



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

Communication

25%↑

Team spirit

22%↑

Policies, systems
and processes

24%↑

Professionally managed
organisation

25%↑

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 

69

Out of 100

-4

Compared to Industry Average

Commitment Score 

71

Out of 100

-2

Compared to Industry Average

Net Promoter Score 

-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

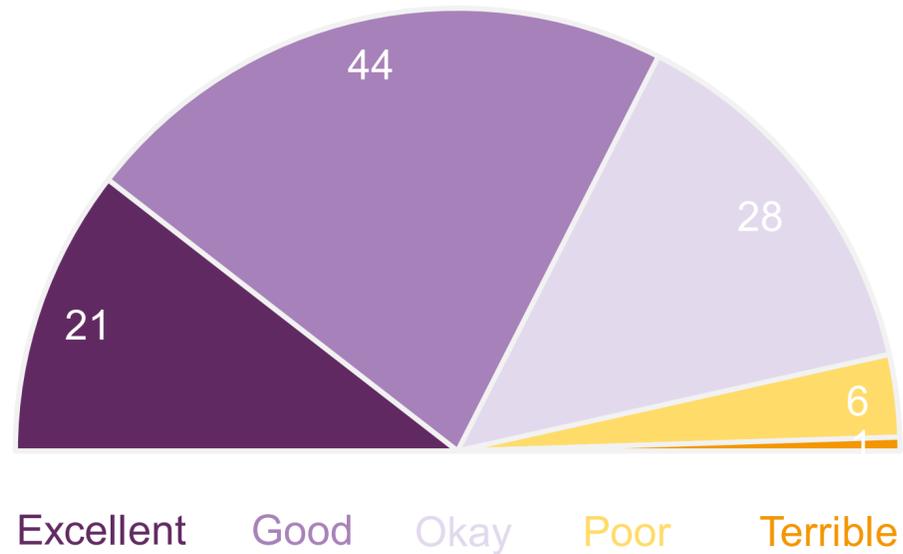
% of respondents

93%

Overall positive rating
Excellent + Good + Okay

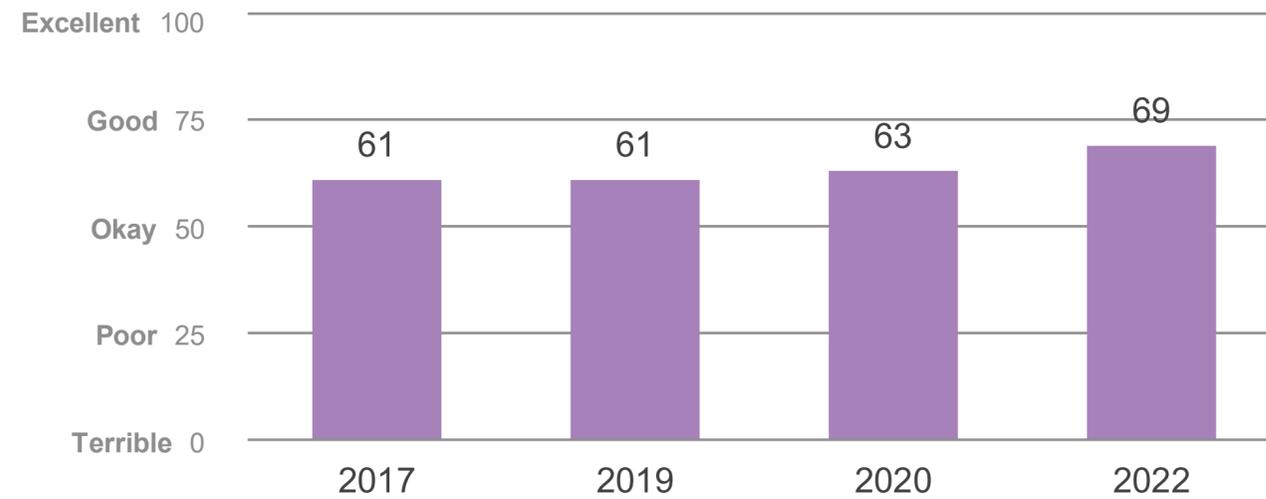
69

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)

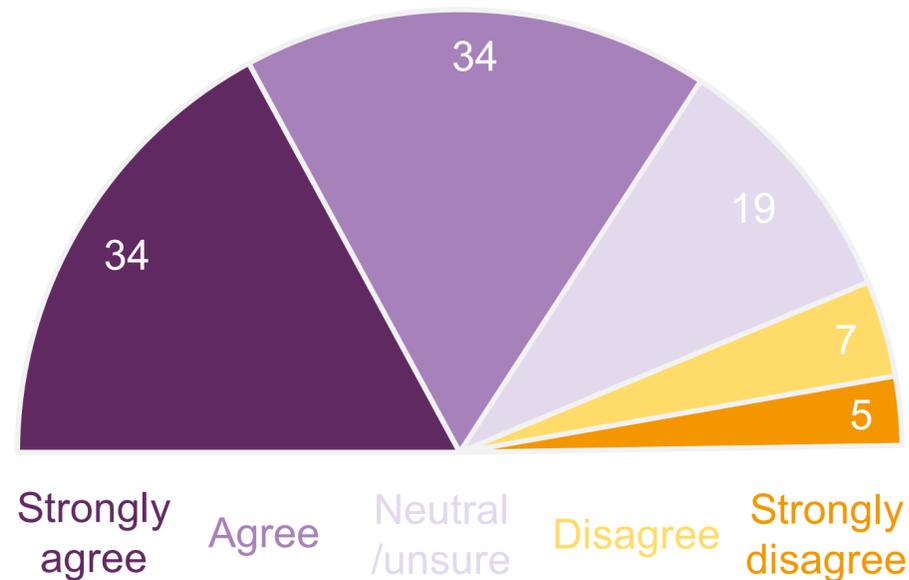
Employee Commitment

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

% of respondents

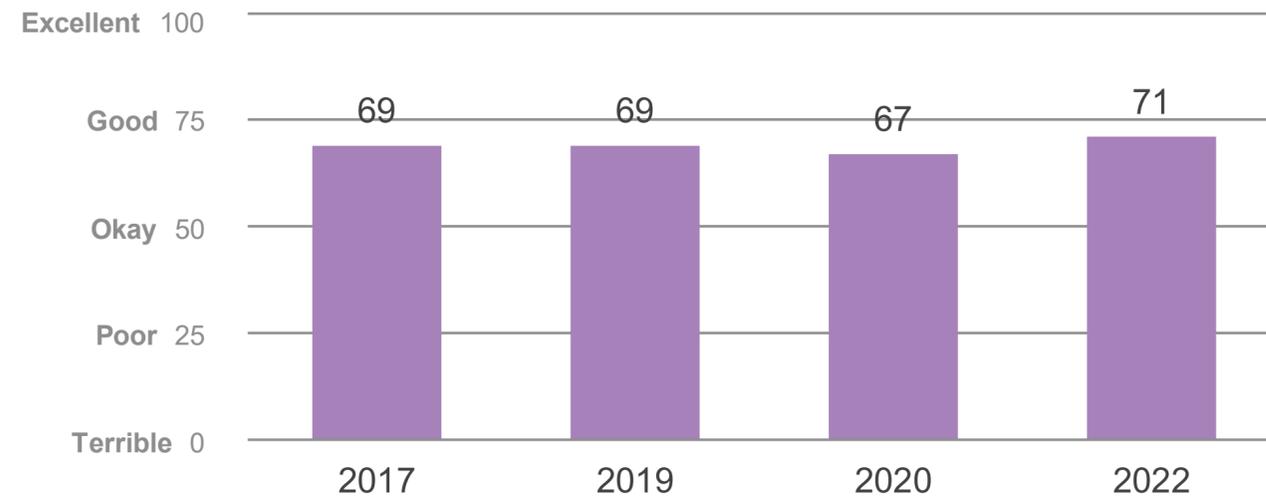
68% Total Agree

71 Commitment Index Score
Out of 100



Trend Analysis

Commitment Index Score



CULTYR Industry Comparisons

Commitment Index Score



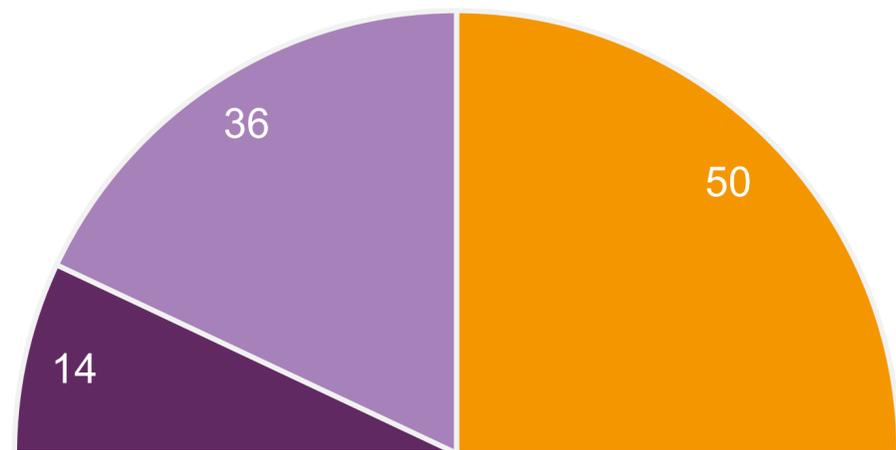
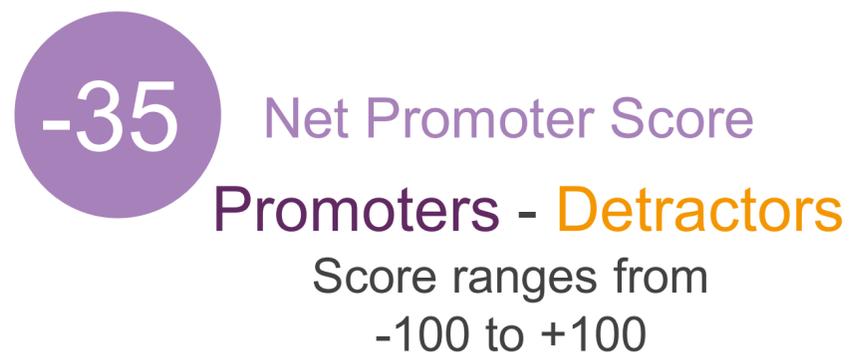
City of Perth	71
Industry High	84
Industry Average	73

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

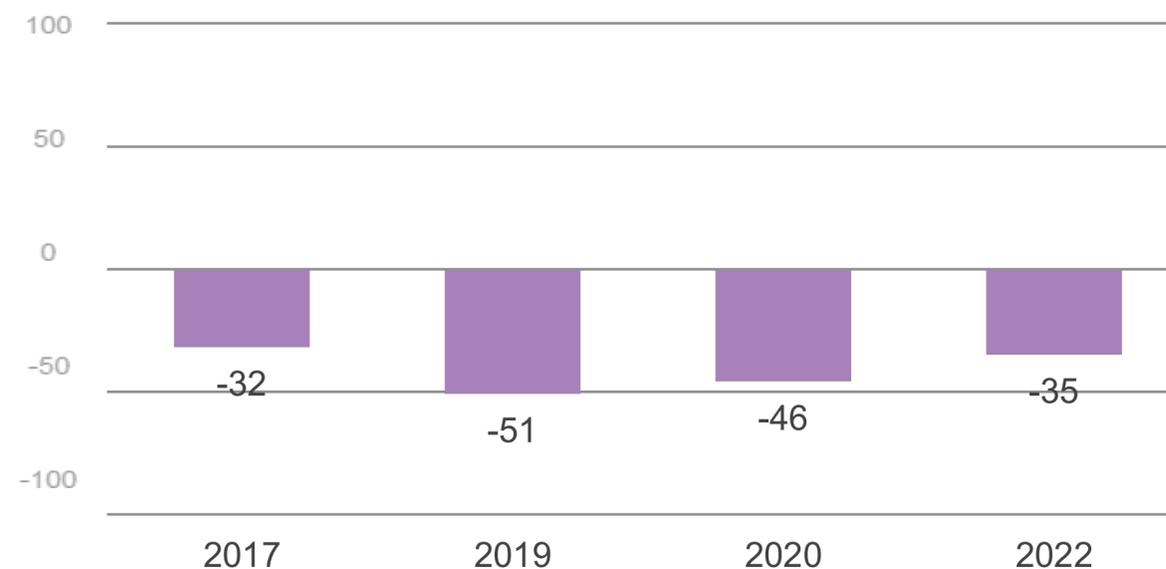
% of respondents



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

Trend Analysis

Net Promoter Score



CULTYR Industry Comparisons

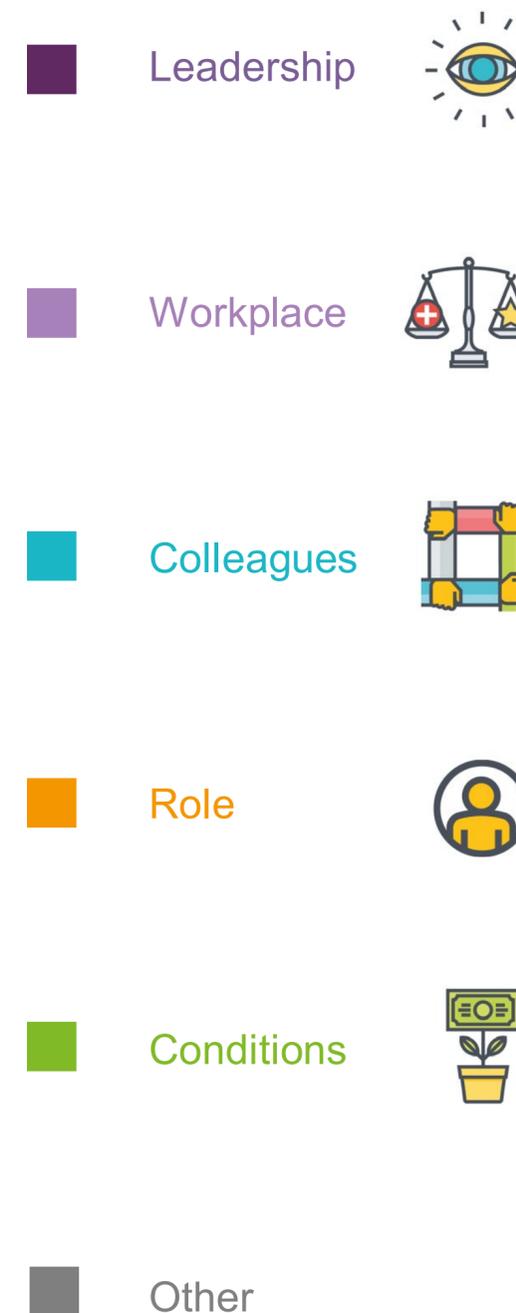
Net promoter Score



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)

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)

CULTYR Workplace Trends Window™

2020 - 2022



- 1 Clear vision and purpose for the future
- 2 The City has a clear strategy
- 3 SCP is a useful document
- 6 Top-down communication
- 7 Support for 'open door policy'
- 8 External stakeholder communication
- 11 Professionally managed organisation
- 12 Customer focus
- 13 Integrity, accountability and respect
- 14 Policies, systems and processes
- 15 Access to equipment and resources
- 16 Safety and health
- 17 Encouraged for ideas and suggestions
- 18 Openness to new ways of doing things
- 19 Fair and equal treatment
- 20 Support for personal and professional issues
- 21 Support for workplace injuries and illness
- 23 Team spirit in my team
- 24 Team spirit across the City
- 25 Communication across the City
- 26 Communication within my team
- 27 Confidence in others to perform
- 28 Comfortable raising concerns
- 29 Management of internal conflict
- 30 Clearly defined role and goals
- 31 Enjoy the work I do
- 32 Interesting, engaging and meaningful work
- 33 Job makes good use of my skills
- 34 Empowered to make decisions
- 35 Regular constructive feedback
- 37 Access to training and development
- 38 Career progression opportunities
- 39 Sense of accomplishment
- 40 Appreciated and respected at work
- 42 Social club
- 43 Good employee benefits
- 44 Good job security

Q. How would you rate performance in the following areas?

Base: All respondents, excludes unsure and no response (n = varies)

The CULTYR® Workplace Trends Window shows trends in performance over the past 2 years. Copyright CATALYSE® Pty Ltd. © 2022



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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

FIRE HY
FIR