

Senate Standing Committee on Community Affairs

SUPPLEMENTARY ESTIMATES – 21 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: CRS Australia – staff satisfaction

Question reference number: HS 25

Senator: Fifield and Boyce

Type of question: Hansard CA 106

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Number of pages: 1

Question:

FIFIELD—Internal staff satisfaction: do you have happy staff?

Mr Robinson—We have very happy staff. I am very pleased to advise that our staff satisfaction ratings have improved since our last survey in 2008 across a range of issues.

BOYCE—Do you have those figures; from what to what?

Mr Robinson—I would have to find all the details for you. It was an eight per cent increase, I recall, in the staff satisfaction overall figure.

Mr Pratt—Traditionally, CRS Australia has had quite high staff satisfaction levels in any event, and they have improved in recent years...

Mr Pratt—I was just searching the annual report trying to find exactly that.

Mr Robinson—In terms of job satisfaction, 95 per cent of respondents indicated that they feel their job makes a worthwhile contribution. That is a very positive result for us. I do not have the actual percentage breakdown item by item. We could provide that on notice for you if you like.

Answer:

The CRS Australia Employee Opinion Survey 2010 showed the overall category result for *Job Satisfaction* was 78 per cent, an increase of six percentage points since 2008. Further breakdown of this category included:

- 68 per cent of respondents are overall, satisfied with their job. This is an increase of eight percentage points since the 2008 survey.
- Taking everything into account, 70 per cent of respondents are satisfied with CRS Australia as a place to work. This is an increase of seven percentage points since 2008.
- 95 per cent of respondents consider that their job makes a worthwhile contribution, an increase of two percentage points since 2008.