

2011 YourSay Workplace Survey

Facility Report



Far West Local Health District

This Report

This report provides Far West Local Health District with data from the 2011 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff.

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

Please see the Guide to using this report for further information

Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2011 Workplace Survey.

Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

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370

ACTUAL RESPONSES

65%

3% Confidence Interval

ESTIMATED RESPONSE RATE

64%

ENGAGEMENT INDEX

49%

WORKPLACE CULTURE INDEX

Employee Engagement Index

The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

The three elements of Employee Engagement

Say

Strongly advocating the organisation

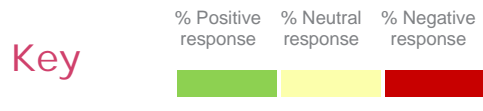
Stay

An emotional commitment to the organisation and a desire to stay

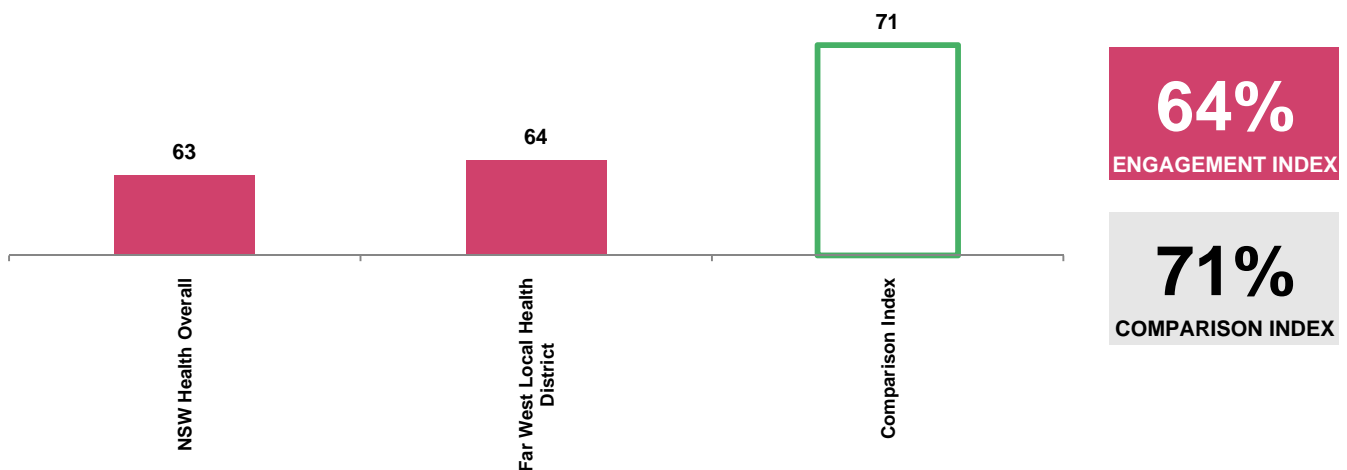
Strive

Providing sustained additional effort in line with organisational goals

The following six questions have been identified as being most aligned to Employee Engagement. The Engagement Index is an average of the following scores:



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	68 (Green) 20 (Yellow) 12 (Red)	0
42. I would recommend my workplace as a good place to work	59 (Green) 21 (Yellow) 20 (Red)	+1
44. I have a strong sense of belonging to my workplace	62 (Green) 20 (Yellow) 18 (Red)	+1
45. Overall I am satisfied to be working here at the present time	64 (Green) 17 (Yellow) 19 (Red)	0
3. Working here makes me want to do the best job I can	69 (Green) 19 (Yellow) 13 (Red)	+2
43. I feel motivated to contribute more than what is normally required at work	61 (Green) 20 (Yellow) 19 (Red)	0

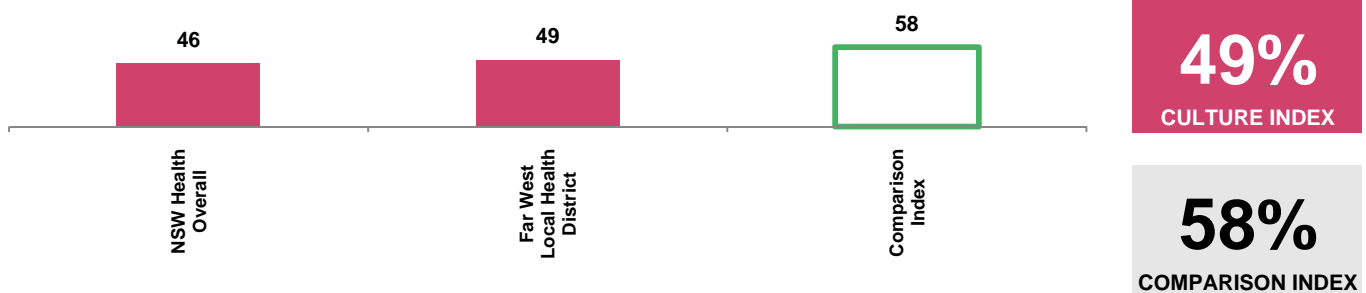


Employee Workplace Culture Index

The Workplace Culture Index is a measure statistically constructed based on the NSW Health Workplace Culture Framework.

The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture Index is an average of the following scores:

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	45	20	36	-1	
12. I believe I am valued for what I can offer at my workplace	62	17	21		+4
13. In my workplace, we recognise our successes and innovations	51	23	26		+1
14. Staff are treated respectfully regardless of their job	53	18	28	-2	
17. Overall, I have confidence in the decisions made by my line manager	59	20	21		+1
18b. The senior managers at my workplace have a clear direction for the future	35	39	26		+3
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	32	33		+1
20. Overall, I have confidence in the decisions made by my senior managers	37	32	30		+1
22. I have a say in decisions which affect my work	48	20	31		+7
23. I think it is safe to speak up and challenge the way things are done	52	16	32		+6
24. Where I work, we share the lessons learnt when mistakes are made	56	21	22		+3
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	25	36		+3
38. My team's objectives/work plans are clearly outlined	64	21	15		+4
39. Our objectives/work plans help us to deliver a quality service	65	24	12		+5
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	33	35		+3



Drivers of Engagement

A statistical technique known as Key Driver Analysis (KDA) has been used to help focus on those aspects of working for this organisation which have the greatest impact on Employee Engagement. The dashboard below shows the questions with the greatest impact on Employee Engagement for Far West Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Far West Local Health District as a whole.

The questions derived from the KDA should be used to guide the action planning process following the survey, as taking effective action in these areas should have a positive impact on Employee Engagement. This information should also be used in conjunction with the rest of the questions included in the survey.

The questions are listed below in descending order of greatest impact on engagement.

Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	 Greatest	62	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		56	54
30. There are mechanisms in place to support me if I experience stress or pressure		56	49
29. I am able to achieve a healthy work/life balance most of the time		65	60
38. My team's objectives/work plans are clearly outlined		64	60
36. My work environment allows me to deliver the best possible services (patient care or support services)		59	54

Highlights and Lowlights

This section shows the three highest scoring sections and five highest scoring questions (Highlights). It also shows the three lowest scoring sections and the five lowest scoring questions (Lowlights).

Highlights

Sections

% Positive

Training and Development Opportunities	72
Your Line Manager	59
Your Workplace	58

Questions

% Positive

26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82
1. My job makes good use of my skills and abilities	81
15d. My line manager treats me with respect	73
25. I have received the appropriate training and development to do my job effectively	71
3. Working here makes me want to do the best job I can	69

Lowlights

Sections

% Positive

Senior Managers	37
Communication	51
Being valued	55

Questions

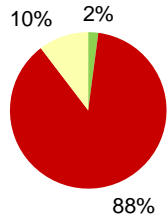
% Positive

4. Too many approvals are required for routine decisions*	10
40. At my workplace we are too focused on monitoring rather than delivering services*	25
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32
19. There is a positive relationship between senior management and staff in my workplace	33
18b. The senior managers at my workplace have a clear direction for the future	35

External Comparison

This section shows comparisons between Far West Local Health District and the Australian and International Health Sector comparisons. The comparative data has been drawn from random sampling of 1,065 Australian, 376 UK and 468 Canadian health care employees in both the public and private sectors.

Please see the Guide to using this report for further information



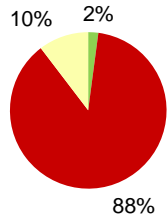
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82	+5	■
22. I have a say in decisions which affect my work	48	0	■
15d. My line manager treats me with respect	73	-2	■
40. At my workplace we are too focused on monitoring rather than delivering services*	25	-3	■
1. My job makes good use of my skills and abilities	81	-4	■
37. In my workplace patient safety is at the centre of all decision making	68	-4	■
44. I have a strong sense of belonging to my workplace	62	-5	■
43. I feel motivated to contribute more than what is normally required at work	61	-5	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	-5	■
23. I think it is safe to speak up and challenge the way things are done	52	-5	■
18a. The senior managers at my workplace are aware of the issues I face in my job	44	-5	■
4. Too many approvals are required for routine decisions*	10	-6	■
17. Overall, I have confidence in the decisions made by my line manager	59	-6	■

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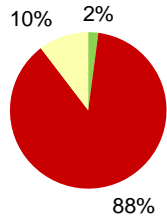
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	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
30. There are mechanisms in place to support me if I experience stress or pressure	56	-6	■
15a. My line manager recognises and acknowledges when I have done my job well	62	-6	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67	-6	■
29. I am able to achieve a healthy work/life balance most of the time	65	-6	■
42. I would recommend my workplace as a good place to work	59	-7	■
31. Reasonable expectations are placed on staff according to their position	54	-7	■
12. I believe I am valued for what I can offer at my workplace	62	-7	■
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	-7	■
39. Our objectives/work plans help us to deliver a quality service	65	-7	■
16. I receive regular and constructive feedback on my performance	47	-7	■
2. I feel I am able to suggest ideas to improve our ways of doing things	67	-7	■
15b. My line manager treats all staff in my team fairly	56	-8	■
25. I have received the appropriate training and development to do my job effectively	71	-8	■

External Comparison

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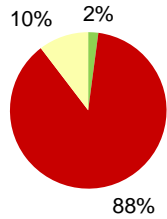
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- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	-8	■
38. My team's objectives/work plans are clearly outlined	64	-8	■
8. In my team we generally acknowledge one another's efforts and achievements	68	-8	■
24. Where I work, we share the lessons learnt when mistakes are made	56	-9	■
45. Overall I am satisfied to be working here at the present time	64	-9	■
20. Overall, I have confidence in the decisions made by my senior managers	37	-9	■
5. I have sufficient control over my work so I can do my job well	61	-9	■
41. Overall I am proud to be a part of this workplace	68	-9	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	-9	■
3. Working here makes me want to do the best job I can	69	-9	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	-10	■
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	-10	■
19. There is a positive relationship between senior management and staff in my workplace	33	-11	■

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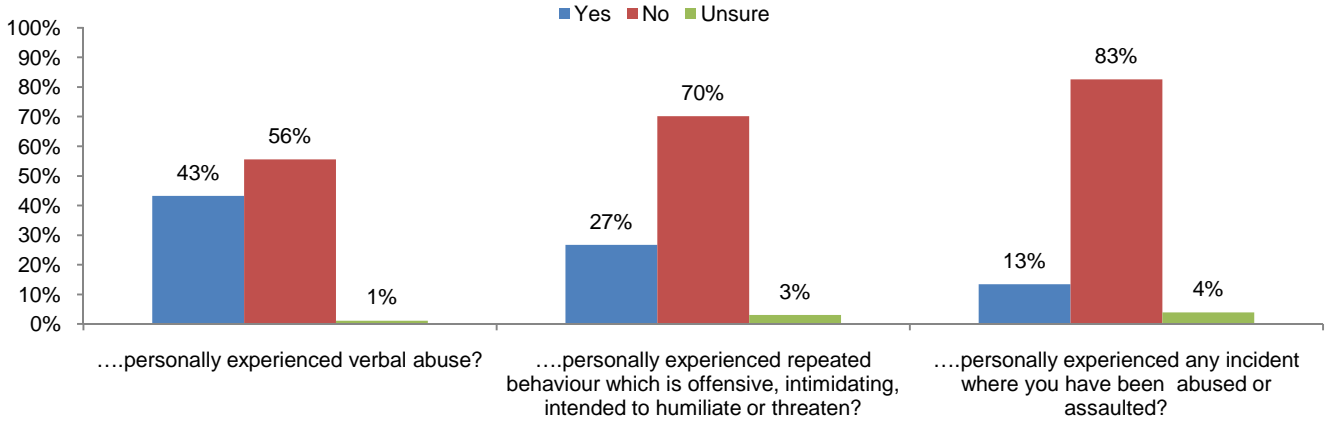
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- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	-11	■
14. Staff are treated respectfully regardless of their job	53	-12	■
21. I am kept well informed about what is happening in my workplace	46	-12	■
13. In my workplace, we recognise our successes and innovations	51	-12	■
9. People in my team are honest and open	58	-13	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	-14	■
11. Morale is good in my team	45	-14	■
18b. The senior managers at my workplace have a clear direction for the future	35	-15	■
10. My team resolves conflict quickly when it arises	46	-16	■

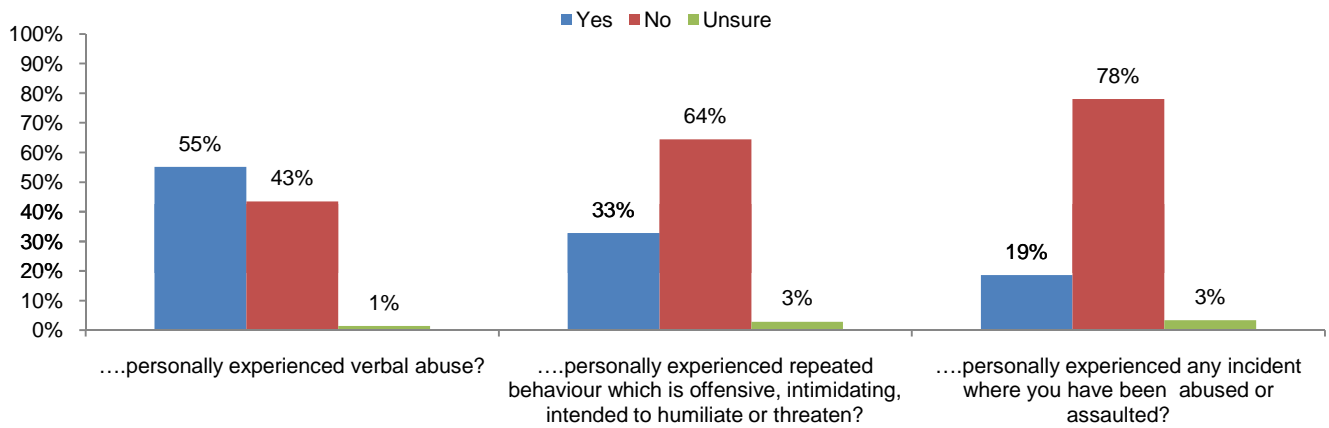
Inappropriate Behaviour

This sections shows the results to questions asked regarding Inappropriate Behaviour.

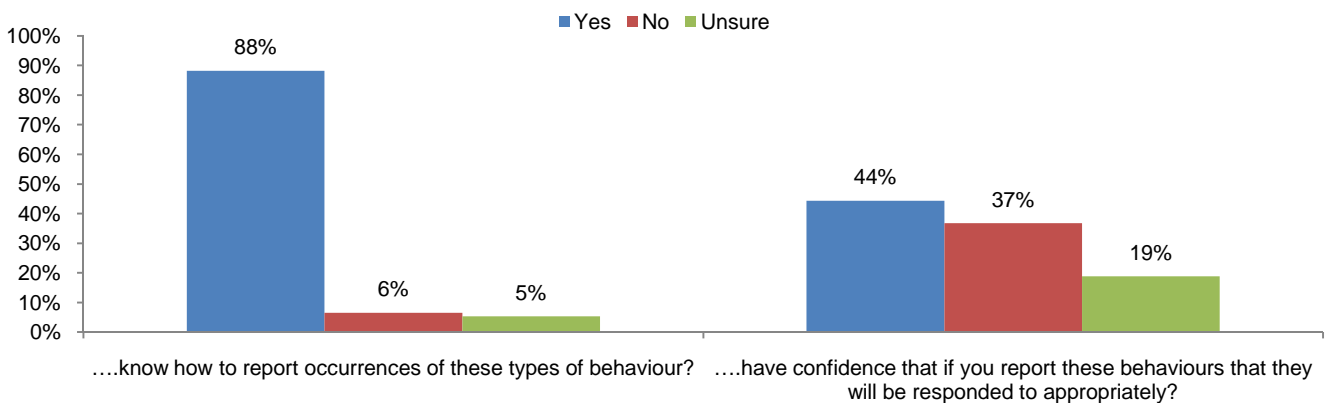
33. In the last three (3) months have you....



34. In the last twelve (12) months, have you....



35. Do you currently....

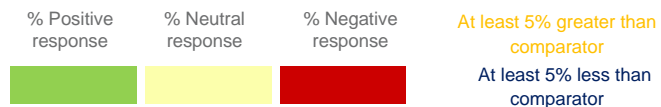


All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Job

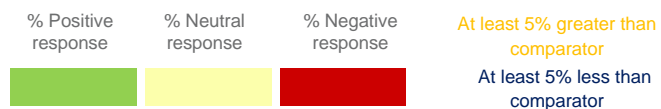
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	81	8	11	81	+5	-4
2. I feel I am able to suggest ideas to improve our ways of doing things	67	13	21	67	+2	-7
3. Working here makes me want to do the best job I can	69	19	13	69	+2	-9
4. Too many approvals are required for routine decisions*	10	24	66	10	-4	-6
5. I have sufficient control over my work so I can do my job well	61	19	20	61	+1	-9
Key 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	20	24	56	+2	-8

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Team

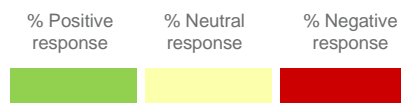
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	14	23	63	-2	-10
8. In my team we generally acknowledge one another's efforts and achievements	68	15	17	68	+2	-8
9. People in my team are honest and open	58	19	22	58	-2	-13
10. My team resolves conflict quickly when it arises	46	23	31	46	-1	-16
11. Morale is good in my team	45	20	36	45	-2	-14

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



At least 5% greater than comparator
At least 5% less than comparator

Being valued

Key

12. I believe I am valued for what I can offer at my workplace



55

% Positive Variance Compared to:

NSW Health Overall
Australian and International Health Sector Benchmark

+1

-11

13. In my workplace, we recognise our successes and innovations

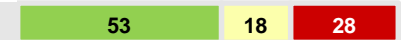


51

+4

-7

14. Staff are treated respectfully regardless of their job



53

+1

-12

-2

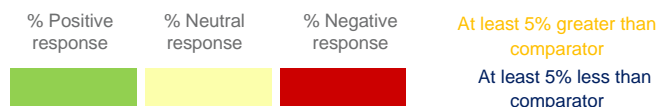
-12

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Line Manager

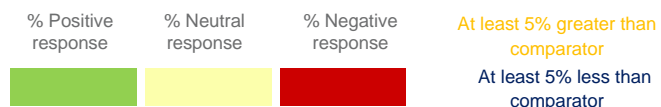
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	62	17	21	62	+2	-6	-6
15b. My line manager treats all staff in my team fairly	56	18	26	56	-2	-8	-8
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	18	25	57	+1	-7	-7
15d. My line manager treats me with respect	73	14	13	73	0	-2	-2
16. I receive regular and constructive feedback on my performance	47	21	33	47	+3	-7	-7
17. Overall, I have confidence in the decisions made by my line manager	59	20	21	59	+1	-6	-6

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Senior Managers

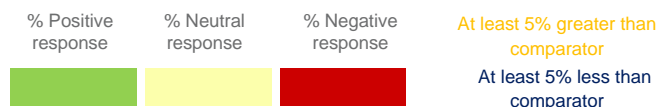
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	44	24	32	44	+4	+2	-5
18b. The senior managers at my workplace have a clear direction for the future	35	39	26	35	+3	+3	-15
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	32	33	35	+1	+1	-10
19. There is a positive relationship between senior management and staff in my workplace	33	28	39	33	-1	-1	-11
20. Overall, I have confidence in the decisions made by my senior managers	37	32	30	37	+1	+1	-9

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Communication

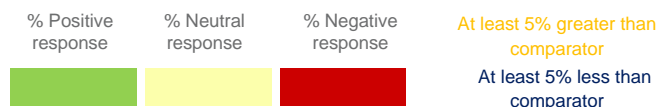
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	46	25	29	46	+1	-12
22. I have a say in decisions which affect my work	48	20	31	48	+7	0
23. I think it is safe to speak up and challenge the way things are done	52	16	32	52	+6	-5
24. Where I work, we share the lessons learnt when mistakes are made	56	21	22	56	+3	-9

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Training and Development Opportunities

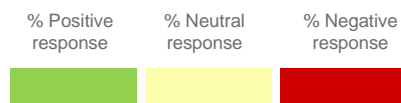
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71	16	13	71	+3	-8		
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82	9	9	82	+6	+5		
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	18	20	62	+7	-5		

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



At least 5% greater than comparator
At least 5% less than comparator

Work Environment

Question	Response Scale	% Positive Score	% Positive Variance Compared to:
		NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40% Positive, 25% Neutral, 36% Negative	56	+3, -8
29. I am able to achieve a healthy work/life balance most of the time	65% Positive, 17% Neutral, 18% Negative	65	+5, -6
30. There are mechanisms in place to support me if I experience stress or pressure	56% Positive, 19% Neutral, 25% Negative	56	+7, -6
31. Reasonable expectations are placed on staff according to their position	54% Positive, 16% Neutral, 30% Negative	54	+2, -7
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67% Positive, 13% Neutral, 20% Negative	67	+2, -6

All Questions

This section shows the breakdown of responses to each question.

Key

Key

A question identified as being a key driver of employee engagement

At least 5% greater than comparator

At least 5% less than comparator

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

% Positive Variance Compared to:

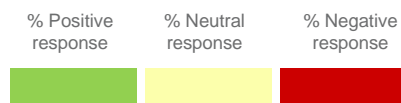
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
Inappropriate Behaviour				66	-2	-5
33a. In the last three (3) months, have you personally experienced verbal abuse?	56		43	56	-7	-7
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	70		27	70	-1	-2
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	83		13	83	-2	-1
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	43		55	43	-11	-15
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64		33	64	-1	-6
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78		19	78	-4	-5
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	88	5	6	88	+5	+7
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	19	37	44	+1	-11

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



At least 5% greater than comparator
At least 5% less than comparator

Service Delivery

	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	59	20	20	59	+5	+3	-11
37. In my workplace patient safety is at the centre of all decision making	68	19	13	68	+4	+4	-4
Key 38. My team's objectives/work plans are clearly outlined	64	21	15	64	+4	+4	-8
39. Our objectives/work plans help us to deliver a quality service	65	24	12	65	+5	+4	-7
40. At my workplace we are too focused on monitoring rather than delivering services*	25	32	43	25	-2	-2	-3

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	68	20	12	68	0	-9
42. I would recommend my workplace as a good place to work	59	21	20	59	+1	-7
43. I feel motivated to contribute more than what is normally required at work	61	20	19	61	+0	-5
44. I have a strong sense of belonging to my workplace	62	20	18	62	+1	-5
45. Overall I am satisfied to be working here at the present time	64	17	19	64	+0	-9
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	33	35	32	+3	-9

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Your Job	57	(r)	55	57	66	57	63	(r)	(r)	(r)	50	(r)	78
1. My job makes good use of my skills and abilities	81	(r)	80	80	88	85	80	(r)	(r)	(r)	75	(r)	100
2. I feel I am able to suggest ideas to improve our ways of doing things	67	(r)	65	60	83	73	76	(r)	(r)	(r)	55	(r)	83
3. Working here makes me want to do the best job I can	69	(r)	65	77	67	65	88	(r)	(r)	(r)	59	(r)	92
4. Too many approvals are required for routine decisions*	10	(r)	11	6	17	4	4	(r)	(r)	(r)	3	(r)	25
5. I have sufficient control over my work so I can do my job well	61	(r)	57	69	71	54	72	(r)	(r)	(r)	61	(r)	83
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	(r)	54	51	71	62	56	(r)	(r)	(r)	48	(r)	83

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Your Job	57	68	(r)	(r)	58	(r)	(r)	55	60	56	57	67	(r)	(r)
1. My job makes good use of my skills and abilities	81	85	(r)	(r)	83	(r)	(r)	81	85	80	84	88	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	67	78	(r)	(r)	79	(r)	(r)	62	71	66	64	88	(r)	(r)
3. Working here makes me want to do the best job I can	69	86	(r)	(r)	71	(r)	(r)	65	69	69	67	75	(r)	(r)
4. Too many approvals are required for routine decisions*	10	14	(r)	(r)	8	(r)	(r)	9	8	11	7	8	(r)	(r)
5. I have sufficient control over my work so I can do my job well	61	71	(r)	(r)	58	(r)	(r)	59	59	61	59	63	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	72	(r)	(r)	50	(r)	(r)	52	70	51	64	83	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Your Job	57	56	60	66	(r)	58	(r)	60	58	(r)	57	61	53	52	55	65
1. My job makes good use of my skills and abilities	81	81	84	100	(r)	80	(r)	85	82	(r)	83	90	75	78	78	91
2. I feel I am able to suggest ideas to improve our ways of doing things	67	65	71	77	(r)	70	(r)	70	67	(r)	69	71	62	58	62	78
3. Working here makes me want to do the best job I can	69	66	76	62	(r)	80	(r)	67	70	(r)	76	77	60	67	69	72
4. Too many approvals are required for routine decisions*	10	10	8	8	(r)	20	(r)	9	10	(r)	14	19	6	11	7	9
5. I have sufficient control over my work so I can do my job well	61	60	64	77	(r)	60	(r)	70	59	(r)	59	61	62	47	60	71
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	57	57	69	(r)	40	(r)	57	56	(r)	41	48	56	49	56	68

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Your Job	57	62	54	54	60	64	54	52	49	59	60	58	62	64	50
1. My job makes good use of my skills and abilities	81	86	80	81	82	81	93	78	83	82	79	86	87	76	68
2. I feel I am able to suggest ideas to improve our ways of doing things	67	75	61	61	71	88	48	63	55	71	76	66	71	76	52
3. Working here makes me want to do the best job I can	69	73	67	68	69	75	59	56	62	67	78	68	82	71	59
4. Too many approvals are required for routine decisions*	10	15	9	9	7	13	15	7	10	20	4	13	3	14	4
5. I have sufficient control over my work so I can do my job well	61	66	56	56	67	69	63	52	41	56	62	58	71	77	70
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	58	52	52	65	56	44	59	45	56	62	55	58	67	52

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Your Team	56	(r)	53	54	72	63	73	(r)	(r)	(r)	42	(r)	69
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	(r)	61	57	83	73	71	(r)	(r)	(r)	42	(r)	75
8. In my team we generally acknowledge one another's efforts and achievements	68	(r)	67	63	83	73	79	(r)	(r)	(r)	52	(r)	75
9. People in my team are honest and open	58	(r)	57	57	67	65	71	(r)	(r)	(r)	45	(r)	67
10. My team resolves conflict quickly when it arises	46	(r)	42	47	63	50	71	(r)	(r)	(r)	36	(r)	67
11. Morale is good in my team	45	(r)	38	46	63	54	75	(r)	(r)	(r)	33	(r)	64

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Your Team	56	68	(r)	(r)	43	(r)	(r)	55	57	55	52	64	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	71	(r)	(r)	46	(r)	(r)	63	58	64	54	58	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	80	(r)	(r)	58	(r)	(r)	66	75	64	69	88	(r)	(r)
9. People in my team are honest and open	58	66	(r)	(r)	38	(r)	(r)	59	63	58	57	71	(r)	(r)
10. My team resolves conflict quickly when it arises	46	60	(r)	(r)	29	(r)	(r)	46	48	46	43	54	(r)	(r)
11. Morale is good in my team	45	61	(r)	(r)	46	(r)	(r)	40	41	46	38	48	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Your Team	56	57	52	49	(r)	71	(r)	54	57	(r)	64	55	55	48	58	60
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	62	62	54	(r)	70	(r)	57	64	(r)	66	68	60	62	59	64
8. In my team we generally acknowledge one another's efforts and achievements	68	67	69	46	(r)	75	(r)	59	69	(r)	66	55	65	63	67	77
9. People in my team are honest and open	58	59	53	62	(r)	80	(r)	60	59	(r)	76	61	57	50	61	62
10. My team resolves conflict quickly when it arises	46	50	36	38	(r)	65	(r)	46	47	(r)	59	48	48	31	49	53
11. Morale is good in my team	45	46	37	46	(r)	65	(r)	45	45	(r)	55	45	46	35	52	44

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Your Team	56	59	53	57	54	65	53	68	46	58	60	54	61	59	34
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	65	59	69	55	81	59	77	52	67	66	62	61	64	33
8. In my team we generally acknowledge one another's efforts and achievements	68	65	67	67	72	63	63	73	59	69	67	69	76	76	46
9. People in my team are honest and open	58	65	58	56	59	75	63	69	41	60	63	58	58	57	50
10. My team resolves conflict quickly when it arises	46	51	43	45	48	56	33	58	41	47	53	38	58	52	29
11. Morale is good in my team	45	53	39	47	38	50	44	62	34	50	48	41	51	48	13

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Being valued	55	(r)	51	59	64	69	67	(r)	(r)	(r)	42	(r)	83
12. I believe I am valued for what I can offer at my workplace	62	(r)	57	63	75	65	80	(r)	(r)	(r)	53	(r)	100
13. In my workplace, we recognise our successes and innovations	51	(r)	46	54	58	77	60	(r)	(r)	(r)	36	(r)	83
14. Staff are treated respectfully regardless of their job	53	(r)	51	60	58	65	60	(r)	(r)	(r)	36	(r)	67

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Being valued	55	73	(r)	(r)	51	(r)	(r)	51	60	54	56	69	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	62	83	(r)	(r)	71	(r)	(r)	55	64	61	60	71	(r)	(r)
13. In my workplace, we recognise our successes and innovations	51	70	(r)	(r)	42	(r)	(r)	47	57	49	52	67	(r)	(r)
14. Staff are treated respectfully regardless of their job	53	67	(r)	(r)	42	(r)	(r)	51	58	52	56	71	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Being valued	55	55	54	56	(r)	77	(r)	58	56	(r)	59	57	54	50	52	63
12. I believe I am valued for what I can offer at my workplace	62	62	60	62	(r)	80	(r)	68	63	(r)	62	61	56	62	64	68
13. In my workplace, we recognise our successes and innovations	51	50	51	46	(r)	75	(r)	54	52	(r)	52	55	51	46	42	60
14. Staff are treated respectfully regardless of their job	53	53	51	62	(r)	75	(r)	52	55	(r)	62	55	56	44	49	60

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Being valued	55	62	54	55	52	63	47	58	44	64	56	57	66	58	36
12. I believe I am valued for what I can offer at my workplace	62	72	58	59	61	69	56	58	48	71	62	64	74	67	46
13. In my workplace, we recognise our successes and innovations	51	59	47	52	46	50	41	56	41	62	53	52	61	52	25
14. Staff are treated respectfully regardless of their job	53	56	56	53	50	69	44	59	41	60	52	54	63	55	38

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Your Line Manager	59	(r)	56	62	69	69	67	(r)	(r)	(r)	43	(r)	77
15a. My line manager recognises and acknowledges when I have done my job well	62	(r)	58	66	74	69	76	(r)	(r)	(r)	42	(r)	91
15b. My line manager treats all staff in my team fairly	56	(r)	54	57	70	77	60	(r)	(r)	(r)	33	(r)	73
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	(r)	50	69	70	65	64	(r)	(r)	(r)	58	(r)	82
15d. My line manager treats me with respect	73	(r)	72	71	78	85	76	(r)	(r)	(r)	64	(r)	82
16. I receive regular and constructive feedback on my performance	47	(r)	44	51	61	46	68	(r)	(r)	(r)	27	(r)	64
17. Overall, I have confidence in the decisions made by my line manager	59	(r)	60	60	61	69	60	(r)	(r)	(r)	36	(r)	73

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Your Line Manager	59	74	(r)	(r)	60	(r)	(r)	55	59	59	58	60	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	62	78	(r)	(r)	57	(r)	(r)	58	66	60	70	63	(r)	(r)
15b. My line manager treats all staff in my team fairly	56	77	(r)	(r)	48	(r)	(r)	53	55	57	56	54	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	72	(r)	(r)	52	(r)	(r)	52	59	56	56	63	(r)	(r)
15d. My line manager treats me with respect	73	84	(r)	(r)	83	(r)	(r)	69	74	73	70	79	(r)	(r)
16. I receive regular and constructive feedback on my performance	47	66	(r)	(r)	52	(r)	(r)	42	40	49	41	42	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	59	69	(r)	(r)	70	(r)	(r)	56	61	59	57	63	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Your Line Manager	59	58	57	67	(r)	78	(r)	68	58	(r)	68	63	59	50	57	62
15a. My line manager recognises and acknowledges when I have done my job well	62	59	62	69	(r)	85	(r)	72	60	(r)	71	58	62	50	55	72
15b. My line manager treats all staff in my team fairly	56	55	56	77	(r)	60	(r)	69	55	(r)	82	61	57	47	53	56
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	58	52	62	(r)	75	(r)	67	57	(r)	68	65	56	43	56	64
15d. My line manager treats me with respect	73	72	71	77	(r)	95	(r)	74	73	(r)	79	74	71	68	75	75
16. I receive regular and constructive feedback on my performance	47	45	46	38	(r)	70	(r)	56	45	(r)	43	52	46	45	47	46
17. Overall, I have confidence in the decisions made by my line manager	59	58	57	77	(r)	80	(r)	70	58	(r)	68	68	63	49	56	61

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Your Line Manager	59	70	58	54	53	68	57	67	46	62	58	59	69	53	51
15a. My line manager recognises and acknowledges when I have done my job well	62	72	58	54	64	81	59	67	38	69	56	62	71	65	54
15b. My line manager treats all staff in my team fairly	56	73	56	51	44	75	56	63	45	58	55	54	66	45	54
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	66	54	49	63	50	59	59	48	53	55	62	71	65	42
15d. My line manager treats me with respect	73	82	73	69	68	88	63	78	62	78	74	74	82	57	71
16. I receive regular and constructive feedback on my performance	47	52	47	49	37	44	41	59	41	53	43	43	61	43	33
17. Overall, I have confidence in the decisions made by my line manager	59	75	61	54	45	69	63	74	41	62	62	58	62	45	50

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Senior Managers	37	(r)	35	38	31	38	54	(r)	(r)	(r)	31	(r)	54
18a. The senior managers at my workplace are aware of the issues I face in my job	44	(r)	41	37	43	40	68	(r)	(r)	(r)	42	(r)	60
18b. The senior managers at my workplace have a clear direction for the future	35	(r)	35	26	26	40	48	(r)	(r)	(r)	30	(r)	50
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	(r)	30	43	30	40	52	(r)	(r)	(r)	33	(r)	60
19. There is a positive relationship between senior management and staff in my workplace	33	(r)	30	37	26	36	50	(r)	(r)	(r)	28	(r)	50
20. Overall, I have confidence in the decisions made by my senior managers	37	(r)	36	45	30	36	52	(r)	(r)	(r)	22	(r)	50

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Senior Managers	37	50	(r)	(r)	24	(r)	(r)	35	35	37	33	34	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	44	56	(r)	(r)	29	(r)	(r)	42	42	44	43	35	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	35	50	(r)	(r)	17	(r)	(r)	33	36	34	31	39	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	48	(r)	(r)	29	(r)	(r)	33	33	36	31	35	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	33	48	(r)	(r)	22	(r)	(r)	30	26	36	25	26	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	37	48	(r)	(r)	25	(r)	(r)	36	38	36	36	35	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Senior Managers	37	37	32	38	(r)	61	(r)	44	35	(r)	58	52	41	30	36	29
18a. The senior managers at my workplace are aware of the issues I face in my job	44	45	36	38	(r)	65	(r)	54	42	(r)	64	48	48	36	47	39
18b. The senior managers at my workplace have a clear direction for the future	35	33	35	23	(r)	60	(r)	37	34	(r)	54	42	40	25	36	30
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	35	30	38	(r)	60	(r)	46	33	(r)	54	58	40	28	31	29
19. There is a positive relationship between senior management and staff in my workplace	33	34	28	46	(r)	50	(r)	43	31	(r)	57	50	37	30	31	23
20. Overall, I have confidence in the decisions made by my senior managers	37	36	33	46	(r)	68	(r)	42	36	(r)	61	60	41	31	36	27

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Senior Managers	37	48	41	28	30	51	42	50	35	44	31	33	39	29	25
18a. The senior managers at my workplace are aware of the issues I face in my job	44	53	45	33	45	40	44	56	34	60	38	41	45	36	38
18b. The senior managers at my workplace have a clear direction for the future	35	43	40	26	29	47	44	52	41	36	26	23	37	33	33
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	46	38	29	29	47	44	52	34	40	29	31	39	29	17
19. There is a positive relationship between senior management and staff in my workplace	33	43	40	27	23	60	35	41	32	39	26	33	37	23	25
20. Overall, I have confidence in the decisions made by my senior managers	37	54	42	25	26	60	41	48	32	47	35	34	39	24	13

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Communication	51	(r)	47	42	54	60	66	(r)	(r)	(r)	52	(r)	68
21. I am kept well informed about what is happening in my workplace	46	(r)	42	34	48	46	79	(r)	(r)	(r)	55	(r)	73
22. I have a say in decisions which affect my work	48	(r)	44	34	48	73	67	(r)	(r)	(r)	48	(r)	64
23. I think it is safe to speak up and challenge the way things are done	52	(r)	52	43	57	54	54	(r)	(r)	(r)	48	(r)	64
24. Where I work, we share the lessons learnt when mistakes are made	56	(r)	52	57	65	65	65	(r)	(r)	(r)	58	(r)	73

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Communication	51	67	(r)	(r)	45	(r)	(r)	47	55	49	52	61	(r)	(r)
21. I am kept well informed about what is happening in my workplace	46	68	(r)	(r)	29	(r)	(r)	42	45	47	44	46	(r)	(r)
22. I have a say in decisions which affect my work	48	66	(r)	(r)	54	(r)	(r)	43	55	45	51	63	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	52	63	(r)	(r)	54	(r)	(r)	49	58	51	56	63	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	56	72	(r)	(r)	42	(r)	(r)	53	62	54	56	75	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Communication	51	52	49	39	(r)	56	(r)	58	50	(r)	54	53	50	44	53	53
21. I am kept well informed about what is happening in my workplace	46	48	47	15	(r)	60	(r)	59	44	(r)	52	52	41	42	51	47
22. I have a say in decisions which affect my work	48	50	47	31	(r)	50	(r)	52	48	(r)	52	57	46	40	55	48
23. I think it is safe to speak up and challenge the way things are done	52	54	49	54	(r)	55	(r)	61	51	(r)	59	48	54	46	47	59
24. Where I work, we share the lessons learnt when mistakes are made	56	57	53	58	(r)	60	(r)	60	56	(r)	54	55	59	49	60	59

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Communication	51	57	52	48	46	57	50	60	45	53	48	54	52	47	39
21. I am kept well informed about what is happening in my workplace	46	52	46	47	39	44	37	65	38	42	50	48	45	55	38
22. I have a say in decisions which affect my work	48	58	45	46	43	63	50	54	52	47	48	51	45	41	29
23. I think it is safe to speak up and challenge the way things are done	52	61	55	45	47	63	48	58	41	60	47	62	53	41	46
24. Where I work, we share the lessons learnt when mistakes are made	56	57	61	52	55	60	63	64	48	64	48	55	66	50	42

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Training and Development Opportunities	72	(r)	70	76	77	71	83	(r)	(r)	(r)	68	(r)	79
25. I have received the appropriate training and development to do my job effectively	71	(r)	70	74	74	58	88	(r)	(r)	(r)	70	(r)	82
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	(r)	78	91	91	92	92	(r)	(r)	(r)	82	(r)	82
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	(r)	63	65	65	62	71	(r)	(r)	(r)	52	(r)	73

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Training and Development Opportunities	72	82	(r)	(r)	67	(r)	(r)	70	72	72	69	74	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	71	81	(r)	(r)	61	(r)	(r)	69	68	72	64	71	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	87	(r)	(r)	83	(r)	(r)	80	83	81	77	92	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	77	(r)	(r)	57	(r)	(r)	60	65	62	66	58	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Training and Development Opportunities	72	71	78	62	(r)	75	(r)	71	73	(r)	62	82	68	67	67	80
25. I have received the appropriate training and development to do my job effectively	71	69	82	54	(r)	75	(r)	70	72	(r)	59	81	66	68	67	80
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	84	84	69	(r)	70	(r)	79	83	(r)	66	87	77	78	78	92
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	59	67	62	(r)	79	(r)	64	63	(r)	62	77	59	56	56	68

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24	
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49	
Training and Development Opportunities	72	70	72	71	75	73	80	66	49	77	71	70	82	74	71	
25. I have received the appropriate training and development to do my job effectively	71	60	75	74	78	75	78	63	46	78	69	69	82	77	79	
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	80	76	83	88	75	93	74	68	82	79	85	84	86	88	
27. I am encouraged to take opportunities to learn new skills and have new experiences	62	69	64	56	60	69	70	62	32	71	65	56	79	59	46	

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Work Environment	56	(r)	50	58	66	64	67	(r)	(r)	(r)	61	(r)	85
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	(r)	32	40	65	42	54	(r)	(r)	(r)	39	(r)	80
29. I am able to achieve a healthy work/life balance most of the time	65	(r)	60	74	57	69	71	(r)	(r)	(r)	76	(r)	91
30. There are mechanisms in place to support me if I experience stress or pressure	56	(r)	51	60	65	54	75	(r)	(r)	(r)	61	(r)	70
31. Reasonable expectations are placed on staff according to their position	54	(r)	48	49	65	73	58	(r)	(r)	(r)	58	(r)	91
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67	(r)	61	69	78	81	75	(r)	(r)	(r)	73	(r)	91

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Work Environment	56	71	(r)	(r)	52	(r)	(r)	52	56	56	54	63	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	58	(r)	(r)	33	(r)	(r)	36	43	38	38	61	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	65	79	(r)	(r)	58	(r)	(r)	62	63	65	66	54	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	56	76	(r)	(r)	58	(r)	(r)	50	58	55	59	61	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	54	67	(r)	(r)	42	(r)	(r)	51	47	55	47	54	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67	75	(r)	(r)	67	(r)	(r)	63	69	66	62	83	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Work Environment	56	56	55	61	(r)	71	(r)	63	55	(r)	61	67	52	51	53	60
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	42	31	46	(r)	50	(r)	48	39	(r)	55	45	41	34	40	38
29. I am able to achieve a healthy work/life balance most of the time	65	61	70	69	(r)	80	(r)	70	63	(r)	59	71	65	56	60	72
30. There are mechanisms in place to support me if I experience stress or pressure	56	56	56	42	(r)	75	(r)	59	56	(r)	59	61	54	52	49	61
31. Reasonable expectations are placed on staff according to their position	54	54	46	77	(r)	80	(r)	67	51	(r)	62	81	51	44	56	51
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67	66	71	69	(r)	70	(r)	70	67	(r)	72	77	49	67	58	78

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Work Environment	56	63	53	53	57	58	54	60	46	58	57	54	64	64	46
28. I have confidence in the processes that my workplace uses to resolve staff conflict	40	47	39	40	33	50	33	44	34	47	41	42	39	41	21
29. I am able to achieve a healthy work/life balance most of the time	65	67	65	61	66	50	63	74	52	71	67	62	68	73	54
30. There are mechanisms in place to support me if I experience stress or pressure	56	59	51	54	61	44	52	56	59	53	53	54	68	68	46
31. Reasonable expectations are placed on staff according to their position	54	63	58	40	54	69	59	56	45	47	52	51	63	59	50
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	67	76	52	68	71	75	63	70	41	70	71	62	81	77	58

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Inappropriate Behaviour	66	(r)	62	72	79	71	74	(r)	(r)	(r)	56	(r)	83
33a. In the last three (3) months, have you personally experienced verbal abuse?	56	(r)	48	60	74	69	71	(r)	(r)	(r)	48	(r)	82
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	70	(r)	65	80	91	81	79	(r)	(r)	(r)	58	(r)	91
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	83	(r)	80	86	100	92	83	(r)	(r)	(r)	67	(r)	100
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	43	(r)	36	54	57	58	58	(r)	(r)	(r)	42	(r)	55
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	(r)	60	77	78	73	67	(r)	(r)	(r)	55	(r)	82
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	(r)	74	86	86	81	92	(r)	(r)	(r)	64	(r)	100
35a. Do you currently know how to report occurrences of these types of behaviour?	88	(r)	88	91	96	81	96	(r)	(r)	(r)	76	(r)	91
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	(r)	45	44	48	31	46	(r)	(r)	(r)	36	(r)	64

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Inappropriate Behaviour	66	75	(r)	(r)	62	(r)	(r)	64	63	66	58	72	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	56	71	(r)	(r)	50	(r)	(r)	52	49	58	42	63	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	70	77	(r)	(r)	75	(r)	(r)	68	68	70	65	67	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	83	90	(r)	(r)	75	(r)	(r)	82	82	83	75	92	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	43	53	(r)	(r)	38	(r)	(r)	41	33	46	26	46	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	73	(r)	(r)	46	(r)	(r)	63	60	65	55	71	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	87	(r)	(r)	67	(r)	(r)	77	74	79	66	87	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	88	94	(r)	(r)	100	(r)	(r)	85	96	86	95	100	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	53	(r)	(r)	46	(r)	(r)	41	45	44	38	50	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Inappropriate Behaviour	66	64	69	69	(r)	65	(r)	64	67	(r)	67	65	61	61	63	74
33a. In the last three (3) months, have you personally experienced verbal abuse?	56	55	60	54	(r)	55	(r)	61	56	(r)	48	68	54	47	56	62
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	70	70	72	77	(r)	60	(r)	70	71	(r)	72	68	67	65	71	76
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	83	81	87	92	(r)	80	(r)	78	84	(r)	83	84	82	75	78	91
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	43	40	49	54	(r)	50	(r)	44	44	(r)	59	42	40	44	29	48
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	61	71	77	(r)	60	(r)	59	66	(r)	76	52	55	58	63	75
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	77	79	92	(r)	74	(r)	74	79	(r)	79	74	72	75	73	86
35a. Do you currently know how to report occurrences of these types of behaviour?	88	87	93	69	(r)	89	(r)	79	90	(r)	69	81	84	85	92	99
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	45	43	38	(r)	50	(r)	50	44	(r)	46	48	35	41	43	52

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Inappropriate Behaviour	66	67	63	64	70	74	64	62	55	66	64	70	71	70	60
33a. In the last three (3) months, have you personally experienced verbal abuse?	56	59	52	52	63	63	70	48	41	58	50	60	58	76	39
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	70	76	67	70	66	75	70	70	66	73	64	74	79	67	58
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	83	86	83	75	87	100	85	81	76	80	81	86	86	76	78
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	43	46	35	45	50	63	52	44	28	43	38	42	50	55	38
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	62	62	63	72	81	59	59	59	59	59	69	74	81	50
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	76	77	76	83	100	78	77	69	77	78	77	84	67	75
35a. Do you currently know how to report occurrences of these types of behaviour?	88	84	83	89	97	63	63	78	82	93	93	98	89	95	96
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	46	41	44	47	50	37	41	24	42	47	52	49	43	46

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Service Delivery	56	(r)	54	60	63	49	68	(r)	(r)	(r)	50	(r)	80
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	(r)	58	66	61	50	75	(r)	(r)	(r)	55	(r)	82
37. In my workplace patient safety is at the centre of all decision making	68	(r)	67	74	65	65	74	(r)	(r)	(r)	57	(r)	91
38. My team's objectives/work plans are clearly outlined	64	(r)	60	65	83	58	71	(r)	(r)	(r)	58	(r)	100
39. Our objectives/work plans help us to deliver a quality service	65	(r)	63	64	78	54	83	(r)	(r)	(r)	58	(r)	90
40. At my workplace we are too focused on monitoring rather than delivering services*	25	(r)	23	33	30	19	38	(r)	(r)	(r)	22	(r)	36

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Service Delivery	56	72	(r)	(r)	53	(r)	(r)	52	57	56	56	60	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	74	(r)	(r)	50	(r)	(r)	57	55	61	54	54	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	68	84	(r)	(r)	83	(r)	(r)	62	74	65	75	71	(r)	(r)
38. My team's objectives/work plans are clearly outlined	64	79	(r)	(r)	52	(r)	(r)	60	66	63	63	71	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	65	84	(r)	(r)	58	(r)	(r)	60	70	63	65	83	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	25	39	(r)	(r)	21	(r)	(r)	22	22	26	22	21	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Service Delivery	56	55	58	57	(r)	65	(r)	58	56	(r)	56	58	47	50	62	62
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	59	59	54	(r)	75	(r)	65	58	(r)	59	65	49	52	65	66
37. In my workplace patient safety is at the centre of all decision making	68	66	72	69	(r)	75	(r)	68	69	(r)	66	61	56	63	78	76
38. My team's objectives/work plans are clearly outlined	64	63	67	62	(r)	74	(r)	65	64	(r)	62	67	55	56	69	70
39. Our objectives/work plans help us to deliver a quality service	65	65	64	69	(r)	75	(r)	64	66	(r)	62	72	52	56	74	71
40. At my workplace we are too focused on monitoring rather than delivering services*	25	24	26	31	(r)	25	(r)	26	25	(r)	31	26	24	22	24	26

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Service Delivery	56	59	50	56	59	54	52	54	41	64	53	51	72	67	49
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	62	54	57	62	69	48	59	45	69	59	55	71	64	46
37. In my workplace patient safety is at the centre of all decision making	68	66	64	69	73	44	63	56	52	82	64	61	92	82	70
38. My team's objectives/work plans are clearly outlined	64	68	58	60	69	67	59	59	45	74	57	58	86	82	52
39. Our objectives/work plans help us to deliver a quality service	65	69	57	64	69	69	63	62	45	75	60	61	82	82	50
40. At my workplace we are too focused on monitoring rather than delivering services*	25	28	19	28	24	25	26	37	17	22	24	20	30	27	27

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	370	-	206	35	24	26	25	-	-	-	33	-	12
Employee Engagement Index	64	(r)	60	66	75	61	77	(r)	(r)	(r)	63	(r)	91
Your Workplace	58	(r)	55	55	71	54	69	(r)	(r)	(r)	56	(r)	89
41. Overall I am proud to be a part of this workplace	68	(r)	64	69	78	58	88	(r)	(r)	(r)	64	(r)	91
42. I would recommend my workplace as a good place to work	59	(r)	57	57	74	54	67	(r)	(r)	(r)	61	(r)	82
43. I feel motivated to contribute more than what is normally required at work	61	(r)	53	60	83	69	88	(r)	(r)	(r)	64	(r)	82
44. I have a strong sense of belonging to my workplace	62	(r)	61	63	74	58	63	(r)	(r)	(r)	56	(r)	100
45. Overall I am satisfied to be working here at the present time	64	(r)	60	69	74	62	67	(r)	(r)	(r)	76	(r)	100
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	(r)	33	14	43	23	46	(r)	(r)	(r)	18	(r)	80

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	370	66	-	-	24	-	-	263	93	260	61	24	-	-
Employee Engagement Index	64	82	(r)	(r)	61	(r)	(r)	59	67	63	64	74	(r)	(r)
Your Workplace	58	75	(r)	(r)	54	(r)	(r)	53	61	57	59	64	(r)	(r)
41. Overall I am proud to be a part of this workplace	68	89	(r)	(r)	63	(r)	(r)	63	72	67	70	71	(r)	(r)
42. I would recommend my workplace as a good place to work	59	79	(r)	(r)	58	(r)	(r)	54	60	59	57	67	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	61	84	(r)	(r)	54	(r)	(r)	56	63	61	59	79	(r)	(r)
44. I have a strong sense of belonging to my workplace	62	76	(r)	(r)	54	(r)	(r)	59	73	59	67	83	(r)	(r)
45. Overall I am satisfied to be working here at the present time	64	79	(r)	(r)	67	(r)	(r)	59	66	64	64	71	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	41	(r)	(r)	29	(r)	(r)	29	29	33	34	13	(r)	(r)

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	370	229	87	13	-	20	-	54	290	-	29	31	63	73	55	99
Employee Engagement Index	64	64	65	59	(r)	78	(r)	63	65	(r)	64	67	59	60	65	70
Your Workplace	58	58	57	55	(r)	74	(r)	57	59	(r)	57	60	55	54	60	62
41. Overall I am proud to be a part of this workplace	68	67	70	62	(r)	85	(r)	70	68	(r)	62	71	67	64	67	74
42. I would recommend my workplace as a good place to work	59	59	60	62	(r)	75	(r)	61	60	(r)	62	58	54	58	56	68
43. I feel motivated to contribute more than what is normally required at work	61	62	60	69	(r)	65	(r)	59	63	(r)	66	65	56	55	69	65
44. I have a strong sense of belonging to my workplace	62	64	63	38	(r)	75	(r)	57	64	(r)	52	58	60	60	62	71
45. Overall I am satisfied to be working here at the present time	64	64	63	62	(r)	90	(r)	65	66	(r)	69	74	59	58	65	69
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	32	27	33	(r)	55	(r)	28	33	(r)	29	32	37	29	40	28

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	370	93	85	94	76	16	27	27	29	45	58	65	38	22	24
Employee Engagement Index	64	68	62	64	64	63	56	60	53	67	67	64	81	69	49
Your Workplace	58	62	57	58	57	53	53	57	47	61	61	58	74	65	41
41. Overall I am proud to be a part of this workplace	68	71	67	69	66	69	59	70	52	71	72	66	87	77	46
42. I would recommend my workplace as a good place to work	59	65	56	63	55	50	52	63	52	60	62	62	82	55	38
43. I feel motivated to contribute more than what is normally required at work	61	67	56	61	64	63	52	52	45	67	66	62	79	73	46
44. I have a strong sense of belonging to my workplace	62	62	64	63	63	56	56	59	59	67	62	60	79	68	52
45. Overall I am satisfied to be working here at the present time	64	70	62	64	64	63	59	59	52	69	64	68	79	73	54
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	35	34	30	29	19	38	41	21	31	38	28	37	45	13

Guide to using this report

Methodology

The YourSay survey was delivered as an online and paper based survey to meet the operational needs of a workforce that operates 24 hours a day, 7 days a week.

Questionnaire design

The questionnaire was designed by ORC International in conjunction with the NSW Health workplace culture project team, the Department of Health Workplace Culture Survey Reference Group and Chief Executives of all NSW Health organisations. The questionnaire was designed to be succinct and provide actionable results to help inform the organisation and highlight areas for improvement.

Data collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were distributed in all facilities by local survey champions.

All staff were given the opportunity to complete the survey between 2nd May – 3rd of June, 2011. Paper surveys were accepted until the 14th of June, 2011.

ORC International set up and hosted the online survey, with the survey link being provided through the NSW Health intranet. Each LHD and facility also posted a link on their respective websites that would redirect respondents to the NSW Health intranet.

Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to Q51. *Which of the following best describes your current employment status? A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).*

Example calculation for NSW Health Overall:

Q51. Which of the following best describes your current employment status?

Responses		Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$
Agency (4)	132	
Casual (5)	975	
Contractor (6)	203	
TOTAL answering Q51	29474	
TOTAL number of respondents to the survey	31493	

Total estimated Full time responses as a proportion of all respondents to the survey:

$$\frac{1850 + 1175}{29474} \times 31493 = 21290 \text{ Estimated Full Time responses}$$

Total estimated Part time responses as a proportion of all respondents to the survey:

$$\frac{7753 + 486}{29474} \times 31493 = 8803 \text{ Estimated Part Time responses}$$

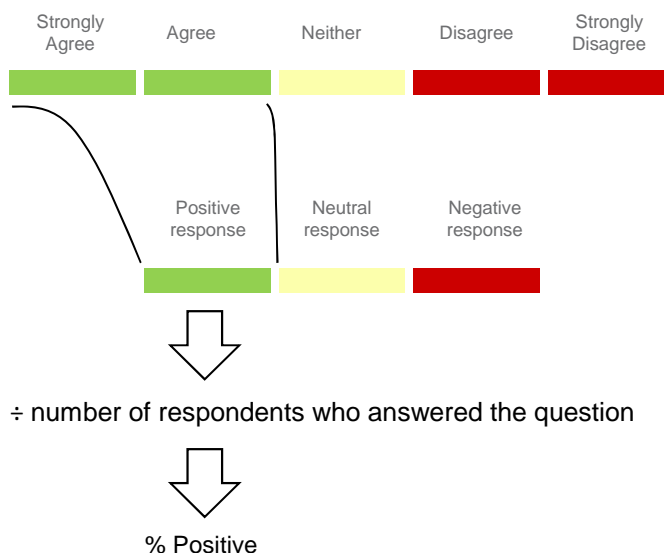
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

$$\frac{21289 + (8803 \times 0.33)}{94882.6} = 25\% \text{ Estimated Response Rate}$$

Guide to using this report

% Positive

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.



Index and Section Scores

Index and Section scores are calculated as the sum of positive responses given to all questions in that Index or Section divided by the number of answers to all questions in the group.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Number of Responses	151	166	176	96	24	613
Percentage	24.63%	27.08%	28.71%	15.66%	3.92%	100.00%
Rounded Percentage	25%	27%	29%	16%	4%	101%
Number of positive responses	(151	+ 166)	=		317	
% Positive	317	÷ 613	=		52%	

Scoring of Negatively Worded Questions

Questions marked with a * were negatively worded in the survey questionnaire. In reporting the survey results the positive score is taken as those who responded with "strongly disagree" or "disagree", the negative score as "strongly agree" or "agree". In the 2011 survey this applied to questions 4 and 40. Questions 33 and 34 were also negatively worded, therefore the positive score is taken as those who responded "No", and the negative score as those who responded "yes".

Benchmark data

ORC International facilitates a benchmarking programme which allows organisations to benchmark their results against the results of other organisations in their sector. In this report, the external benchmark data is the average % positive score achieved from recent surveys of all other Australian and International Health Sector organisations.