



Health Reform Transition Organisation

This Report

This report provides Health Reform Transition Organisation 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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937

ACTUAL RESPONSES

7%

3% Confidence Interval

ESTIMATED RESPONSE RATE

56%

ENGAGEMENT INDEX

46%

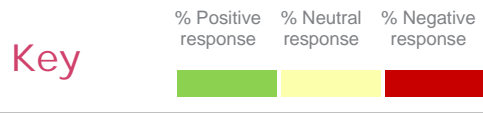
WORKPLACE CULTURE INDEX

Employee Engagement Index

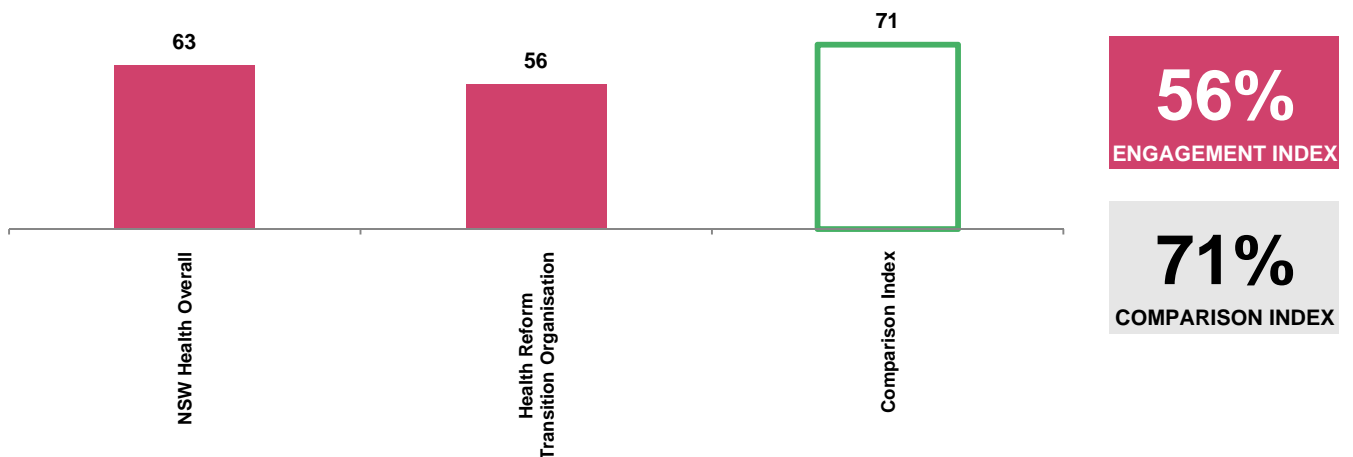
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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	61% Positive, 23% Neutral, 17% Negative	-7
42. I would recommend my workplace as a good place to work	49% Positive, 25% Neutral, 27% Negative	-9
44. I have a strong sense of belonging to my workplace	55% Positive, 21% Neutral, 24% Negative	
45. Overall I am satisfied to be working here at the present time	56% Positive, 19% Neutral, 26% Negative	-8
3. Working here makes me want to do the best job I can	58% Positive, 22% Neutral, 19% Negative	-9
43. I feel motivated to contribute more than what is normally required at work	56% Positive, 19% Neutral, 25% Negative	

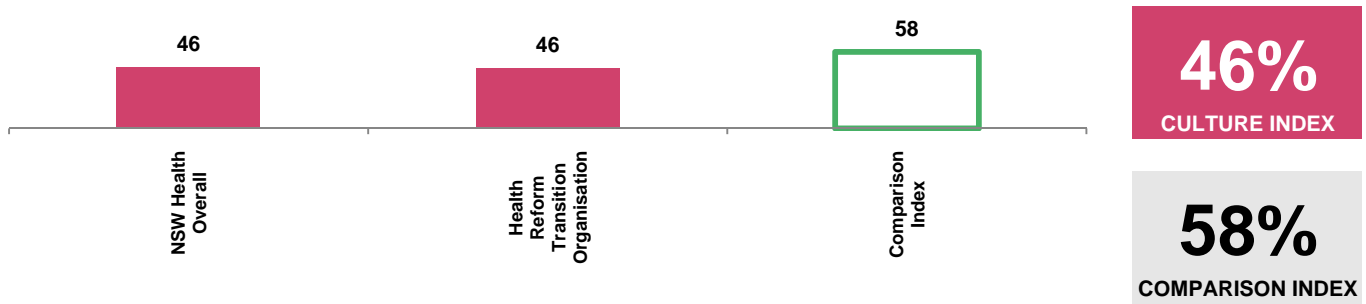


Employee Workplace Culture Index

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			Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	44	20	37	-2
12. I believe I am valued for what I can offer at my workplace	61	16	23	+3
13. In my workplace, we recognise our successes and innovations	53	23	24	+3
14. Staff are treated respectfully regardless of their job	60	16	24	+5
17. Overall, I have confidence in the decisions made by my line manager	61	18	21	+3
18b. The senior managers at my workplace have a clear direction for the future	26	28	46	-6
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	27	38	+1
20. Overall, I have confidence in the decisions made by my senior managers	39	28	32	+3
22. I have a say in decisions which affect my work	43	24	33	+2
23. I think it is safe to speak up and challenge the way things are done	48	19	32	+2
24. Where I work, we share the lessons learnt when mistakes are made	51	23	27	-2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	26	37	0
38. My team's objectives/work plans are clearly outlined	55	21	23	-5
39. Our objectives/work plans help us to deliver a quality service	55	24	21	-5
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	31	47	-7



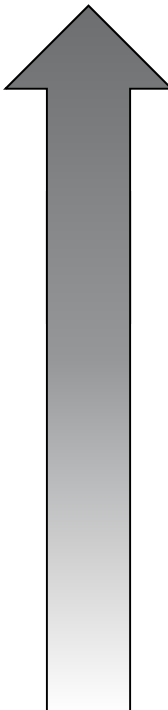
Drivers of Engagement

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 Health Reform Transition Organisation overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Reform Transition Organisation 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	<i>Greatest</i> 	61	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		58	54
5. I have sufficient control over my work so I can do my job well		59	60
39. Our objectives/work plans help us to deliver a quality service		55	60
36. My work environment allows me to deliver the best possible services (patient care or support services)		47	54
11. Morale is good in my team		44	46

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	68
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Your Line Manager	63
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Your Team	61
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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	87
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15d. My line manager treats me with respect	77
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1. My job makes good use of my skills and abilities	73
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8. In my team we generally acknowledge one another's efforts and achievements	72
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2. I feel I am able to suggest ideas to improve our ways of doing things	72
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Lowlights

Sections

% Positive

Senior Managers	36
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Communication	46
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Service Delivery	47
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Questions

% Positive

4. Too many approvals are required for routine decisions*	11
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46. Overall, I believe the culture at my workplace has improved in the last 12 months	22
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18b. The senior managers at my workplace have a clear direction for the future	26
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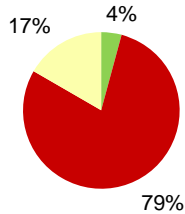
40. At my workplace we are too focused on monitoring rather than delivering services*	34
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18c. The senior managers at my workplace lead by example in creating a positive workplace	35
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External Comparison

This section shows comparisons between Health Reform Transition Organisation 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



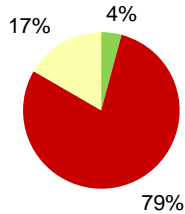
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% 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	87	+10	
40. At my workplace we are too focused on monitoring rather than delivering services*	34	+6	
15d. My line manager treats me with respect	77	+2	
15a. My line manager recognises and acknowledges when I have done my job well	68	0	
15b. My line manager treats all staff in my team fairly	63	-1	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	-2	
2. I feel I am able to suggest ideas to improve our ways of doing things	72	-2	
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	-3	
8. In my team we generally acknowledge one another's efforts and achievements	72	-4	
17. Overall, I have confidence in the decisions made by my line manager	61	-4	
4. Too many approvals are required for routine decisions*	11	-5	
19. There is a positive relationship between senior management and staff in my workplace	39	-5	
14. Staff are treated respectfully regardless of their job	60	-5	

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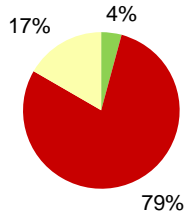
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
22. I have a say in decisions which affect my work	43	-5	■
9. People in my team are honest and open	66	-5	■
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	58	-6	■
20. Overall, I have confidence in the decisions made by my senior managers	39	-7	■
18a. The senior managers at my workplace are aware of the issues I face in my job	42	-7	■
16. I receive regular and constructive feedback on my performance	47	-7	■
12. I believe I am valued for what I can offer at my workplace	61	-8	■
29. I am able to achieve a healthy work/life balance most of the time	63	-8	■
23. I think it is safe to speak up and challenge the way things are done	48	-9	■
31. Reasonable expectations are placed on staff according to their position	52	-9	■
10. My team resolves conflict quickly when it arises	52	-10	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	-10	■
43. I feel motivated to contribute more than what is normally required at work	56	-10	■

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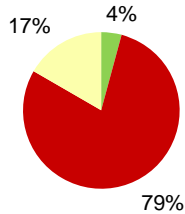
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
13. In my workplace, we recognise our successes and innovations	53	-10	■
5. I have sufficient control over my work so I can do my job well	59	-11	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	-12	■
44. I have a strong sense of belonging to my workplace	55	-12	■
1. My job makes good use of my skills and abilities	73	-12	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	-12	■
30. There are mechanisms in place to support me if I experience stress or pressure	48	-14	■
24. Where I work, we share the lessons learnt when mistakes are made	51	-14	■
11. Morale is good in my team	44	-15	■
41. Overall I am proud to be a part of this workplace	61	-16	■
38. My team's objectives/work plans are clearly outlined	55	-17	■
21. I am kept well informed about what is happening in my workplace	41	-17	■
39. Our objectives/work plans help us to deliver a quality service	55	-17	■

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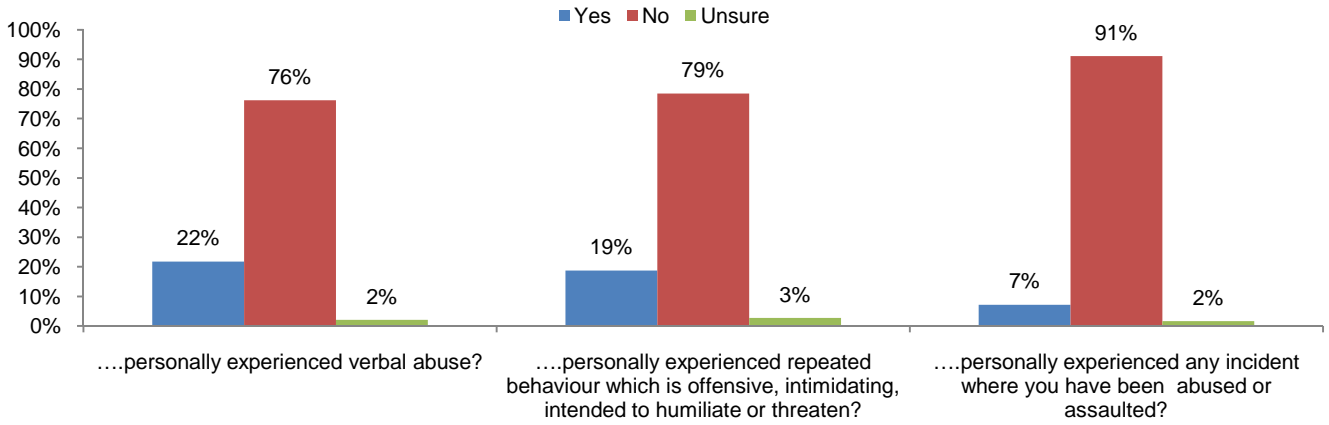
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
45. Overall I am satisfied to be working here at the present time	56	-17	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	■
42. I would recommend my workplace as a good place to work	49	-17	■
25. I have received the appropriate training and development to do my job effectively	61	-18	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	-19	■
3. Working here makes me want to do the best job I can	58	-20	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	47	-23	■
18b. The senior managers at my workplace have a clear direction for the future	26	-24	■
37. In my workplace patient safety is at the centre of all decision making	44	-28	■

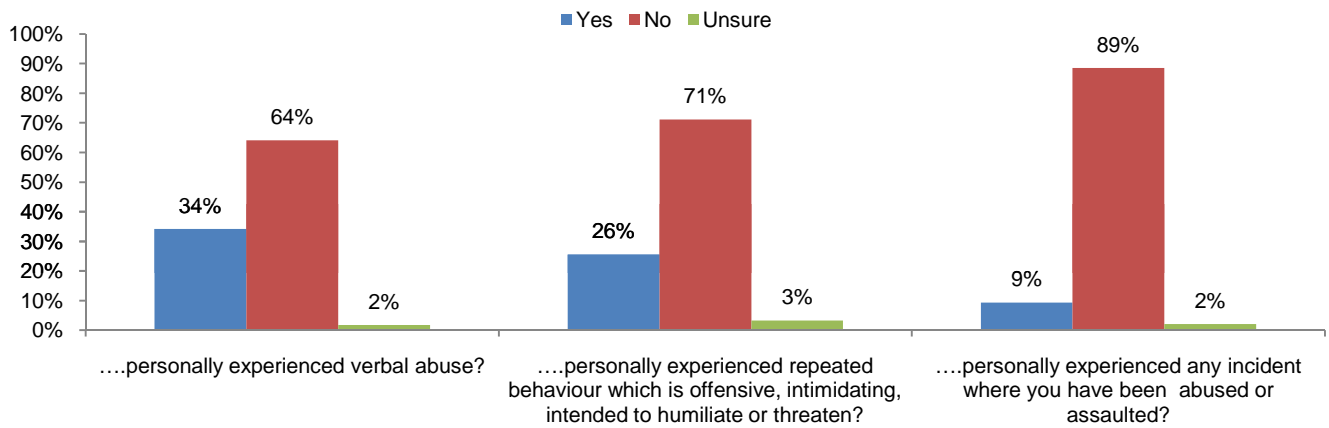
Inappropriate Behaviour

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

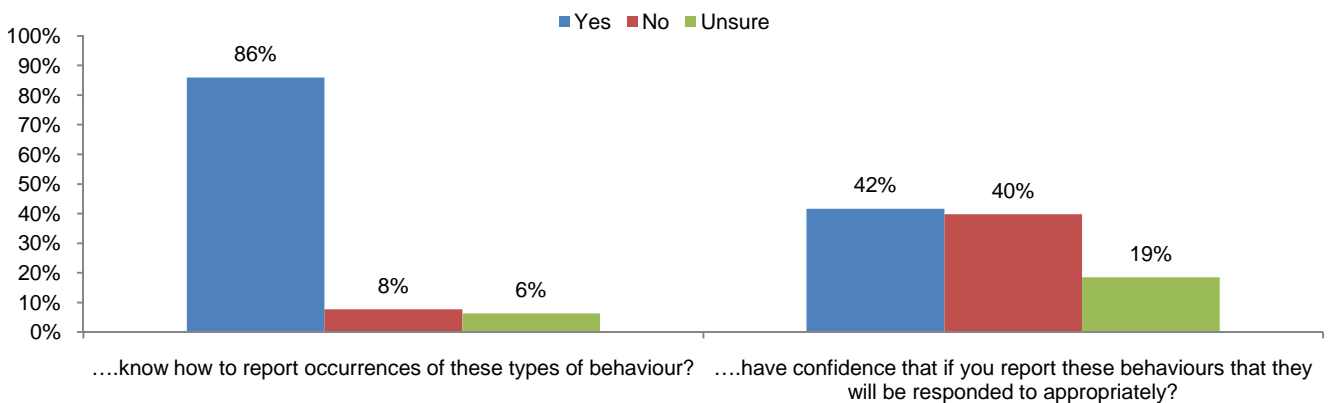
33. In the last three (3) months have you....



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

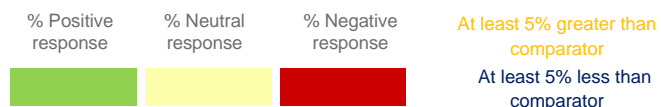
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
					55		-1	-10
1. My job makes good use of my skills and abilities		73	11	16	73		-3	-12
2. I feel I am able to suggest ideas to improve our ways of doing things		72	12	16	72		+7	-2
3. Working here makes me want to do the best job I can		58	22	19	58		-9	-20
4. Too many approvals are required for routine decisions*		11	20	68	11		-3	-5
Key 5. I have sufficient control over my work so I can do my job well		59	16	25	59		-1	-11
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		58	20	22	58		+4	-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



Your Team

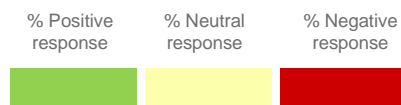
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
					61		+4	-7
7. The people I work with are willing to help each other even if this means doing something outside their usual job		71	15	15	71	+6	-2	
8. In my team we generally acknowledge one another's efforts and achievements		72	13	15	72	+6	-4	
9. People in my team are honest and open		66	18	16	66	+6	-5	
10. My team resolves conflict quickly when it arises		52	24	23	52	+5	-10	
Key 11. Morale is good in my team		44	20	37	44	-3	-15	

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

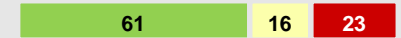


At least 5% greater than comparator
At least 5% less than comparator

Being valued

Key

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



58

% Positive Variance Compared to:

NSW Health Overall
Australian and International Health Sector Benchmark

+4

-8

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



53

+3

-10

14. Staff are treated respectfully regardless of their job



60

+5

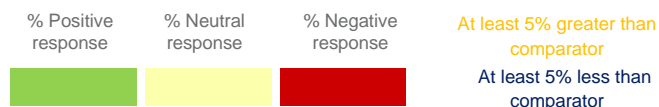
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All Questions

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

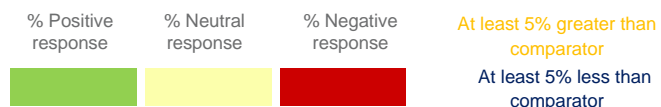
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	68	14	18	68	+8	+5	0
15b. My line manager treats all staff in my team fairly	63	15	22	63	+5	+5	-1
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	16	23	61	+5	+5	-3
15d. My line manager treats me with respect	77	11	12	77	+4	+4	+2
16. I receive regular and constructive feedback on my performance	47	21	33	47	+3	+3	-7
17. Overall, I have confidence in the decisions made by my line manager	61	18	21	61	+3	+3	-4

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

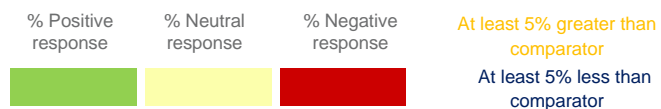
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	42	21	37	42	+2	-7
18b. The senior managers at my workplace have a clear direction for the future	26	28	46	26	-6	-24
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	27	38	35	+1	-10
19. There is a positive relationship between senior management and staff in my workplace	39	27	34	39	+5	-5
20. Overall, I have confidence in the decisions made by my senior managers	39	28	32	39	+3	-7

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

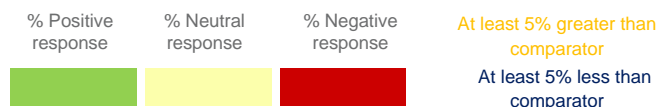
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	41	19	40	41	-4	-17
22. I have a say in decisions which affect my work	43	24	33	43	+2	-5
23. I think it is safe to speak up and challenge the way things are done	48	19	32	48	+2	-9
24. Where I work, we share the lessons learnt when mistakes are made	51	23	27	51	-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



Training and Development Opportunities

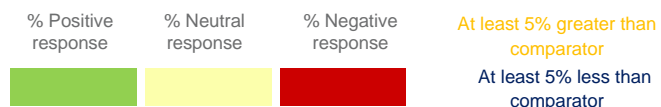
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	61 20 19	61	20	19	61	-7	+1	-6
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	87 9 4	87	9	4	87	+11	+11	+10
27. I am encouraged to take opportunities to learn new skills and have new experiences	55 23 22	55	23	22	55	+0	+0	-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



Work Environment

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	26	37	37	0	-17
29. I am able to achieve a healthy work/life balance most of the time	63	15	22	63	+3	-8
30. There are mechanisms in place to support me if I experience stress or pressure	48	27	25	48	-1	-14
31. Reasonable expectations are placed on staff according to their position	52	19	29	52	-0	-9
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	33	7	61	-4	-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

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:

Inappropriate Behaviour

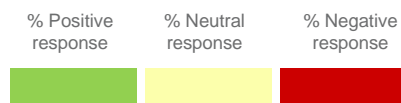
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark	
33a. In the last three (3) months, have you personally experienced verbal abuse?	76		22	76	+7	+4	
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	79		19	79	+8	+7	
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	91		7	91	+6	+7	
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	64		34	64	+10	+6	
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71		26	71	+6	+1	
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	89		9	89	+7	+6	
		% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?		86	6	8	86	+3	+5
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	19	40	42	-1	-13	

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

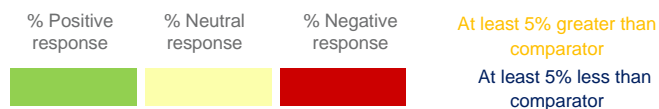
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	47	25	28	47	-7	-6	-23
37. In my workplace patient safety is at the centre of all decision making	44	41	15	44	-20	-20	-28
38. My team's objectives/work plans are clearly outlined	55	21	23	55	-5	-5	-17
Key 39. Our objectives/work plans help us to deliver a quality service	55	24	21	55	-5	-5	-17
40. At my workplace we are too focused on monitoring rather than delivering services*	34	33	33	34	+7	+7	+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



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	61	23	17	61	-7	-16
42. I would recommend my workplace as a good place to work	49	25	27	49	-9	-17
43. I feel motivated to contribute more than what is normally required at work	56	19	25	56	-5	-10
44. I have a strong sense of belonging to my workplace	55	21	24	55	-6	-12
45. Overall I am satisfied to be working here at the present time	56	19	26	56	-8	-17
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	31	47	22	-7	-19

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Your Job	55	60	57	59	55	64	50	51	(r)	(r)	68	(r)	58
1. My job makes good use of my skills and abilities	73	72	71	80	72	83	65	77	(r)	(r)	94	(r)	71
2. I feel I am able to suggest ideas to improve our ways of doing things	72	83	73	81	72	79	64	59	(r)	(r)	88	(r)	69
3. Working here makes me want to do the best job I can	58	78	63	63	56	75	50	59	(r)	(r)	76	(r)	66
4. Too many approvals are required for routine decisions*	11	11	19	14	10	13	12	6	(r)	(r)	6	(r)	14
5. I have sufficient control over my work so I can do my job well	59	50	56	60	60	63	57	48	(r)	(r)	71	(r)	66
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	58	67	62	59	58	71	52	58	(r)	(r)	71	(r)	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	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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Your Job	55	53	(r)	54	62	(r)	51	55	60	52	57	61	61	(r)
1. My job makes good use of my skills and abilities	73	72	(r)	73	78	(r)	82	72	78	70	79	79	75	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	72	72	(r)	73	80	(r)	61	72	78	67	73	80	79	(r)
3. Working here makes me want to do the best job I can	58	66	(r)	67	73	(r)	55	57	65	53	62	66	67	(r)
4. Too many approvals are required for routine decisions*	11	7	(r)	13	12	(r)	7	12	11	12	10	11	9	(r)
5. I have sufficient control over my work so I can do my job well	59	55	(r)	40	56	(r)	46	61	59	59	57	60	60	(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	58	45	(r)	60	73	(r)	56	59	69	51	62	70	75	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Your Job	55	55	56	55	(r)	(r)	(r)	55	57	38	59	71	57	52	52	58
1. My job makes good use of my skills and abilities	73	74	72	67	(r)	(r)	(r)	74	75	52	79	88	72	69	68	80
2. I feel I am able to suggest ideas to improve our ways of doing things	72	71	77	69	(r)	(r)	(r)	72	73	50	79	84	78	68	68	73
3. Working here makes me want to do the best job I can	58	57	65	67	(r)	(r)	(r)	55	62	40	63	76	58	51	54	65
4. Too many approvals are required for routine decisions*	11	12	8	10	(r)	(r)	(r)	12	11	8	8	24	10	13	12	10
5. I have sufficient control over my work so I can do my job well	59	58	61	65	(r)	(r)	(r)	56	62	40	67	88	61	63	56	57
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	58	60	54	52	(r)	(r)	(r)	62	59	36	58	64	64	50	55	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	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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Your Job	55	60	54	52	56	72	48	47	62	53	57	58	58	61	42
1. My job makes good use of my skills and abilities	73	76	72	71	78	91	63	62	80	69	75	77	78	75	63
2. I feel I am able to suggest ideas to improve our ways of doing things	72	75	70	71	70	83	66	66	78	70	72	74	75	79	54
3. Working here makes me want to do the best job I can	58	62	57	55	60	83	49	45	66	54	58	64	64	60	41
4. Too many approvals are required for routine decisions*	11	15	9	10	10	17	11	4	11	11	16	10	9	13	16
5. I have sufficient control over my work so I can do my job well	59	67	58	54	57	75	49	65	74	53	63	56	62	67	40
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	58	62	60	54	59	83	49	41	64	59	58	64	62	71	39

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Your Team	61	69	69	60	61	67	59	53	(r)	(r)	58	(r)	66
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	78	82	69	71	67	71	58	(r)	(r)	59	(r)	77
8. In my team we generally acknowledge one another's efforts and achievements	72	83	92	73	71	79	74	58	(r)	(r)	59	(r)	71
9. People in my team are honest and open	66	72	71	69	65	75	62	64	(r)	(r)	59	(r)	69
10. My team resolves conflict quickly when it arises	52	56	51	52	54	63	47	46	(r)	(r)	53	(r)	54
11. Morale is good in my team	44	56	50	39	42	50	40	41	(r)	(r)	59	(r)	57

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Your Team	61	68	(r)	67	65	(r)	55	61	66	57	55	69	72	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	72	(r)	73	71	(r)	58	73	74	68	63	78	75	(r)
8. In my team we generally acknowledge one another's efforts and achievements	72	79	(r)	67	80	(r)	61	73	80	68	65	83	85	(r)
9. People in my team are honest and open	66	69	(r)	80	66	(r)	64	66	72	61	62	73	79	(r)
10. My team resolves conflict quickly when it arises	52	66	(r)	67	58	(r)	49	52	59	48	48	62	66	(r)
11. Morale is good in my team	44	52	(r)	47	51	(r)	45	43	46	40	37	47	54	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Your Team	61	60	63	73	(r)	(r)	(r)	61	63	38	63	82	64	58	57	64
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	69	78	83	(r)	(r)	(r)	71	72	52	70	88	67	67	71	73
8. In my team we generally acknowledge one another's efforts and achievements	72	71	78	89	(r)	(r)	(r)	69	77	52	74	92	77	71	68	75
9. People in my team are honest and open	66	65	68	79	(r)	(r)	(r)	69	67	40	70	84	69	60	61	71
10. My team resolves conflict quickly when it arises	52	53	50	60	(r)	(r)	(r)	55	54	26	57	72	57	49	47	57
11. Morale is good in my team	44	43	41	53	(r)	(r)	(r)	42	46	18	43	76	47	44	38	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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Your Team	61	67	60	58	58	82	56	56	64	55	62	66	65	63	45
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	77	66	73	67	83	57	64	74	65	73	78	73	74	56
8. In my team we generally acknowledge one another's efforts and achievements	72	78	74	69	67	83	63	71	75	68	69	78	76	72	66
9. People in my team are honest and open	66	72	65	60	67	92	63	59	73	61	66	72	70	62	49
10. My team resolves conflict quickly when it arises	52	59	53	47	51	75	51	47	54	46	55	58	55	60	34
11. Morale is good in my team	44	51	41	39	41	75	46	38	46	34	46	45	51	49	20

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Being valued	58	79	63	56	57	74	57	48	(r)	(r)	69	(r)	63
12. I believe I am valued for what I can offer at my workplace	61	82	56	60	62	83	54	54	(r)	(r)	76	(r)	66
13. In my workplace, we recognise our successes and innovations	53	72	66	49	50	75	57	40	(r)	(r)	65	(r)	57
14. Staff are treated respectfully regardless of their job	60	83	68	60	60	63	59	49	(r)	(r)	65	(r)	66

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Being valued	58	63	(r)	62	65	(r)	50	58	62	55	55	64	65	(r)
12. I believe I am valued for what I can offer at my workplace	61	52	(r)	87	63	(r)	59	61	66	57	62	69	66	(r)
13. In my workplace, we recognise our successes and innovations	53	66	(r)	60	66	(r)	42	53	57	49	47	56	69	(r)
14. Staff are treated respectfully regardless of their job	60	72	(r)	40	66	(r)	50	61	64	58	56	67	61	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Being valued	58	57	62	67	(r)	(r)	(r)	57	61	37	56	80	64	55	54	60
12. I believe I am valued for what I can offer at my workplace	61	61	62	63	(r)	(r)	(r)	62	62	40	50	80	71	57	56	65
13. In my workplace, we recognise our successes and innovations	53	50	59	71	(r)	(r)	(r)	51	55	36	50	72	58	46	52	54
14. Staff are treated respectfully regardless of their job	60	60	64	67	(r)	(r)	(r)	57	65	34	67	88	64	62	53	63

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Being valued	58	62	58	55	56	83	48	53	66	51	58	60	63	62	44
12. I believe I am valued for what I can offer at my workplace	61	66	61	57	61	83	46	55	66	54	63	67	64	63	49
13. In my workplace, we recognise our successes and innovations	53	56	54	52	47	75	40	45	62	49	54	51	59	62	39
14. Staff are treated respectfully regardless of their job	60	65	60	57	59	92	57	60	71	51	59	63	65	63	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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Your Line Manager	63	70	63	62	63	80	60	51	(r)	(r)	64	(r)	65
15a. My line manager recognises and acknowledges when I have done my job well	68	83	71	67	69	92	64	54	(r)	(r)	76	(r)	62
15b. My line manager treats all staff in my team fairly	63	67	68	63	63	83	58	54	(r)	(r)	59	(r)	63
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	72	55	66	62	71	52	52	(r)	(r)	71	(r)	70
15d. My line manager treats me with respect	77	89	77	73	77	92	76	67	(r)	(r)	71	(r)	77
16. I receive regular and constructive feedback on my performance	47	44	48	44	46	67	53	29	(r)	(r)	47	(r)	55
17. Overall, I have confidence in the decisions made by my line manager	61	67	58	59	63	75	56	52	(r)	(r)	59	(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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Your Line Manager	63	66	(r)	78	69	(r)	56	63	64	62	62	65	58	(r)
15a. My line manager recognises and acknowledges when I have done my job well	68	62	(r)	87	71	(r)	64	68	66	70	62	69	58	(r)
15b. My line manager treats all staff in my team fairly	63	64	(r)	80	73	(r)	59	63	65	62	62	67	61	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	64	(r)	73	61	(r)	60	61	62	60	64	61	61	(r)
15d. My line manager treats me with respect	77	86	(r)	87	85	(r)	70	77	80	75	78	83	73	(r)
16. I receive regular and constructive feedback on my performance	47	52	(r)	60	51	(r)	29	48	46	48	48	47	38	(r)
17. Overall, I have confidence in the decisions made by my line manager	61	66	(r)	80	73	(r)	55	60	63	59	58	66	61	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Your Line Manager	63	62	66	64	(r)	(r)	(r)	62	65	38	69	81	66	62	61	62
15a. My line manager recognises and acknowledges when I have done my job well	68	67	75	71	(r)	(r)	(r)	65	71	48	67	88	74	68	66	67
15b. My line manager treats all staff in my team fairly	63	63	64	56	(r)	(r)	(r)	65	64	38	67	80	66	62	59	65
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	61	57	60	(r)	(r)	(r)	61	62	40	63	76	67	64	59	58
15d. My line manager treats me with respect	77	76	83	75	(r)	(r)	(r)	78	80	40	83	92	78	77	75	76
16. I receive regular and constructive feedback on my performance	47	45	55	56	(r)	(r)	(r)	44	50	30	61	72	50	48	44	45
17. Overall, I have confidence in the decisions made by my line manager	61	60	63	63	(r)	(r)	(r)	60	63	34	71	80	61	56	63	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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Your Line Manager	63	72	62	59	57	90	62	59	75	59	63	65	63	68	42
15a. My line manager recognises and acknowledges when I have done my job well	68	77	68	63	64	92	66	67	79	66	67	70	68	75	47
15b. My line manager treats all staff in my team fairly	63	74	60	60	58	92	60	59	69	54	69	66	65	66	44
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	72	59	56	55	92	66	59	73	51	58	62	66	72	41
15d. My line manager treats me with respect	77	83	78	74	72	100	74	79	89	75	78	80	75	81	50
16. I receive regular and constructive feedback on my performance	47	55	49	44	37	73	51	40	65	45	45	48	47	48	30
17. Overall, I have confidence in the decisions made by my line manager	61	71	60	55	57	92	57	50	72	60	62	65	60	67	40

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Senior Managers	36	48	41	37	35	49	33	32	(r)	(r)	47	(r)	42
18a. The senior managers at my workplace are aware of the issues I face in my job	42	67	55	42	40	52	38	37	(r)	(r)	41	(r)	55
18b. The senior managers at my workplace have a clear direction for the future	26	22	24	22	24	39	31	24	(r)	(r)	53	(r)	33
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	50	42	41	35	43	27	29	(r)	(r)	47	(r)	39
19. There is a positive relationship between senior management and staff in my workplace	39	50	42	47	38	52	36	35	(r)	(r)	47	(r)	42
20. Overall, I have confidence in the decisions made by my senior managers	39	50	40	34	39	57	35	37	(r)	(r)	47	(r)	39

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Senior Managers	36	31	(r)	36	49	(r)	35	36	39	34	36	38	41	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	42	46	(r)	36	59	(r)	42	41	50	36	44	50	53	(r)
18b. The senior managers at my workplace have a clear direction for the future	26	18	(r)	21	32	(r)	29	26	26	25	28	24	24	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	18	(r)	36	49	(r)	29	36	37	34	35	36	36	(r)
19. There is a positive relationship between senior management and staff in my workplace	39	39	(r)	43	49	(r)	43	39	41	38	32	42	45	(r)
20. Overall, I have confidence in the decisions made by my senior managers	39	32	(r)	43	56	(r)	34	39	41	38	40	39	45	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Senior Managers	36	35	39	46	(r)	(r)	(r)	38	36	18	46	67	40	34	32	36
18a. The senior managers at my workplace are aware of the issues I face in my job	42	41	41	52	(r)	(r)	(r)	41	43	30	46	72	47	40	35	44
18b. The senior managers at my workplace have a clear direction for the future	26	24	33	31	(r)	(r)	(r)	28	25	10	42	52	22	23	26	24
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	34	35	47	(r)	(r)	(r)	36	36	18	48	64	42	34	30	35
19. There is a positive relationship between senior management and staff in my workplace	39	38	43	50	(r)	(r)	(r)	42	39	18	54	72	42	38	35	39
20. Overall, I have confidence in the decisions made by my senior managers	39	38	45	48	(r)	(r)	(r)	41	40	16	42	76	46	34	35	40

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Senior Managers	36	44	35	32	31	78	36	41	36	29	44	35	35	38	20
18a. The senior managers at my workplace are aware of the issues I face in my job	42	48	41	39	35	83	35	43	42	36	52	39	41	48	24
18b. The senior managers at my workplace have a clear direction for the future	26	30	24	23	25	67	24	29	31	19	32	23	23	31	14
18c. The senior managers at my workplace lead by example in creating a positive workplace	35	43	35	30	30	73	38	41	34	26	45	34	35	36	20
19. There is a positive relationship between senior management and staff in my workplace	39	48	37	34	35	83	38	48	36	32	49	37	38	40	23
20. Overall, I have confidence in the decisions made by my senior managers	39	50	37	36	31	83	47	45	36	33	44	43	39	35	19

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Communication	46	60	46	46	44	58	45	48	(r)	(r)	53	(r)	49
21. I am kept well informed about what is happening in my workplace	41	61	46	35	39	50	46	43	(r)	(r)	59	(r)	36
22. I have a say in decisions which affect my work	43	56	47	44	41	50	42	43	(r)	(r)	53	(r)	50
23. I think it is safe to speak up and challenge the way things are done	48	61	46	46	49	73	45	40	(r)	(r)	47	(r)	55
24. Where I work, we share the lessons learnt when mistakes are made	51	61	47	57	48	59	46	66	(r)	(r)	53	(r)	53

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Communication	46	44	(r)	57	55	(r)	48	45	51	42	45	53	55	(r)
21. I am kept well informed about what is happening in my workplace	41	48	(r)	57	44	(r)	46	40	43	40	35	46	42	(r)
22. I have a say in decisions which affect my work	43	34	(r)	43	58	(r)	49	42	49	38	43	47	58	(r)
23. I think it is safe to speak up and challenge the way things are done	48	41	(r)	64	56	(r)	40	49	54	44	47	56	55	(r)
24. Where I work, we share the lessons learnt when mistakes are made	51	52	(r)	64	63	(r)	59	49	60	44	56	61	64	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Communication	46	45	49	51	(r)	(r)	(r)	48	46	27	50	69	47	43	42	48
21. I am kept well informed about what is happening in my workplace	41	40	43	46	(r)	(r)	(r)	43	41	26	50	60	45	42	35	43
22. I have a say in decisions which affect my work	43	41	49	48	(r)	(r)	(r)	44	44	26	42	64	41	36	40	47
23. I think it is safe to speak up and challenge the way things are done	48	49	48	52	(r)	(r)	(r)	52	48	30	54	80	53	42	47	50
24. Where I work, we share the lessons learnt when mistakes are made	51	50	56	58	(r)	(r)	(r)	52	52	26	54	72	48	52	48	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	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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Communication	46	53	41	45	45	71	41	41	48	40	51	49	46	52	32
21. I am kept well informed about what is happening in my workplace	41	52	35	36	42	75	34	36	44	36	46	44	38	47	31
22. I have a say in decisions which affect my work	43	47	38	44	41	58	40	40	39	34	52	45	43	54	30
23. I think it is safe to speak up and challenge the way things are done	48	57	44	50	45	83	43	41	56	41	50	55	49	52	31
24. Where I work, we share the lessons learnt when mistakes are made	51	56	47	49	53	67	49	47	53	50	55	52	55	54	34

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Training and Development Opportunities	68	80	76	68	66	74	74	63	(r)	(r)	71	(r)	60
25. I have received the appropriate training and development to do my job effectively	61	72	72	61	57	82	65	58	(r)	(r)	81	(r)	59
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	87	89	88	94	87	68	92	85	(r)	(r)	75	(r)	73
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	78	68	48	53	73	64	45	(r)	(r)	56	(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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Training and Development Opportunities	68	74	(r)	62	76	(r)	67	67	69	66	64	71	70	(r)
25. I have received the appropriate training and development to do my job effectively	61	64	(r)	71	68	(r)	68	60	64	59	56	67	65	(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	87	86	(r)	50	88	(r)	84	88	84	88	85	85	82	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	71	(r)	64	73	(r)	47	54	60	52	49	62	63	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Training and Development Opportunities	68	66	74	72	(r)	(r)	(r)	64	71	48	69	85	70	65	66	69
25. I have received the appropriate training and development to do my job effectively	61	59	71	67	(r)	(r)	(r)	56	66	35	65	84	60	56	61	62
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	87	87	87	83	(r)	(r)	(r)	85	88	82	83	96	83	87	87	87
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	53	65	65	(r)	(r)	(r)	52	59	29	58	76	67	51	49	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

	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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70	
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37	
Training and Development Opportunities	68	71	66	68	65	86	61	71	74	67	69	67	69	70	53	
25. I have received the appropriate training and development to do my job effectively	61	64	59	63	59	64	47	69	73	62	66	58	63	60	41	
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	87	88	84	87	89	92	82	91	85	83	87	88	85	94	87	
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	60	56	55	47	100	53	52	65	57	53	56	58	56	32	

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Work Environment	52	61	56	50	50	66	58	45	(r)	(r)	59	(r)	52
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	50	40	44	36	55	31	30	(r)	(r)	53	(r)	30
29. I am able to achieve a healthy work/life balance most of the time	63	50	65	58	62	82	76	48	(r)	(r)	53	(r)	71
30. There are mechanisms in place to support me if I experience stress or pressure	48	56	55	39	47	64	58	40	(r)	(r)	47	(r)	47
31. Reasonable expectations are placed on staff according to their position	52	72	52	47	48	59	64	49	(r)	(r)	65	(r)	50
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	78	69	62	58	71	61	61	(r)	(r)	76	(r)	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	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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Work Environment	52	66	(r)	50	59	(r)	47	51	51	53	51	52	46	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	46	(r)	57	59	(r)	34	35	40	34	28	41	52	(r)
29. I am able to achieve a healthy work/life balance most of the time	63	82	(r)	64	56	(r)	46	64	55	69	67	56	36	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	48	64	(r)	36	49	(r)	39	49	47	50	48	49	36	(r)
31. Reasonable expectations are placed on staff according to their position	52	57	(r)	36	53	(r)	52	52	52	52	51	52	48	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	81	(r)	57	77	(r)	64	58	60	61	63	60	58	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Work Environment	52	51	56	62	(r)	(r)	(r)	52	54	34	58	79	54	52	49	52
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	37	30	47	(r)	(r)	(r)	41	35	22	39	60	34	39	33	38
29. I am able to achieve a healthy work/life balance most of the time	63	61	74	79	(r)	(r)	(r)	60	66	44	79	96	71	65	60	60
30. There are mechanisms in place to support me if I experience stress or pressure	48	47	55	60	(r)	(r)	(r)	46	51	28	57	84	53	50	45	46
31. Reasonable expectations are placed on staff according to their position	52	50	61	58	(r)	(r)	(r)	53	54	28	52	80	59	51	47	52
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	60	58	65	(r)	(r)	(r)	60	61	49	64	74	56	57	59	63

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70	
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37	
Work Environment	52	56	52	50	48	77	41	58	56	52	55	51	53	57	37	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	45	37	32	31	64	29	26	44	37	39	34	43	40	26	
29. I am able to achieve a healthy work/life balance most of the time	63	70	62	62	58	92	69	74	69	63	69	59	63	67	43	
30. There are mechanisms in place to support me if I experience stress or pressure	48	51	52	44	45	73	26	64	60	41	53	52	42	50	33	
31. Reasonable expectations are placed on staff according to their position	52	57	47	52	54	73	37	60	51	49	57	52	56	63	33	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	59	64	60	55	83	44	65	58	69	60	59	62	66	49	

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Inappropriate Behaviour	75	79	73	72	75	79	78	71	(r)	(r)	75	(r)	73
33a. In the last three (3) months, have you personally experienced verbal abuse?	76	83	68	77	75	82	83	73	(r)	(r)	76	(r)	79
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	79	89	75	75	79	73	81	75	(r)	(r)	76	(r)	76
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	91	89	92	87	92	95	93	87	(r)	(r)	82	(r)	94
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	64	67	57	61	64	77	72	58	(r)	(r)	65	(r)	68
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	78	65	66	72	68	75	70	(r)	(r)	76	(r)	65
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	89	94	85	82	89	90	92	82	(r)	(r)	88	(r)	88
35a. Do you currently know how to report occurrences of these types of behaviour?	86	83	97	85	87	90	85	81	(r)	(r)	76	(r)	74
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	50	43	41	41	55	39	40	(r)	(r)	59	(r)	41

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Inappropriate Behaviour	75	78	(r)	70	75	(r)	77	74	74	75	69	77	73	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	76	82	(r)	71	74	(r)	83	75	73	79	66	79	66	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	79	79	(r)	71	72	(r)	82	79	79	79	74	84	70	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	91	96	(r)	93	85	(r)	90	91	91	91	87	92	93	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	64	68	(r)	50	69	(r)	68	63	59	68	53	63	58	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	75	(r)	57	77	(r)	75	70	69	73	65	74	61	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	89	93	(r)	92	79	(r)	88	89	88	89	81	90	91	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	86	86	(r)	83	82	(r)	82	87	89	83	85	90	93	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	46	(r)	43	59	(r)	45	40	46	39	41	46	51	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Inappropriate Behaviour	75	74	80	74	(r)	(r)	(r)	76	75	62	74	83	72	74	74	76
33a. In the last three (3) months, have you personally experienced verbal abuse?	76	76	82	71	(r)	(r)	(r)	79	75	70	70	92	73	74	76	77
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	79	78	84	77	(r)	(r)	(r)	80	79	60	70	88	76	77	78	82
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	91	91	93	96	(r)	(r)	(r)	89	92	88	91	96	93	92	89	92
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	64	62	77	67	(r)	(r)	(r)	65	64	64	74	79	61	58	64	67
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	70	78	68	(r)	(r)	(r)	76	70	50	74	72	73	70	71	71
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	89	88	91	94	(r)	(r)	(r)	88	89	82	91	92	89	91	85	90
35a. Do you currently know how to report occurrences of these types of behaviour?	86	87	89	73	(r)	(r)	(r)	81	89	70	78	76	75	89	88	87
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	41	45	46	(r)	(r)	(r)	45	43	14	43	68	34	43	40	43

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37
Inappropriate Behaviour	75	77	73	76	74	92	66	78	76	77	76	75	74	77	65
33a. In the last three (3) months, have you personally experienced verbal abuse?	76	77	74	76	77	100	63	81	71	79	79	77	74	79	71
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	79	80	77	81	77	100	77	78	80	81	81	81	76	81	66
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	91	94	90	90	90	100	86	93	96	94	88	91	88	94	89
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	64	67	59	66	65	82	49	72	52	70	69	66	60	69	56
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	74	68	74	69	91	69	78	76	75	77	71	68	73	49
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	89	92	87	89	87	91	86	93	96	91	88	89	86	88	78
35a. Do you currently know how to report occurrences of these types of behaviour?	86	85	85	87	86	91	71	89	89	85	82	85	90	92	84
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	43	40	43	41	82	31	38	42	44	43	44	48	40	24

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Service Delivery	47	54	53	50	45	64	47	46	(r)	(r)	69	(r)	48
36. My work environment allows me to deliver the best possible services (patient care or support services)	47	44	45	48	47	68	41	42	(r)	(r)	76	(r)	50
37. In my workplace patient safety is at the centre of all decision making	44	50	60	63	41	67	26	53	(r)	(r)	71	(r)	38
38. My team's objectives/work plans are clearly outlined	55	61	62	52	50	73	73	51	(r)	(r)	76	(r)	61
39. Our objectives/work plans help us to deliver a quality service	55	67	62	53	50	81	63	57	(r)	(r)	82	(r)	55
40. At my workplace we are too focused on monitoring rather than delivering services*	34	50	37	34	35	32	32	26	(r)	(r)	41	(r)	35

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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Service Delivery	47	62	(r)	46	58	(r)	48	46	51	44	46	52	52	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	47	57	(r)	43	54	(r)	43	46	46	47	51	47	38	(r)
37. In my workplace patient safety is at the centre of all decision making	44	73	(r)	50	69	(r)	60	40	48	40	41	47	54	(r)
38. My team's objectives/work plans are clearly outlined	55	75	(r)	50	64	(r)	52	54	61	51	58	61	62	(r)
39. Our objectives/work plans help us to deliver a quality service	55	70	(r)	57	64	(r)	56	54	60	51	52	62	64	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	34	33	(r)	29	38	(r)	27	35	41	30	29	45	43	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Service Delivery	47	47	48	45	(r)	(r)	(r)	45	50	28	39	60	48	45	44	50
36. My work environment allows me to deliver the best possible services (patient care or support services)	47	46	48	52	(r)	(r)	(r)	46	49	24	45	72	49	46	45	47
37. In my workplace patient safety is at the centre of all decision making	44	45	41	35	(r)	(r)	(r)	39	48	23	33	39	39	48	37	50
38. My team's objectives/work plans are clearly outlined	55	54	61	58	(r)	(r)	(r)	51	58	38	52	64	54	52	53	59
39. Our objectives/work plans help us to deliver a quality service	55	54	59	53	(r)	(r)	(r)	50	59	32	48	68	60	48	52	59
40. At my workplace we are too focused on monitoring rather than delivering services*	34	35	31	26	(r)	(r)	(r)	36	34	22	17	56	39	32	33	35

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70	
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37	
Service Delivery	47	49	48	46	43	75	38	44	49	41	51	48	52	49	36	
36. My work environment allows me to deliver the best possible services (patient care or support services)	47	55	44	44	45	91	34	53	54	42	52	40	51	52	36	
37. In my workplace patient safety is at the centre of all decision making	44	40	49	45	39	64	50	41	39	41	48	45	42	53	34	
38. My team's objectives/work plans are clearly outlined	55	56	58	54	51	91	34	50	63	49	57	54	65	56	45	
39. Our objectives/work plans help us to deliver a quality service	55	57	55	52	53	91	40	51	58	50	61	56	59	55	40	
40. At my workplace we are too focused on monitoring rather than delivering services*	34	36	34	37	28	36	31	24	33	23	39	42	42	28	23	

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	937	18	62	65	534	24	110	69	-	-	17	-	35
Employee Engagement Index	56	73	62	54	53	72	53	56	(r)	(r)	75	(r)	64
Your Workplace	50	67	56	48	47	65	48	50	(r)	(r)	70	(r)	57
41. Overall I am proud to be a part of this workplace	61	72	69	58	58	77	54	63	(r)	(r)	88	(r)	70
42. I would recommend my workplace as a good place to work	49	61	58	45	45	68	48	49	(r)	(r)	71	(r)	55
43. I feel motivated to contribute more than what is normally required at work	56	78	59	56	54	73	57	54	(r)	(r)	65	(r)	67
44. I have a strong sense of belonging to my workplace	55	78	61	52	52	64	55	57	(r)	(r)	76	(r)	64
45. Overall I am satisfied to be working here at the present time	56	71	61	52	53	73	56	57	(r)	(r)	76	(r)	61
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	44	25	24	20	36	17	24	(r)	(r)	41	(r)	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	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	937	29	-	15	41	-	83	748	367	523	86	204	67	-
Employee Engagement Index	56	63	(r)	68	66	(r)	58	55	62	51	60	62	64	(r)
Your Workplace	50	56	(r)	64	59	(r)	53	49	56	46	54	56	58	(r)
41. Overall I am proud to be a part of this workplace	61	71	(r)	79	69	(r)	68	59	66	57	62	67	73	(r)
42. I would recommend my workplace as a good place to work	49	57	(r)	57	59	(r)	51	47	53	45	51	53	56	(r)
43. I feel motivated to contribute more than what is normally required at work	56	54	(r)	71	74	(r)	56	55	66	50	62	66	71	(r)
44. I have a strong sense of belonging to my workplace	55	59	(r)	71	64	(r)	60	54	62	50	62	63	61	(r)
45. Overall I am satisfied to be working here at the present time	56	71	(r)	64	56	(r)	58	55	60	53	63	60	55	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	21	(r)	43	31	(r)	25	21	27	19	23	26	34	(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	937	725	110	48	-	-	-	283	548	50	24	25	97	151	285	294
Employee Engagement Index	56	55	58	62	(r)	(r)	(r)	57	57	34	55	78	57	52	52	60
Your Workplace	50	50	51	56	(r)	(r)	(r)	52	51	29	48	73	52	47	46	53
41. Overall I am proud to be a part of this workplace	61	61	60	67	(r)	(r)	(r)	62	62	40	63	76	64	56	57	66
42. I would recommend my workplace as a good place to work	49	48	54	52	(r)	(r)	(r)	50	51	24	50	72	50	45	47	51
43. I feel motivated to contribute more than what is normally required at work	56	57	55	60	(r)	(r)	(r)	58	58	34	50	76	61	53	53	60
44. I have a strong sense of belonging to my workplace	55	55	57	60	(r)	(r)	(r)	60	55	28	50	80	53	53	53	59
45. Overall I am satisfied to be working here at the present time	56	55	57	68	(r)	(r)	(r)	57	57	37	52	88	58	52	51	60
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	22	22	28	(r)	(r)	(r)	22	23	10	23	44	26	20	18	25

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	937	228	278	205	165	12	35	58	85	105	145	196	130	48	70	
Employee Engagement Index	56	61	55	52	57	76	46	48	63	54	57	60	60	59	37	
Your Workplace	50	55	49	46	50	70	42	44	56	49	51	53	54	55	32	
41. Overall I am proud to be a part of this workplace	61	65	61	56	62	83	54	54	66	59	62	67	64	58	41	
42. I would recommend my workplace as a good place to work	49	56	49	43	48	67	34	47	57	47	52	52	50	53	29	
43. I feel motivated to contribute more than what is normally required at work	56	61	56	53	57	75	49	40	59	59	56	61	64	63	37	
44. I have a strong sense of belonging to my workplace	55	59	51	55	58	75	43	49	66	53	58	58	59	56	36	
45. Overall I am satisfied to be working here at the present time	56	62	55	52	56	75	46	54	62	53	58	56	61	63	40	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	22	27	23	20	18	45	26	16	24	19	21	22	25	38	11	

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		
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$	<i>Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).</i>
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
Agency (4)	132	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$	
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:

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

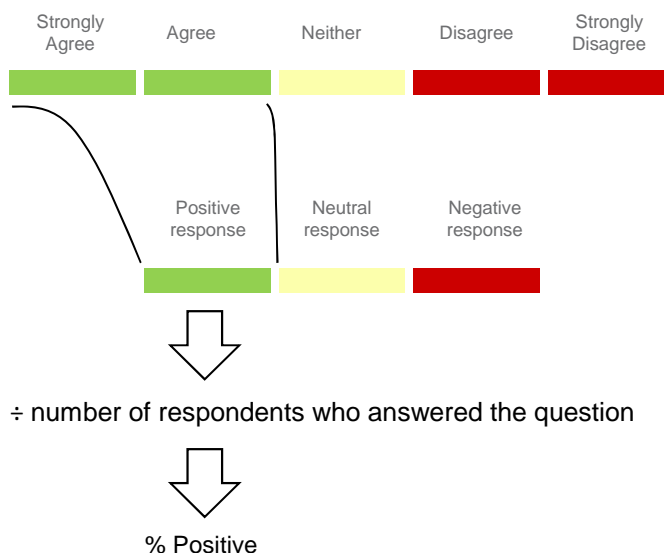
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.