

2011 YourSay Workplace Survey

Facility Report



Health Support Services

This Report

This report provides Health Support Services 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.

Content

- 01 Employee Engagement Index
- 02 Employee Workplace Culture Index
- 03 Drivers of Engagement
- 04 Highlights and Lowlights
- 05 External Comparisons
- 06 Inappropriate Behaviour
- 07 All Questions
- 08 Results by Demographic
- 09 Guide to using this report

1,650

ACTUAL RESPONSES

26%

2% Confidence Interval

ESTIMATED RESPONSE RATE

57%

ENGAGEMENT INDEX

45%

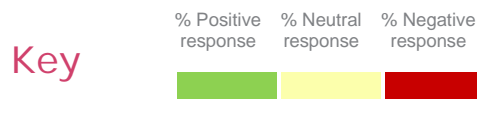
WORKPLACE CULTURE INDEX

Employee Engagement Index

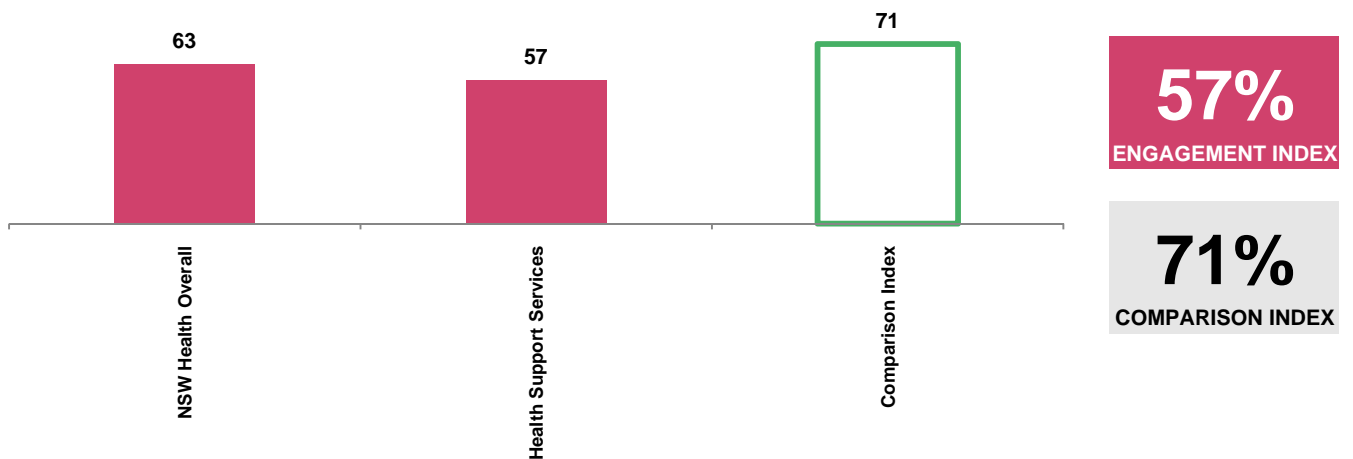
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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	63% Positive, 22% Neutral, 15% Negative	-5
42. I would recommend my workplace as a good place to work	50% Positive, 25% Neutral, 25% Negative	-8
44. I have a strong sense of belonging to my workplace	52% Positive, 24% Neutral, 24% Negative	-9
45. Overall I am satisfied to be working here at the present time	59% Positive, 20% Neutral, 21% Negative	-5
3. Working here makes me want to do the best job I can	61% Positive, 21% Neutral, 18% Negative	-6
43. I feel motivated to contribute more than what is normally required at work	57% Positive, 20% Neutral, 23% Negative	-1

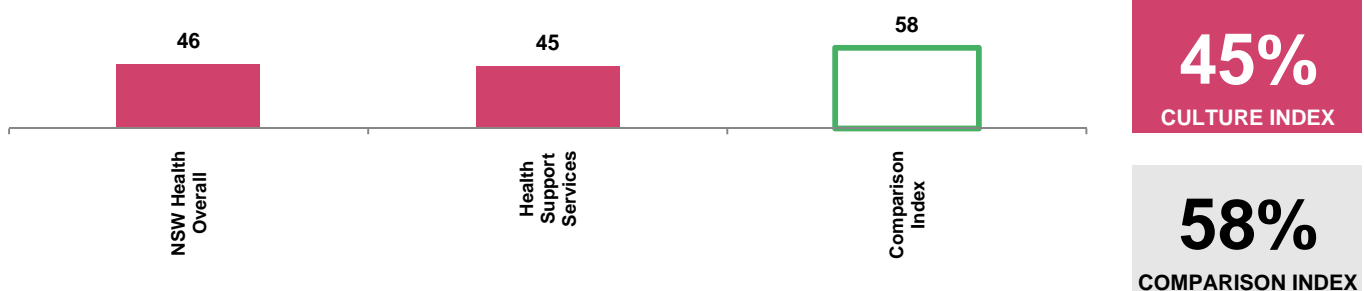


Employee Workplace Culture Index

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

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

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	43	21	36		-3
12. I believe I am valued for what I can offer at my workplace	52	17	30		-6
13. In my workplace, we recognise our successes and innovations	42	26	33		-8
14. Staff are treated respectfully regardless of their job	48	20	32		-7
17. Overall, I have confidence in the decisions made by my line manager	53	21	26		-5
18b. The senior managers at my workplace have a clear direction for the future	37	30	33		+5
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	27	36		+3
20. Overall, I have confidence in the decisions made by my senior managers	39	27	34		+3
22. I have a say in decisions which affect my work	38	22	39		-3
23. I think it is safe to speak up and challenge the way things are done	44	19	37		-2
24. Where I work, we share the lessons learnt when mistakes are made	50	21	29		-3
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	58	22	20		-2
39. Our objectives/work plans help us to deliver a quality service	60	22	18		0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	30	36		+4



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 Support Services overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Support Services 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> 	52	58
1. My job makes good use of my skills and abilities		67	76
5. I have sufficient control over my work so I can do my job well		61	60
36. My work environment allows me to deliver the best possible services (patient care or support services)		59	54
38. My team's objectives/work plans are clearly outlined		58	60
31. Reasonable expectations are placed on staff according to their position		54	52

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	57
Your Line Manager	55
Your Workplace	52

Questions

	% Positive
15d. My line manager treats me with respect	69
1. My job makes good use of my skills and abilities	67
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	64
41. Overall I am proud to be a part of this workplace	63
5. I have sufficient control over my work so I can do my job well	61

Lowlights

Sections

	% Positive
Senior Managers	39
Communication	43
Being valued	47

Questions

	% Positive
4. Too many approvals are required for routine decisions*	15
40. At my workplace we are too focused on monitoring rather than delivering services*	26
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37
18c. The senior managers at my workplace lead by example in creating a positive workplace	37

External Comparison

This section shows comparisons between Health Support Services 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
4. Too many approvals are required for routine decisions*	15		
40. At my workplace we are too focused on monitoring rather than delivering services*	26	-2	
18a. The senior managers at my workplace are aware of the issues I face in my job	44	-5	
15d. My line manager treats me with respect	69	-6	
19. There is a positive relationship between senior management and staff in my workplace	37	-7	
20. Overall, I have confidence in the decisions made by my senior managers	39	-7	
31. Reasonable expectations are placed on staff according to their position	54	-7	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	-8	
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	-8	
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	-8	
5. I have sufficient control over my work so I can do my job well	61	-9	
15b. My line manager treats all staff in my team fairly	55	-9	
43. I feel motivated to contribute more than what is normally required at work	57	-9	

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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
22. I have a say in decisions which affect my work	38	-10	■
29. I am able to achieve a healthy work/life balance most of the time	61	-10	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	-11	■
15a. My line manager recognises and acknowledges when I have done my job well	56	-12	■
17. Overall, I have confidence in the decisions made by my line manager	53	-12	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	-12	■
39. Our objectives/work plans help us to deliver a quality service	60	-12	■
18b. The senior managers at my workplace have a clear direction for the future	37	-13	■
2. I feel I am able to suggest ideas to improve our ways of doing things	61	-13	■
23. I think it is safe to speak up and challenge the way things are done	44	-13	■
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	64	-13	■
45. Overall I am satisfied to be working here at the present time	59	-14	■
38. My team's objectives/work plans are clearly outlined	58	-14	■

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- 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
10. My team resolves conflict quickly when it arises	48	-14	■
41. Overall I am proud to be a part of this workplace	63	-14	■
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	49	-15	■
44. I have a strong sense of belonging to my workplace	52	-15	■
24. Where I work, we share the lessons learnt when mistakes are made	50	-15	■
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	-15	■
30. There are mechanisms in place to support me if I experience stress or pressure	47	-15	■
11. Morale is good in my team	43	-16	■
16. I receive regular and constructive feedback on my performance	38	-16	■
42. I would recommend my workplace as a good place to work	50	-16	■
12. I believe I am valued for what I can offer at my workplace	52	-17	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	■
14. Staff are treated respectfully regardless of their job	48	-17	■

External Comparison

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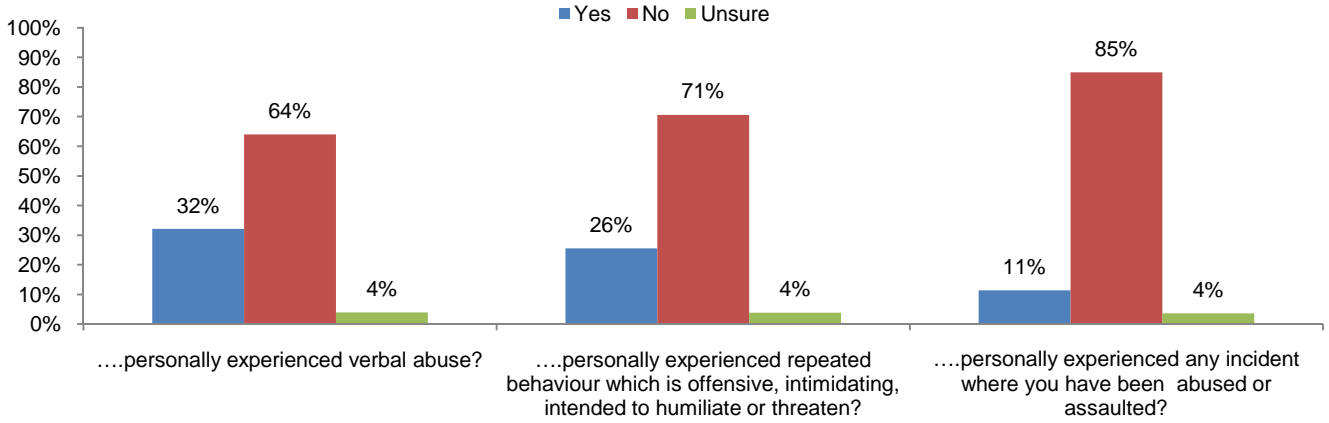
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
3. Working here makes me want to do the best job I can	61	-17	<div style="width: 100%; height: 15px; background-color: red;"></div>
8. In my team we generally acknowledge one another's efforts and achievements	59	-17	<div style="width: 100%; height: 15px; background-color: red;"></div>
37. In my workplace patient safety is at the centre of all decision making	54	-18	<div style="width: 100%; height: 15px; background-color: red;"></div>
1. My job makes good use of my skills and abilities	67	-18	<div style="width: 100%; height: 15px; background-color: red;"></div>
21. I am kept well informed about what is happening in my workplace	39	-19	<div style="width: 100%; height: 15px; background-color: red;"></div>
27. I am encouraged to take opportunities to learn new skills and have new experiences	48	-19	<div style="width: 100%; height: 15px; background-color: red;"></div>
9. People in my team are honest and open	52	-19	<div style="width: 100%; height: 15px; background-color: red;"></div>
25. I have received the appropriate training and development to do my job effectively	59	-20	<div style="width: 100%; height: 15px; background-color: red;"></div>
13. In my workplace, we recognise our successes and innovations	42	-21	<div style="width: 100%; height: 15px; background-color: red;"></div>

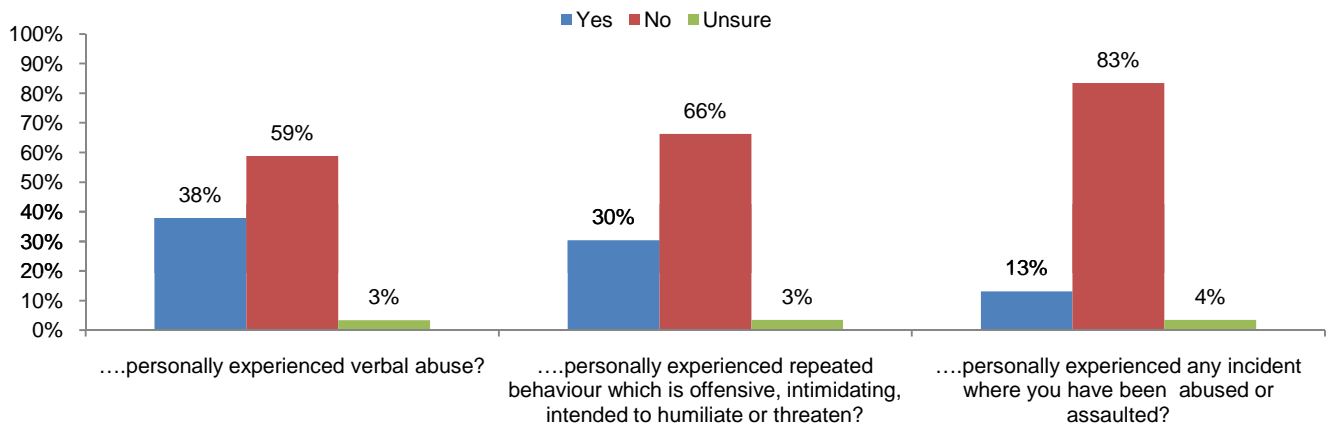
Inappropriate Behaviour

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

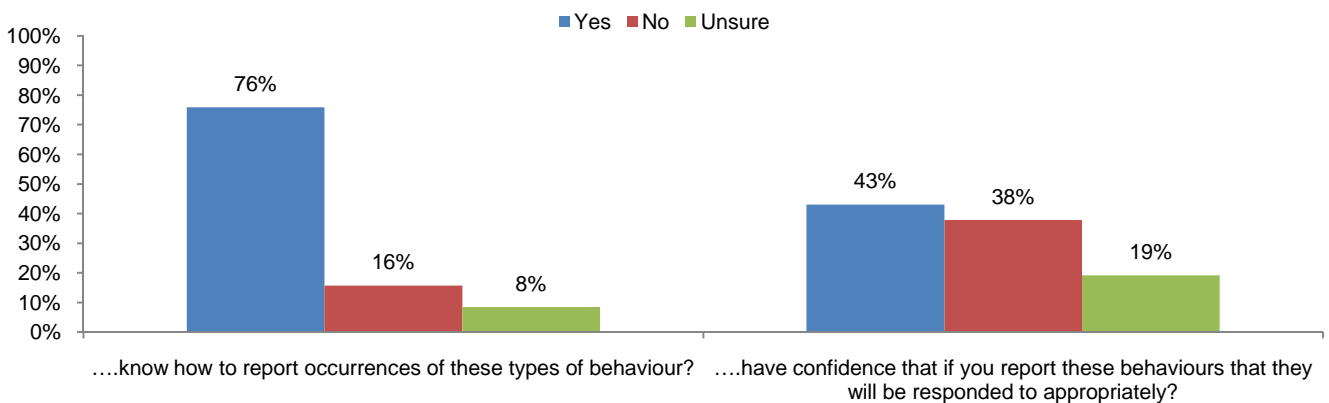
33. In the last three (3) months have you....



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



35. Do you currently....

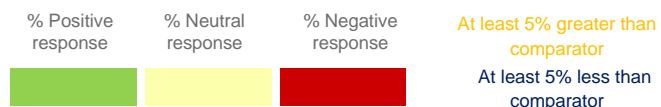


All Questions

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

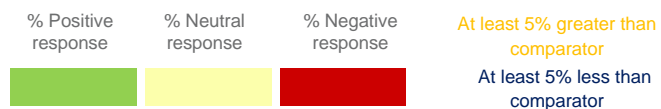
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 1. My job makes good use of my skills and abilities	67	67	15	18	67	-9	-18	
2. I feel I am able to suggest ideas to improve our ways of doing things	61	61	15	24	61	-4	-13	
3. Working here makes me want to do the best job I can	61	61	21	18	61	-6	-17	
4. Too many approvals are required for routine decisions*	15	15	23	62	15	+1	-1	
Key 5. I have sufficient control over my work so I can do my job well	61	61	16	23	61	+1	-9	
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	49	49	21	30	49	-5	-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



Your Team

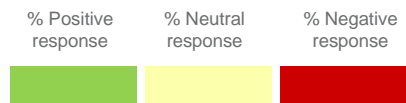
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	16	26	58	-7	-15	-16
8. In my team we generally acknowledge one another's efforts and achievements	59	16	25	59	-7	-17	-17
9. People in my team are honest and open	52	23	25	52	-8	-19	-19
10. My team resolves conflict quickly when it arises	48	20	32	48	+1	-14	-14
11. Morale is good in my team	43	21	36	43	-3	-16	-16

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

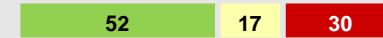


At least 5% greater than comparator
At least 5% less than comparator

Being valued

Key

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



52

% Positive Variance Compared to:

% Positive Score

NSW Health Overall

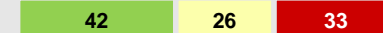
Australian and International Health Sector Benchmark

47

-7

-19

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



42

-6

-17

14. Staff are treated respectfully regardless of their job



48

-7

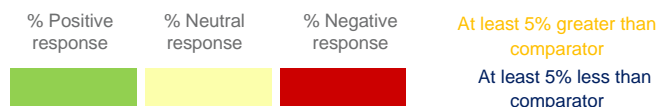
-17

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

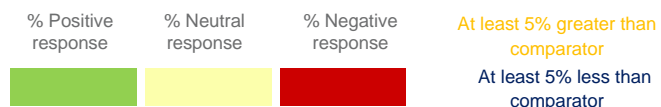
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	56	20	24	56	-4	-3	-12
15b. My line manager treats all staff in my team fairly	55	15	30	55	-3	-3	-9
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	17	27	56	+0	+0	-8
15d. My line manager treats me with respect	69	15	16	69	-4	-4	-6
16. I receive regular and constructive feedback on my performance	38	25	37	38	-6	-6	-16
17. Overall, I have confidence in the decisions made by my line manager	53	21	26	53	-5	-5	-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



Senior Managers

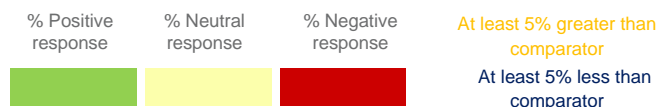
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	44	23	33	44	+4	+4	-5
18b. The senior managers at my workplace have a clear direction for the future	37	30	33	37	+5	+5	-13
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	27	36	37	+3	+3	-8
19. There is a positive relationship between senior management and staff in my workplace	37	25	38	37	+3	+3	-7
20. Overall, I have confidence in the decisions made by my senior managers	39	27	34	39	+3	+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

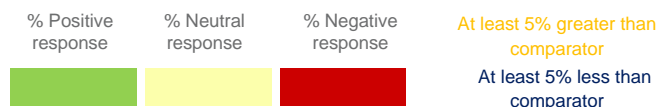
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	39	22	39	39	-6	-19
22. I have a say in decisions which affect my work	38	22	39	38	-3	-10
23. I think it is safe to speak up and challenge the way things are done	44	19	37	44	-2	-13
24. Where I work, we share the lessons learnt when mistakes are made	50	21	29	50	-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



Training and Development Opportunities

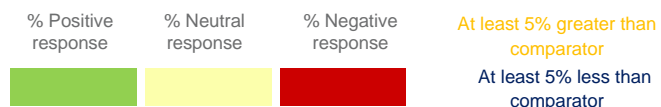
	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	59% Positive, 21% Neutral, 20% Negative	57	-10	-17
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64% Positive, 20% Neutral, 16% Negative	64	-12	-13
27. I am encouraged to take opportunities to learn new skills and have new experiences	48% Positive, 25% Neutral, 27% Negative	48	-7	-19

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	61	19	21	61	+1	-10
30. There are mechanisms in place to support me if I experience stress or pressure	47	26	27	47	-2	-15
Key 31. Reasonable expectations are placed on staff according to their position	54	21	25	54	+2	-7
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	27	12	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:

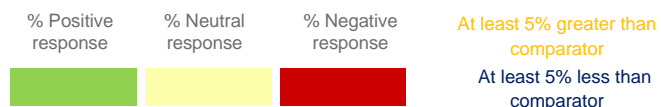
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark	
Inappropriate Behaviour				68	0	-3	
33a. In the last three (3) months, have you personally experienced verbal abuse?	64		32	64	+1	+1	
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71		26	71	-0	-1	
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85		11	85	0	+1	
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	59		38	59	+5	+1	
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66		30	66	+1	-4	
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83		13	83	+1	0	
		% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?		76	8	16	76	-7	-5
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?		43	19	38	43	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



Service Delivery

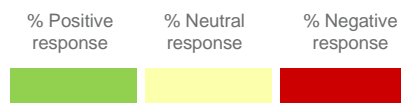
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
				51		-2	-12
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	59	21	19	59	+5		-11
37. In my workplace patient safety is at the centre of all decision making	54	37	9	54	-10		-18
Key 38. My team's objectives/work plans are clearly outlined	58	22	20	58	-2		-14
39. Our objectives/work plans help us to deliver a quality service	60	22	18	60	-0		-12
40. At my workplace we are too focused on monitoring rather than delivering services*	26	34	40	26	-1		-2

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

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	63	22	15	63	-5	-14
42. I would recommend my workplace as a good place to work	50	25	25	50	-8	-16
43. I feel motivated to contribute more than what is normally required at work	57	20	23	57	-4	-9
44. I have a strong sense of belonging to my workplace	52	24	24	52	-9	-15
45. Overall I am satisfied to be working here at the present time	59	20	21	59	-5	-14
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	30	36	33	+4	-8

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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Your Job	52	56	(r)	66	50	51	(r)	54	(r)	(r)	53	32	50
1. My job makes good use of my skills and abilities	67	69	(r)	80	64	61	(r)	73	(r)	(r)	68	39	67
2. I feel I am able to suggest ideas to improve our ways of doing things	61	77	(r)	70	60	64	(r)	69	(r)	(r)	61	50	56
3. Working here makes me want to do the best job I can	61	62	(r)	73	56	67	(r)	67	(r)	(r)	63	28	60
4. Too many approvals are required for routine decisions*	15	8	(r)	28	15	17	(r)	7	(r)	(r)	15	0	11
5. I have sufficient control over my work so I can do my job well	61	58	(r)	80	57	51	(r)	56	(r)	(r)	64	33	62
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	49	58	(r)	65	50	44	(r)	50	(r)	(r)	49	44	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Your Job	52	57	51	54	58	72	(r)	51	54	56	60	56	58
1. My job makes good use of my skills and abilities	67	71	66	67	75	89	(r)	67	68	70	65	70	69
2. I feel I am able to suggest ideas to improve our ways of doing things	61	69	59	69	69	83	(r)	61	58	68	65	52	84
3. Working here makes me want to do the best job I can	61	61	60	60	60	89	(r)	58	66	63	83	78	68
4. Too many approvals are required for routine decisions*	15	16	14	13	18	11	(r)	15	11	20	22	13	11
5. I have sufficient control over my work so I can do my job well	61	61	61	57	62	78	(r)	59	67	59	65	76	61
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	49	62	46	59	63	83	(r)	49	51	58	61	46	54

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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Your Job	52	51	55	37	61	56	48	47	52	54	59	49	47	52
1. My job makes good use of my skills and abilities	67	67	69	46	75	66	59	65	69	68	72	63	63	67
2. I feel I am able to suggest ideas to improve our ways of doing things	61	60	63	48	71	65	56	58	59	64	70	57	55	59
3. Working here makes me want to do the best job I can	61	54	66	41	76	66	53	52	61	63	69	54	56	61
4. Too many approvals are required for routine decisions*	15	15	15	14	19	15	13	13	14	16	15	16	13	14
5. I have sufficient control over my work so I can do my job well	61	60	63	45	66	69	58	55	59	64	69	57	51	63
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	49	51	51	30	59	57	46	40	51	51	56	49	42	47

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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Your Job	52	58	55	55	52	50	50	54	56	60	40
1. My job makes good use of my skills and abilities	67	71	65	69	70	63	62	69	76	71	54
2. I feel I am able to suggest ideas to improve our ways of doing things	61	63	65	67	64	58	60	62	62	63	48
3. Working here makes me want to do the best job I can	61	71	60	62	58	55	59	61	68	74	45
4. Too many approvals are required for routine decisions*	15	8	15	14	8	10	19	17	15	22	13
5. I have sufficient control over my work so I can do my job well	61	69	65	61	57	61	56	62	64	75	47
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	49	63	57	57	52	51	44	49	51	53	31

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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Your Team	52	49	(r)	71	63	44	(r)	45	(r)	(r)	43	38	54
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	62	(r)	83	68	53	(r)	40	(r)	(r)	47	50	66
8. In my team we generally acknowledge one another's efforts and achievements	59	62	(r)	70	68	53	(r)	60	(r)	(r)	51	44	59
9. People in my team are honest and open	52	46	(r)	73	65	44	(r)	47	(r)	(r)	42	39	56
10. My team resolves conflict quickly when it arises	48	38	(r)	63	61	33	(r)	47	(r)	(r)	37	33	52
11. Morale is good in my team	43	38	(r)	68	51	36	(r)	33	(r)	(r)	37	22	38

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Your Team	52	61	50	56	66	84	(r)	51	47	62	73	53	66
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	64	57	59	67	94	(r)	57	52	68	91	60	78
8. In my team we generally acknowledge one another's efforts and achievements	59	73	55	69	77	89	(r)	59	55	62	70	52	59
9. People in my team are honest and open	52	61	51	53	69	89	(r)	52	45	69	74	51	68
10. My team resolves conflict quickly when it arises	48	60	45	56	64	83	(r)	48	41	55	61	48	70
11. Morale is good in my team	43	46	43	41	52	67	(r)	42	42	56	70	52	54

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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Your Team	52	52	53	37	69	58	52	46	50	49	62	54	43	43
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	58	59	44	82	63	55	54	56	51	70	59	48	48
8. In my team we generally acknowledge one another's efforts and achievements	59	58	61	41	70	65	59	53	57	58	67	61	49	53
9. People in my team are honest and open	52	54	52	42	70	54	55	45	50	50	62	56	44	41
10. My team resolves conflict quickly when it arises	48	49	48	35	61	54	48	41	45	49	56	51	40	40
11. Morale is good in my team	43	40	47	24	63	52	44	36	40	38	54	44	34	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Your Team	52	64	60	60	57	49	47	51	51	52	41
7. The people I work with are willing to help each other even if this means doing something outside their usual job	58	71	72	69	61	58	51	54	56	57	47
8. In my team we generally acknowledge one another's efforts and achievements	59	65	66	65	65	54	54	59	60	64	44
9. People in my team are honest and open	52	58	60	62	60	51	48	50	50	52	42
10. My team resolves conflict quickly when it arises	48	62	52	51	54	46	42	49	45	50	43
11. Morale is good in my team	43	65	48	52	46	38	40	44	45	40	28

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Being valued	47	41	(r)	69	51	44	(r)	56	(r)	(r)	45	22	41
12. I believe I am valued for what I can offer at my workplace	52	54	(r)	67	54	42	(r)	60	(r)	(r)	52	33	46
13. In my workplace, we recognise our successes and innovations	42	31	(r)	63	44	36	(r)	53	(r)	(r)	40	11	36
14. Staff are treated respectfully regardless of their job	48	38	(r)	78	55	53	(r)	53	(r)	(r)	43	22	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

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Being valued	47	52	46	49	51	87	(r)	45	47	60	70	50	61
12. I believe I am valued for what I can offer at my workplace	52	56	51	55	52	89	(r)	51	51	65	65	59	68
13. In my workplace, we recognise our successes and innovations	42	46	41	42	48	83	(r)	40	46	53	65	41	51
14. Staff are treated respectfully regardless of their job	48	53	47	50	54	89	(r)	46	45	62	78	49	65

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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Being valued	47	49	48	33	64	55	44	40	46	46	59	45	38	42
12. I believe I am valued for what I can offer at my workplace	52	52	54	40	66	57	48	48	52	52	63	48	44	51
13. In my workplace, we recognise our successes and innovations	42	41	43	30	54	49	38	36	42	41	52	40	33	38
14. Staff are treated respectfully regardless of their job	48	53	47	28	71	61	45	37	43	47	63	46	38	38

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Being valued	47	60	52	54	46	41	45	47	52	53	37
12. I believe I am valued for what I can offer at my workplace	52	60	54	57	49	47	51	51	58	58	44
13. In my workplace, we recognise our successes and innovations	42	60	46	48	38	38	40	41	44	50	32
14. Staff are treated respectfully regardless of their job	48	62	56	57	51	38	42	48	53	50	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Your Line Manager	55	53	(r)	67	61	54	(r)	53	(r)	(r)	50	41	53
15a. My line manager recognises and acknowledges when I have done my job well	56	46	(r)	68	63	56	(r)	67	(r)	(r)	51	39	57
15b. My line manager treats all staff in my team fairly	55	54	(r)	70	62	61	(r)	53	(r)	(r)	50	39	54
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	54	(r)	65	64	58	(r)	47	(r)	(r)	49	39	58
15d. My line manager treats me with respect	69	69	(r)	78	77	64	(r)	67	(r)	(r)	64	56	69
16. I receive regular and constructive feedback on my performance	38	46	(r)	56	41	33	(r)	29	(r)	(r)	36	28	30
17. Overall, I have confidence in the decisions made by my line manager	53	46	(r)	64	60	53	(r)	57	(r)	(r)	49	44	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

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Your Line Manager	55	60	54	57	62	83	(r)	52	55	67	71	62	74
15a. My line manager recognises and acknowledges when I have done my job well	56	60	56	57	63	89	(r)	54	58	71	65	70	73
15b. My line manager treats all staff in my team fairly	55	63	54	57	68	89	(r)	52	54	70	74	61	86
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	62	55	58	65	83	(r)	54	57	67	78	59	73
15d. My line manager treats me with respect	69	75	68	72	78	83	(r)	67	70	82	83	72	95
16. I receive regular and constructive feedback on my performance	38	40	38	41	37	78	(r)	36	41	46	57	48	46
17. Overall, I have confidence in the decisions made by my line manager	53	59	52	56	61	78	(r)	51	51	68	70	63	73

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Your Line Manager	55	56	55	41	75	60	57	48	50	52	69	53	44	46
15a. My line manager recognises and acknowledges when I have done my job well	56	57	57	44	75	60	60	49	51	54	71	54	45	48
15b. My line manager treats all staff in my team fairly	55	60	54	38	78	62	56	47	51	51	71	54	44	44
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	56	57	41	77	63	57	51	49	54	71	54	47	46
15d. My line manager treats me with respect	69	70	70	56	91	77	71	63	64	65	84	67	58	61
16. I receive regular and constructive feedback on my performance	38	37	40	24	52	42	40	34	36	34	49	37	30	31
17. Overall, I have confidence in the decisions made by my line manager	53	54	54	40	74	56	55	46	49	51	69	51	41	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Your Line Manager	55	67	66	61	61	55	50	51	53	56	43
15a. My line manager recognises and acknowledges when I have done my job well	56	71	69	64	61	56	52	50	54	61	46
15b. My line manager treats all staff in my team fairly	55	63	67	64	64	57	50	51	51	53	42
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	71	67	63	61	58	50	54	54	56	44
15d. My line manager treats me with respect	69	80	81	76	77	67	64	65	65	75	61
16. I receive regular and constructive feedback on my performance	38	51	45	42	43	39	35	37	38	41	25
17. Overall, I have confidence in the decisions made by my line manager	53	67	66	58	59	52	48	51	54	51	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

	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Senior Managers	39	51	(r)	53	39	34	(r)	29	(r)	(r)	40	23	32
18a. The senior managers at my workplace are aware of the issues I face in my job	44	55	(r)	58	41	36	(r)	40	(r)	(r)	47	22	39
18b. The senior managers at my workplace have a clear direction for the future	37	64	(r)	49	37	36	(r)	13	(r)	(r)	39	28	29
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	45	(r)	53	36	28	(r)	20	(r)	(r)	38	22	30
19. There is a positive relationship between senior management and staff in my workplace	37	36	(r)	53	40	36	(r)	33	(r)	(r)	35	19	35
20. Overall, I have confidence in the decisions made by my senior managers	39	55	(r)	55	41	33	(r)	40	(r)	(r)	39	24	29

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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Senior Managers	39	43	38	39	43	72	(r)	37	41	50	62	48	48
18a. The senior managers at my workplace are aware of the issues I face in my job	44	51	42	49	50	83	(r)	43	43	57	59	51	38
18b. The senior managers at my workplace have a clear direction for the future	37	41	37	36	44	78	(r)	36	40	45	64	43	49
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	41	36	38	44	67	(r)	36	39	46	64	47	49
19. There is a positive relationship between senior management and staff in my workplace	37	39	38	38	37	67	(r)	35	41	52	64	52	54
20. Overall, I have confidence in the decisions made by my senior managers	39	40	39	36	40	67	(r)	37	42	51	59	47	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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Senior Managers	39	38	42	22	56	46	37	33	37	38	51	35	34	34
18a. The senior managers at my workplace are aware of the issues I face in my job	44	46	45	28	51	48	41	36	45	48	52	41	40	41
18b. The senior managers at my workplace have a clear direction for the future	37	36	41	21	53	44	35	33	36	35	48	33	34	33
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	34	41	19	55	42	34	30	36	39	49	32	33	33
19. There is a positive relationship between senior management and staff in my workplace	37	39	39	20	59	48	37	31	34	33	52	34	31	29
20. Overall, I have confidence in the decisions made by my senior managers	39	37	42	19	60	48	38	32	35	36	53	35	31	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Senior Managers	39	55	48	46	38	35	37	38	41	43	23
18a. The senior managers at my workplace are aware of the issues I face in my job	44	55	52	46	40	39	45	43	51	52	27
18b. The senior managers at my workplace have a clear direction for the future	37	51	47	46	38	36	31	35	42	47	23
18c. The senior managers at my workplace lead by example in creating a positive workplace	37	53	45	45	35	33	35	40	39	41	23
19. There is a positive relationship between senior management and staff in my workplace	37	57	49	44	40	35	40	36	36	35	21
20. Overall, I have confidence in the decisions made by my senior managers	39	57	48	49	38	34	37	39	39	42	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Communication	43	53	(r)	56	44	51	(r)	33	(r)	(r)	42	26	36
21. I am kept well informed about what is happening in my workplace	39	75	(r)	58	38	61	(r)	33	(r)	(r)	39	22	36
22. I have a say in decisions which affect my work	38	58	(r)	53	37	50	(r)	27	(r)	(r)	40	28	30
23. I think it is safe to speak up and challenge the way things are done	44	36	(r)	55	47	42	(r)	33	(r)	(r)	42	28	36
24. Where I work, we share the lessons learnt when mistakes are made	50	42	(r)	60	53	50	(r)	40	(r)	(r)	48	28	42

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Communication	43	50	41	44	55	75	(r)	42	43	49	59	46	53
21. I am kept well informed about what is happening in my workplace	39	43	38	36	50	67	(r)	38	43	45	52	44	57
22. I have a say in decisions which affect my work	38	48	36	41	52	78	(r)	38	40	44	52	36	49
23. I think it is safe to speak up and challenge the way things are done	44	55	41	48	61	78	(r)	43	40	52	68	44	62
24. Where I work, we share the lessons learnt when mistakes are made	50	56	49	52	57	78	(r)	50	49	58	65	60	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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Communication	43	44	44	29	56	47	40	40	41	43	52	41	37	39
21. I am kept well informed about what is happening in my workplace	39	38	41	29	57	46	34	36	37	38	50	36	33	35
22. I have a say in decisions which affect my work	38	42	39	22	47	43	37	36	37	41	48	35	35	34
23. I think it is safe to speak up and challenge the way things are done	44	47	44	28	57	48	40	41	43	45	53	42	37	42
24. Where I work, we share the lessons learnt when mistakes are made	50	49	52	37	64	51	48	46	49	50	59	50	44	45

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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Communication	43	53	48	47	46	41	40	41	48	49	30
21. I am kept well informed about what is happening in my workplace	39	50	46	45	39	40	35	36	45	47	24
22. I have a say in decisions which affect my work	38	44	43	41	40	37	38	37	45	45	26
23. I think it is safe to speak up and challenge the way things are done	44	58	49	49	48	40	43	42	49	49	31
24. Where I work, we share the lessons learnt when mistakes are made	50	60	55	52	57	47	45	50	54	56	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

	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Training and Development Opportunities	57	50	(r)	52	50	62	(r)	51	(r)	(r)	63	37	51
25. I have received the appropriate training and development to do my job effectively	59	50	(r)	62	50	61	(r)	47	(r)	(r)	65	39	58
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	64	58	(r)	49	52	67	(r)	53	(r)	(r)	75	50	54
27. I am encouraged to take opportunities to learn new skills and have new experiences	48	42	(r)	46	49	57	(r)	53	(r)	(r)	49	22	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

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Training and Development Opportunities	57	59	57	61	56	67	(r)	56	68	52	60	60	37
25. I have received the appropriate training and development to do my job effectively	59	58	60	58	58	50	(r)	58	70	52	65	67	36
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	64	65	63	71	60	72	(r)	63	81	48	52	61	31
27. I am encouraged to take opportunities to learn new skills and have new experiences	48	54	47	54	51	78	(r)	47	53	56	61	53	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	Gender			Length of Service at NSW Health							Length of Service in Current Role			
		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	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	
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354	
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56	
Training and Development Opportunities	57	52	61	46	51	59	55	58	57	62	57	55	57	61	
25. I have received the appropriate training and development to do my job effectively	59	54	63	50	52	61	61	59	59	64	58	57	58	65	
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	64	57	69	53	46	61	56	67	68	75	55	62	69	75	
27. I am encouraged to take opportunities to learn new skills and have new experiences	48	46	51	36	55	55	48	48	45	48	57	46	43	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Training and Development Opportunities	57	58	55	60	57	53	56	57	61	67	51
25. I have received the appropriate training and development to do my job effectively	59	67	62	60	61	49	59	57	63	71	55
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	64	47	49	63	58	64	66	67	71	79	58
27. I am encouraged to take opportunities to learn new skills and have new experiences	48	59	53	58	51	48	43	46	50	51	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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Work Environment	52	49	(r)	61	51	53	(r)	44	(r)	(r)	55	30	42
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	0	(r)	51	39	28	(r)	15	(r)	(r)	37	22	33
29. I am able to achieve a healthy work/life balance most of the time	61	58	(r)	70	63	67	(r)	69	(r)	(r)	61	39	50
30. There are mechanisms in place to support me if I experience stress or pressure	47	55	(r)	53	44	56	(r)	29	(r)	(r)	51	17	34
31. Reasonable expectations are placed on staff according to their position	54	58	(r)	65	51	61	(r)	50	(r)	(r)	58	39	40
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	73	(r)	67	56	53	(r)	57	(r)	(r)	67	33	54

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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Work Environment	52	54	51	54	55	63	(r)	50	56	56	71	63	53
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	42	36	38	46	56	(r)	37	36	39	50	41	38
29. I am able to achieve a healthy work/life balance most of the time	61	59	62	61	58	50	(r)	59	64	72	87	69	70
30. There are mechanisms in place to support me if I experience stress or pressure	47	50	46	50	50	67	(r)	45	53	47	55	61	36
31. Reasonable expectations are placed on staff according to their position	54	58	52	56	58	72	(r)	51	59	55	74	69	64
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	63	61	64	63	72	(r)	59	68	64	86	73	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	Gender			Length of Service at NSW Health							Length of Service in Current Role			
		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	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	
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354	
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56	
Work Environment	52	50	54	35	63	57	50	48	49	52	59	49	48	49	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	39	38	22	49	44	36	32	34	39	46	38	29	32	
29. I am able to achieve a healthy work/life balance most of the time	61	60	63	48	72	69	61	59	58	57	70	55	58	58	
30. There are mechanisms in place to support me if I experience stress or pressure	47	44	50	26	52	52	45	44	45	48	51	46	43	44	
31. Reasonable expectations are placed on staff according to their position	54	52	56	38	68	62	52	50	49	53	64	48	50	50	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	58	64	42	72	59	58	56	59	64	63	58	60	62	

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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Work Environment	52	61	56	57	53	48	49	51	57	56	39
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	50	50	42	36	30	36	36	39	40	28
29. I am able to achieve a healthy work/life balance most of the time	61	65	66	69	63	60	55	59	67	63	53
30. There are mechanisms in place to support me if I experience stress or pressure	47	49	48	49	45	45	48	46	53	57	28
31. Reasonable expectations are placed on staff according to their position	54	73	54	61	56	49	50	54	58	58	41
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	68	63	64	64	58	60	61	66	62	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

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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Inappropriate Behaviour	68	58	(r)	76	74	65	(r)	63	(r)	(r)	64	45	70
33a. In the last three (3) months, have you personally experienced verbal abuse?	64	31	(r)	75	76	61	(r)	50	(r)	(r)	55	39	65
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	69	(r)	77	79	61	(r)	67	(r)	(r)	64	50	73
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	85	(r)	87	92	89	(r)	67	(r)	(r)	81	50	87
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	59	27	(r)	75	68	51	(r)	42	(r)	(r)	52	50	62
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	50	(r)	79	74	56	(r)	67	(r)	(r)	60	44	70
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83	82	(r)	90	90	77	(r)	67	(r)	(r)	78	59	92
35a. Do you currently know how to report occurrences of these types of behaviour?	76	77	(r)	70	70	83	(r)	83	(r)	(r)	83	39	73
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	38	(r)	54	43	39	(r)	58	(r)	(r)	43	33	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Inappropriate Behaviour	68	69	69	67	72	74	(r)	67	67	75	89	76	78
33a. In the last three (3) months, have you personally experienced verbal abuse?	64	62	66	55	70	78	(r)	62	63	75	96	80	81
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	73	71	71	75	72	(r)	69	70	77	86	80	89
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	87	85	84	90	94	(r)	84	83	93	100	89	94
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	59	54	62	50	57	56	(r)	56	59	73	100	71	84
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	65	67	67	63	56	(r)	64	63	74	95	76	86
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83	84	84	82	87	78	(r)	83	80	97	100	84	92
35a. Do you currently know how to report occurrences of these types of behaviour?	76	82	75	83	82	94	(r)	78	79	68	65	76	51
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	47	42	43	50	67	(r)	42	40	45	70	52	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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Inappropriate Behaviour	68	69	69	58	83	73	67	63	67	66	76	69	64	63
33a. In the last three (3) months, have you personally experienced verbal abuse?	64	66	64	54	82	75	67	52	62	61	76	65	54	56
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	71	71	59	87	75	67	67	70	66	79	70	67	64
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	84	86	85	97	86	90	81	83	82	93	87	82	76
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	59	63	58	45	85	70	56	50	55	54	71	58	53	50
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	68	66	54	90	72	63	62	64	60	75	65	64	59
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83	84	83	85	95	87	86	79	81	81	90	85	80	76
35a. Do you currently know how to report occurrences of these types of behaviour?	76	71	80	63	67	72	75	75	80	81	72	79	76	78
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	44	44	25	59	49	37	35	43	46	50	41	36	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Inappropriate Behaviour	68	72	77	69	75	65	62	69	69	72	63
33a. In the last three (3) months, have you personally experienced verbal abuse?	64	67	71	67	75	54	58	64	64	67	64
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	67	82	69	80	66	63	73	70	75	67
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	88	96	88	93	86	76	85	84	84	81
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	59	71	70	62	69	52	53	61	53	62	50
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	73	79	65	76	63	61	65	65	70	59
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83	88	95	86	88	85	78	80	82	86	82
35a. Do you currently know how to report occurrences of these types of behaviour?	76	65	77	67	73	71	74	81	83	86	72
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	61	49	47	46	39	35	44	49	49	31

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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Service Delivery	51	54	(r)	57	45	50	(r)	28	(r)	(r)	59	26	41
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	54	(r)	60	51	53	(r)	36	(r)	(r)	68	44	56
37. In my workplace patient safety is at the centre of all decision making	54	64	(r)	64	37	72	(r)	27	(r)	(r)	69	39	39
38. My team's objectives/work plans are clearly outlined	58	58	(r)	58	54	50	(r)	36	(r)	(r)	65	17	46
39. Our objectives/work plans help us to deliver a quality service	60	67	(r)	64	54	50	(r)	30	(r)	(r)	67	17	44
40. At my workplace we are too focused on monitoring rather than delivering services*	26	27	(r)	41	29	25	(r)	9	(r)	(r)	24	12	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Service Delivery	51	54	51	54	52	73	(r)	49	57	53	61	66	54
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	60	59	65	52	67	(r)	57	67	55	78	80	65
37. In my workplace patient safety is at the centre of all decision making	54	51	54	56	46	61	(r)	52	67	46	43	80	43
38. My team's objectives/work plans are clearly outlined	58	66	56	63	66	94	(r)	56	63	62	74	76	59
39. Our objectives/work plans help us to deliver a quality service	60	65	58	63	64	94	(r)	57	65	61	78	82	68
40. At my workplace we are too focused on monitoring rather than delivering services*	26	28	25	24	30	50	(r)	25	24	38	27	15	36

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Service Delivery	51	47	55	38	61	49	45	49	51	55	55	47	48	54
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	52	65	44	69	58	52	55	59	64	64	51	56	64
37. In my workplace patient safety is at the centre of all decision making	54	50	57	44	53	54	42	55	54	64	50	48	57	63
38. My team's objectives/work plans are clearly outlined	58	52	63	49	73	54	53	55	59	59	65	54	54	58
39. Our objectives/work plans help us to deliver a quality service	60	53	65	42	73	56	56	56	58	63	66	56	53	61
40. At my workplace we are too focused on monitoring rather than delivering services*	26	27	26	13	35	25	24	22	24	27	31	25	22	22

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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Service Delivery	51	58	53	53	47	47	50	53	59	57	39
36. My work environment allows me to deliver the best possible services (patient care or support services)	59	77	58	59	56	55	55	62	70	67	42
37. In my workplace patient safety is at the centre of all decision making	54	57	55	49	40	48	54	56	70	67	42
38. My team's objectives/work plans are clearly outlined	58	65	60	62	56	55	56	59	65	61	50
39. Our objectives/work plans help us to deliver a quality service	60	67	64	67	58	56	57	62	64	62	45
40. At my workplace we are too focused on monitoring rather than delivering services*	26	24	28	27	23	23	26	27	25	30	17

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	1,650	13	-	40	610	36	-	16	-	-	689	18	126
Employee Engagement Index	57	58	(r)	67	55	54	(r)	51	(r)	(r)	59	35	56
Your Workplace	52	51	(r)	63	51	47	(r)	41	(r)	(r)	54	37	51
41. Overall I am proud to be a part of this workplace	63	77	(r)	65	60	56	(r)	55	(r)	(r)	65	44	63
42. I would recommend my workplace as a good place to work	50	46	(r)	60	52	39	(r)	45	(r)	(r)	50	33	50
43. I feel motivated to contribute more than what is normally required at work	57	54	(r)	73	56	53	(r)	36	(r)	(r)	57	33	56
44. I have a strong sense of belonging to my workplace	52	46	(r)	63	49	57	(r)	55	(r)	(r)	54	28	51
45. Overall I am satisfied to be working here at the present time	59	62	(r)	70	58	53	(r)	45	(r)	(r)	62	44	56
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	17	(r)	48	29	25	(r)	9	(r)	(r)	37	39	33

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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1,650	363	1130	188	143	18	-	1146	221	93	23	46	37
Employee Engagement Index	57	60	56	59	60	83	(r)	55	62	59	76	71	65
Your Workplace	52	55	51	55	56	77	(r)	51	57	54	71	64	58
41. Overall I am proud to be a part of this workplace	63	67	61	68	66	89	(r)	60	68	62	83	89	76
42. I would recommend my workplace as a good place to work	50	55	49	53	58	78	(r)	48	52	57	78	57	62
43. I feel motivated to contribute more than what is normally required at work	57	63	54	59	66	83	(r)	55	58	65	78	67	65
44. I have a strong sense of belonging to my workplace	52	57	51	56	56	78	(r)	51	60	51	57	59	46
45. Overall I am satisfied to be working here at the present time	59	57	60	57	54	83	(r)	57	66	58	78	78	76
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	34	33	35	34	50	(r)	33	38	32	48	36	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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	1,650	478	995	105	175	138	265	285	401	290	473	422	292	354
Employee Engagement Index	57	54	61	39	72	61	52	51	55	59	66	52	51	56
Your Workplace	52	50	56	36	65	57	49	48	50	54	61	48	47	52
41. Overall I am proud to be a part of this workplace	63	62	66	46	78	68	55	56	62	66	72	57	56	62
42. I would recommend my workplace as a good place to work	50	50	52	32	73	59	48	45	44	50	64	46	42	44
43. I feel motivated to contribute more than what is normally required at work	57	53	60	45	68	57	53	54	52	60	65	53	52	52
44. I have a strong sense of belonging to my workplace	52	48	57	30	57	53	48	46	53	59	56	48	48	57
45. Overall I am satisfied to be working here at the present time	59	56	64	39	78	64	55	55	60	56	71	52	53	59
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	31	35	23	38	40	32	30	31	36	37	31	28	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	Age Group									
		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	1,650	52	110	124	142	172	235	308	173	117	117
Employee Engagement Index	57	66	59	61	56	52	55	57	63	69	40
Your Workplace	52	60	54	57	52	48	50	53	58	64	36
41. Overall I am proud to be a part of this workplace	63	71	65	65	63	54	62	64	70	73	47
42. I would recommend my workplace as a good place to work	50	63	55	62	51	47	45	51	54	58	30
43. I feel motivated to contribute more than what is normally required at work	57	62	61	56	57	51	54	56	62	68	44
44. I have a strong sense of belonging to my workplace	52	58	51	53	50	47	51	56	57	67	34
45. Overall I am satisfied to be working here at the present time	59	69	61	65	58	58	56	57	66	74	42
46. Overall, I believe the culture at my workplace has improved in the last 12 months	33	35	34	38	34	31	32	32	39	44	19

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

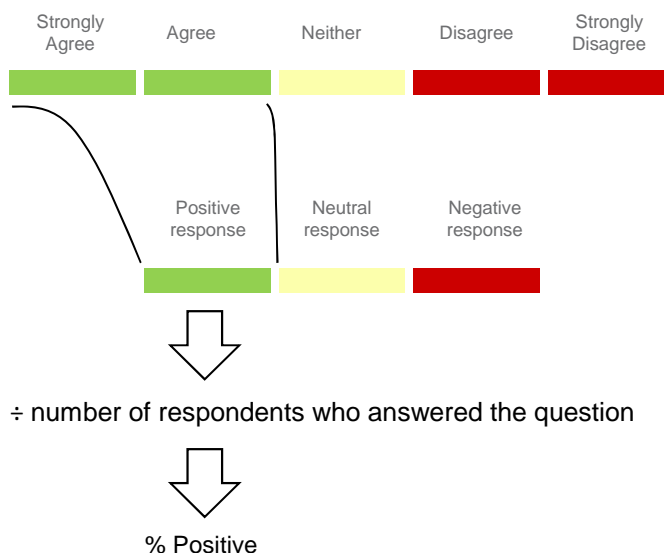
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Scoring of Negatively Worded Questions

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

Benchmark data

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