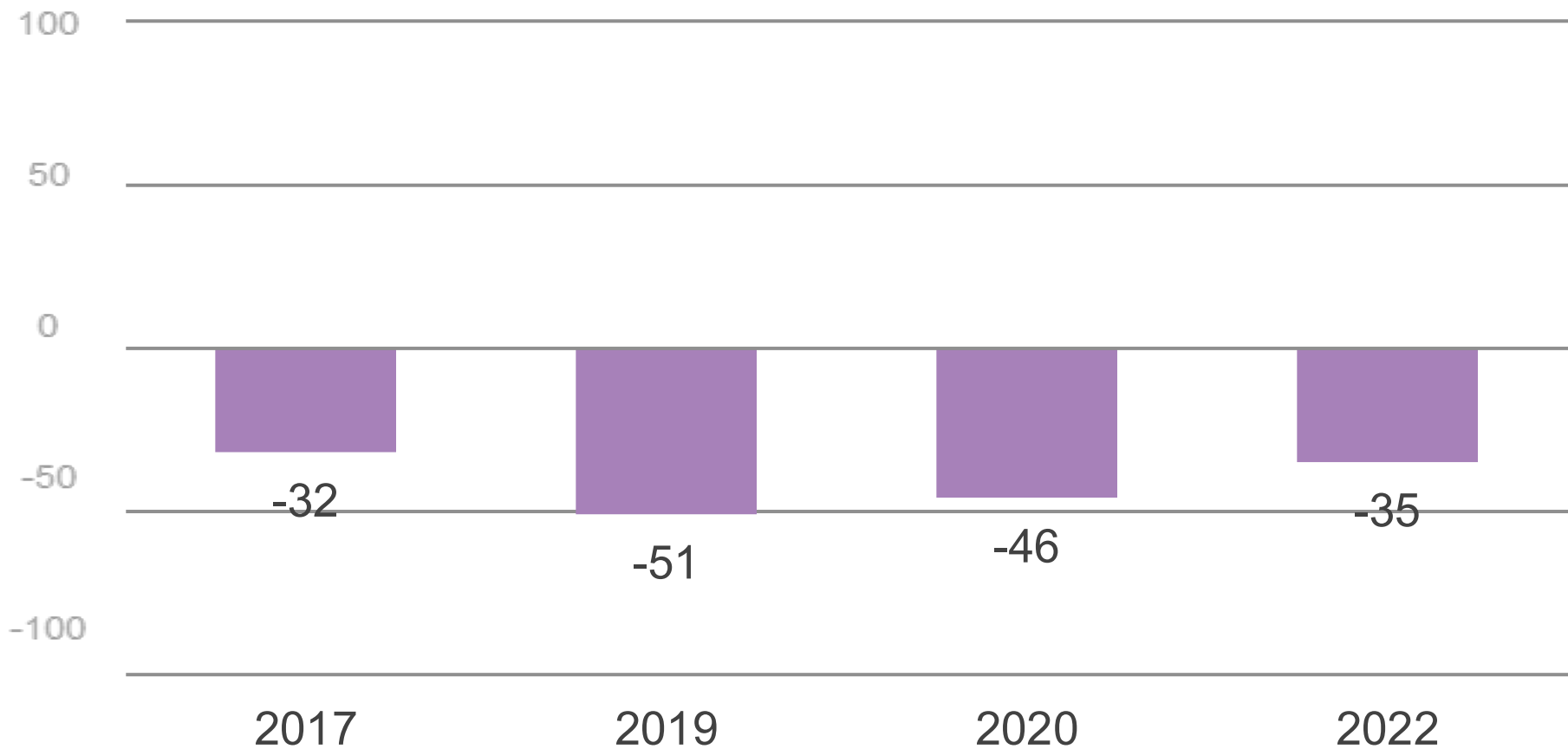
% of respondents



Promoters (9-10) Passives (7-8) Detractors (0-6)

Trend Analysis

Net Promoter Score



CULTYR Industry Comparisons

Net promoter Score

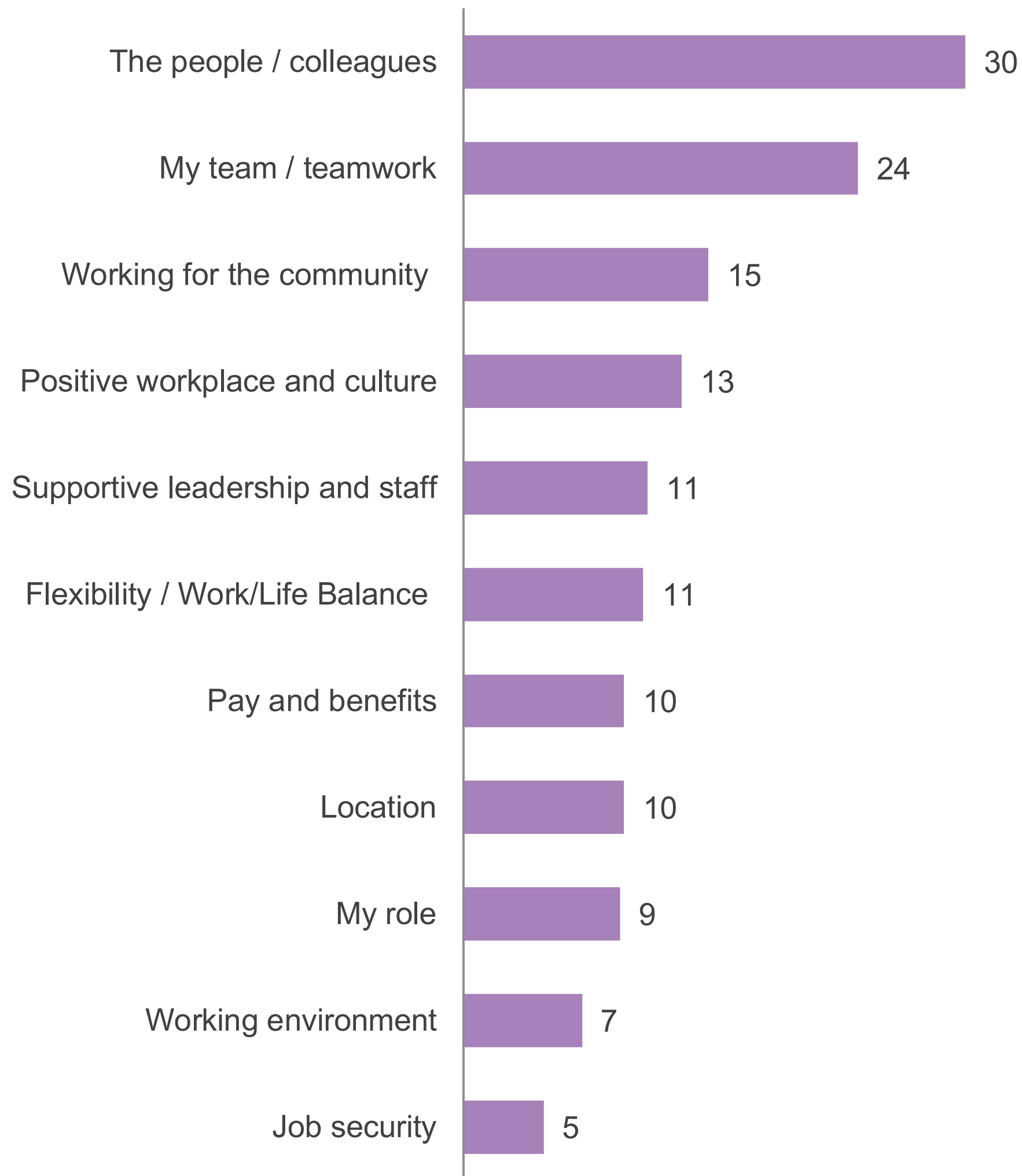


City of Perth	-35
Industry High	36
Industry Average	-11

Q. How likely would you be to recommend the City of Perth as a place to work?
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' (n = 491)

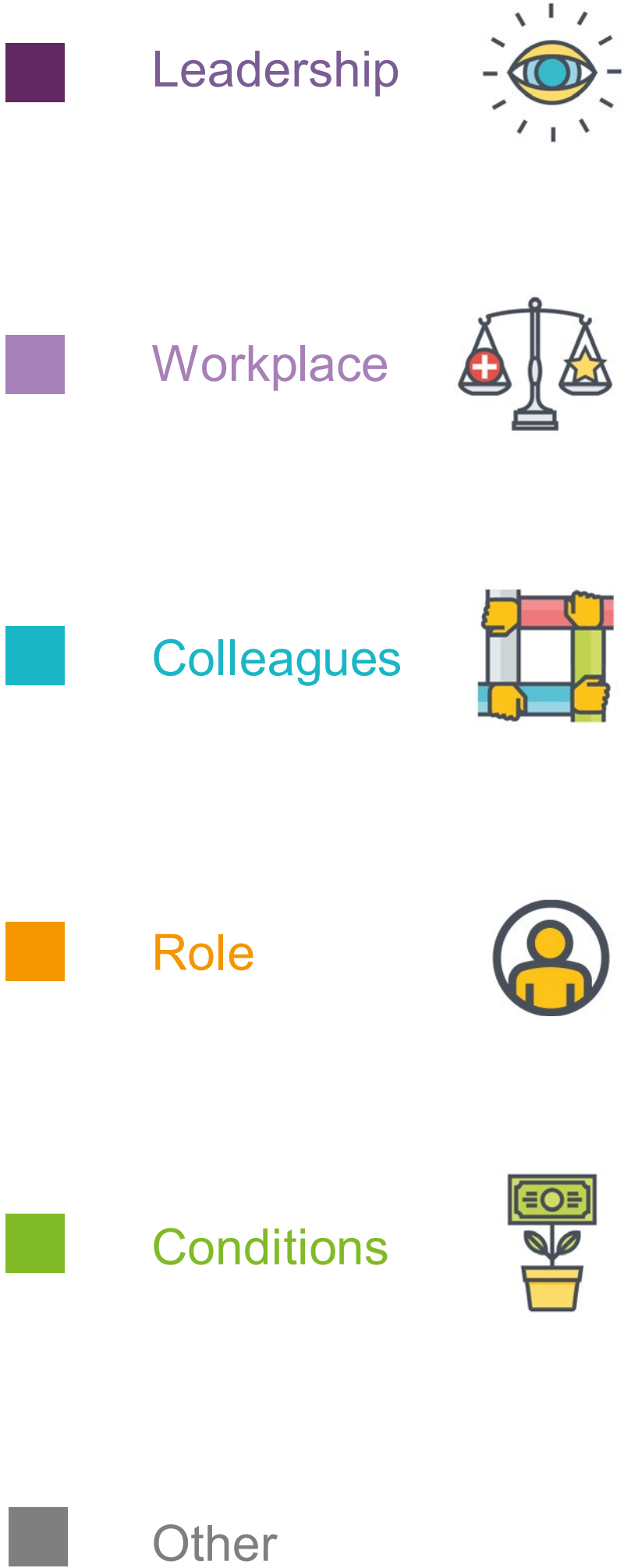
What staff value most about working at the City

% of respondents

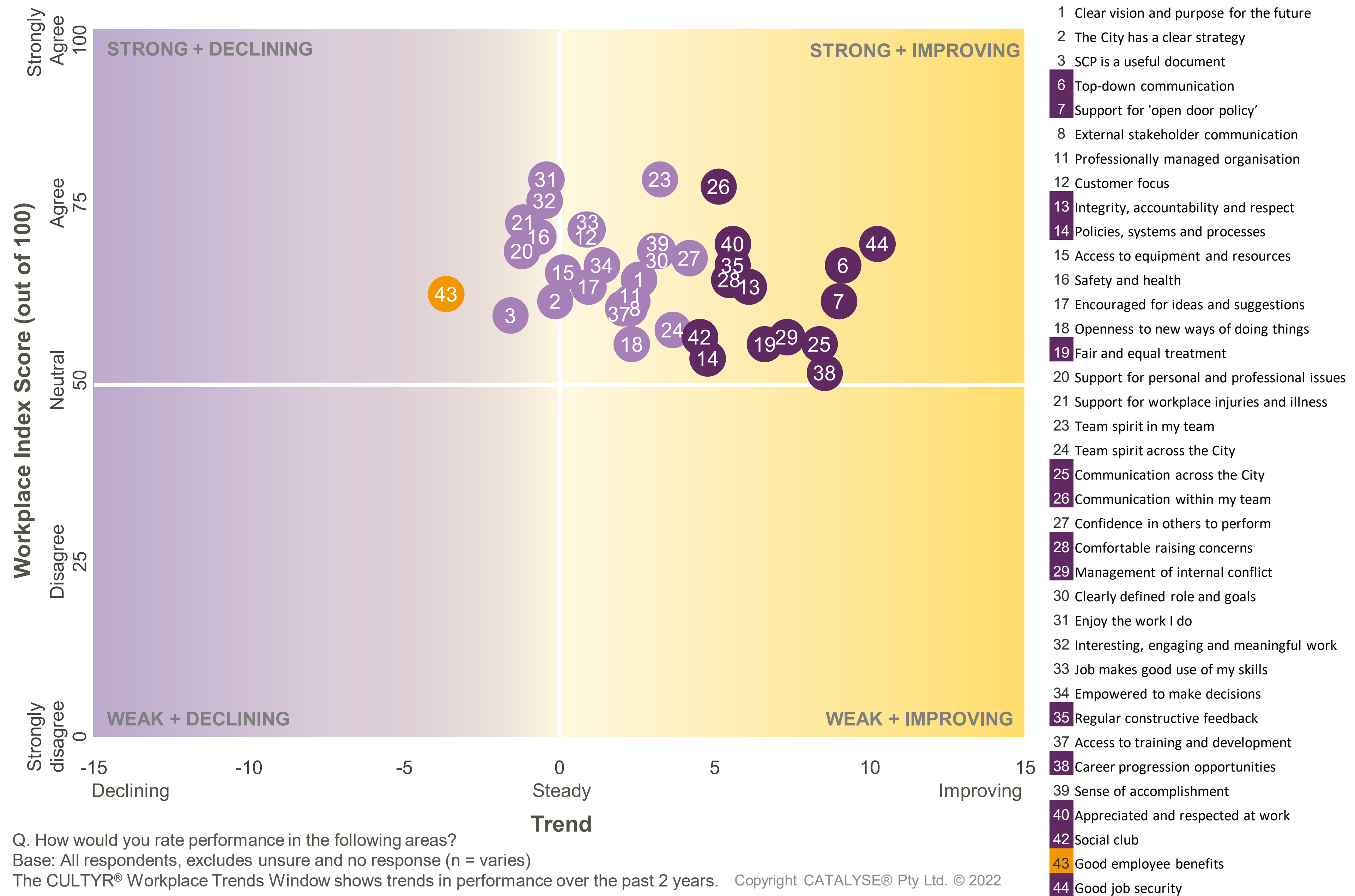


Q. As a place to work, what do you value most about the City of Perth ?
Base: All respondents who provided a verbatim response (n = 434)

Key focus areas to make the City a great workplace



Q. Where should the City of Perth focus its efforts over the next two years to make it a great place to work?
Base: All respondents who provided a verbatim response (n= 364)





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Next steps

- Share with City of Perth Management Leadership team (MLT)
- Share with staff
- For noting at September Ordinary Council Meeting
- Public release following council meeting
- Work with MLT and Employee Consultative Committee to develop next steps

Continue on our evolution to excellence



93%

– that's worth celebrating

