

2011 YourSay Workplace Survey

Facility Report



Illawarra Shoalhaven Local Health District

This Report

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

Response Rates

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

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

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

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

Confidence Intervals

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

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

Results

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

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

Please see the Guide to using this report for further information

Comparative data

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

Anonymity

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

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

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623

ACTUAL RESPONSES

12%

4% Confidence Interval

ESTIMATED RESPONSE RATE

64%

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

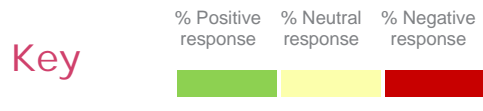
Stay

An emotional commitment to the organisation and a desire to stay

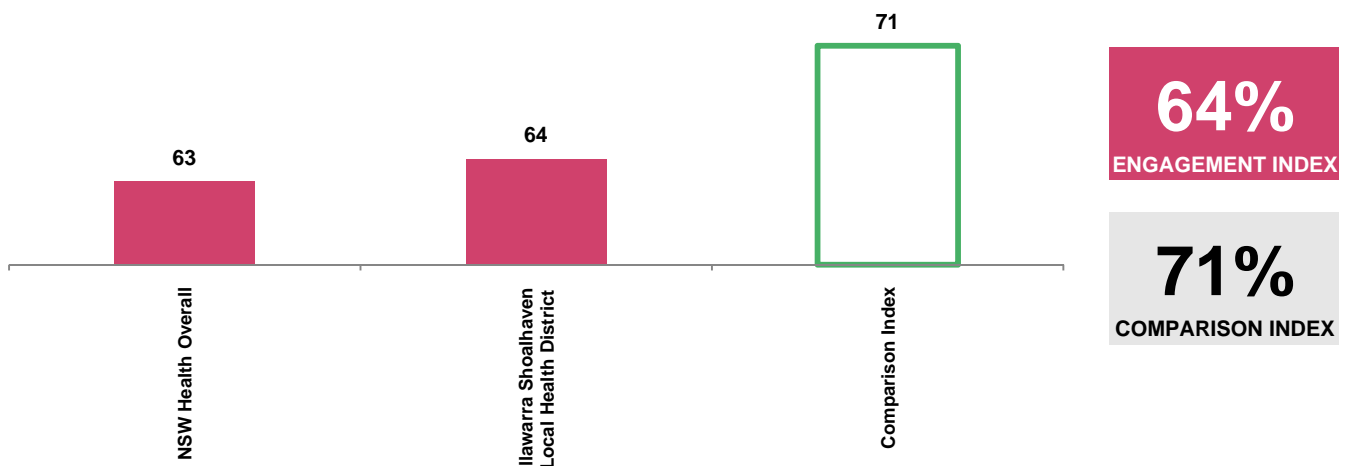
Strive

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	71 (Green), 18 (Yellow), 12 (Red)	+3
42. I would recommend my workplace as a good place to work	58 (Green), 22 (Yellow), 20 (Red)	0
44. I have a strong sense of belonging to my workplace	62 (Green), 19 (Yellow), 19 (Red)	+1
45. Overall I am satisfied to be working here at the present time	66 (Green), 16 (Yellow), 18 (Red)	+2
3. Working here makes me want to do the best job I can	67 (Green), 20 (Yellow), 13 (Red)	0
43. I feel motivated to contribute more than what is normally required at work	63 (Green), 16 (Yellow), 21 (Red)	+2

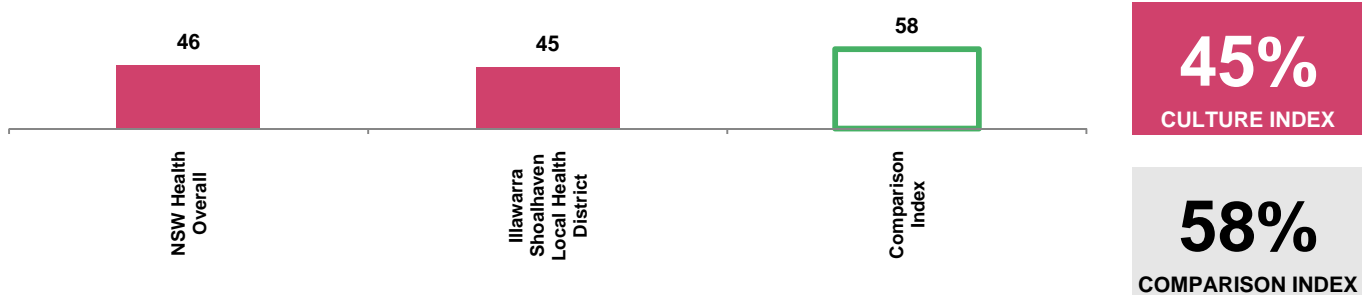


Employee Workplace Culture Index

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	25	33	-3	
12. I believe I am valued for what I can offer at my workplace	56	18	26	-2	
13. In my workplace, we recognise our successes and innovations	51	24	25	+1	
14. Staff are treated respectfully regardless of their job	56	19	25	+1	
17. Overall, I have confidence in the decisions made by my line manager	54	22	24	-4	
18b. The senior managers at my workplace have a clear direction for the future	28	34	38	-4	
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	28	41	-3	
20. Overall, I have confidence in the decisions made by my senior managers	34	28	39	-2	
22. I have a say in decisions which affect my work	42	21	37	+1	
23. I think it is safe to speak up and challenge the way things are done	42	20	38	-4	
24. Where I work, we share the lessons learnt when mistakes are made	50	27	23	-3	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	29	34	0	
38. My team's objectives/work plans are clearly outlined	60	25	15	0	
39. Our objectives/work plans help us to deliver a quality service	60	25	16	0	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	34	+2	



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 Illawarra Shoalhaven Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Illawarra Shoalhaven Local Health District as a whole.

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

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

Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	<i>Greatest</i> 	56	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		58	54
13. In my workplace, we recognise our successes and innovations		51	50
14. Staff are treated respectfully regardless of their job		56	55
38. My team's objectives/work plans are clearly outlined		60	60
36. My work environment allows me to deliver the best possible services (patient care or support services)		56	54

Highlights and Lowlights

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

Highlights

Sections	% Positive
Training and Development Opportunities	68
Your Workplace	59
Your Team	57

Questions	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82
1. My job makes good use of my skills and abilities	76
15d. My line manager treats me with respect	73
25. I have received the appropriate training and development to do my job effectively	71
41. Overall I am proud to be a part of this workplace	71

Lowlights

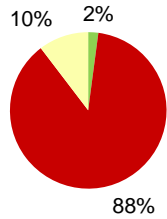
Sections	% Positive
Senior Managers	32
Communication	45
Service Delivery	54

Questions	% Positive
4. Too many approvals are required for routine decisions*	14
18b. The senior managers at my workplace have a clear direction for the future	28
40. At my workplace we are too focused on monitoring rather than delivering services*	29
19. There is a positive relationship between senior management and staff in my workplace	30
18c. The senior managers at my workplace lead by example in creating a positive workplace	31

External Comparison

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

Please see the Guide to using this report for further information



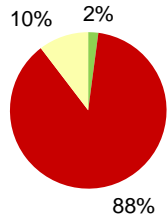
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82	+5	■
40. At my workplace we are too focused on monitoring rather than delivering services*	29	+1	■
4. Too many approvals are required for routine decisions*	14	-2	■
15d. My line manager treats me with respect	73	-2	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	-3	■
43. I feel motivated to contribute more than what is normally required at work	63	-3	■
44. I have a strong sense of belonging to my workplace	62	-5	■
22. I have a say in decisions which affect my work	42	-6	■
37. In my workplace patient safety is at the centre of all decision making	66	-6	■
29. I am able to achieve a healthy work/life balance most of the time	65	-6	■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	-6	■
41. Overall I am proud to be a part of this workplace	71	-6	■
45. Overall I am satisfied to be working here at the present time	66	-7	■

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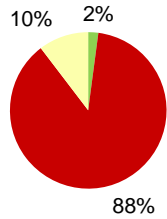
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- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
15b. My line manager treats all staff in my team fairly	57	-7	■
42. I would recommend my workplace as a good place to work	58	-8	■
8. In my team we generally acknowledge one another's efforts and achievements	68	-8	■
25. I have received the appropriate training and development to do my job effectively	71	-8	■
1. My job makes good use of my skills and abilities	76	-9	■
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	-9	■
9. People in my team are honest and open	62	-9	■
14. Staff are treated respectfully regardless of their job	56	-9	■
5. I have sufficient control over my work so I can do my job well	61	-9	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	-10	■
15a. My line manager recognises and acknowledges when I have done my job well	58	-10	■
2. I feel I am able to suggest ideas to improve our ways of doing things	64	-10	■
30. There are mechanisms in place to support me if I experience stress or pressure	52	-10	■

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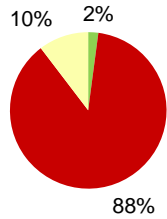
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	-10	■
17. Overall, I have confidence in the decisions made by my line manager	54	-11	■
3. Working here makes me want to do the best job I can	67	-11	■
31. Reasonable expectations are placed on staff according to their position	50	-11	■
13. In my workplace, we recognise our successes and innovations	51	-12	■
38. My team's objectives/work plans are clearly outlined	60	-12	■
20. Overall, I have confidence in the decisions made by my senior managers	34	-12	■
39. Our objectives/work plans help us to deliver a quality service	60	-12	■
16. I receive regular and constructive feedback on my performance	41	-13	■
18a. The senior managers at my workplace are aware of the issues I face in my job	36	-13	■
10. My team resolves conflict quickly when it arises	49	-13	■
12. I believe I am valued for what I can offer at my workplace	56	-13	■
21. I am kept well informed about what is happening in my workplace	44	-14	■

External Comparison

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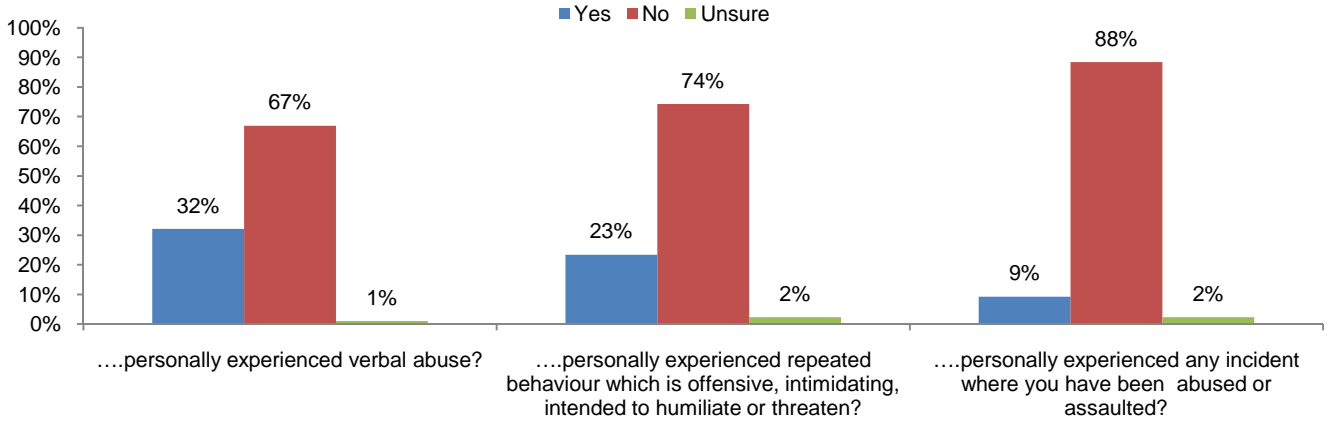
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
36. My work environment allows me to deliver the best possible services (patient care or support services)	56	-14	■
19. There is a positive relationship between senior management and staff in my workplace	30	-14	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	-14	■
24. Where I work, we share the lessons learnt when mistakes are made	50	-15	■
23. I think it is safe to speak up and challenge the way things are done	42	-15	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	-16	■
11. Morale is good in my team	43	-16	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	■
18b. The senior managers at my workplace have a clear direction for the future	28	-22	■

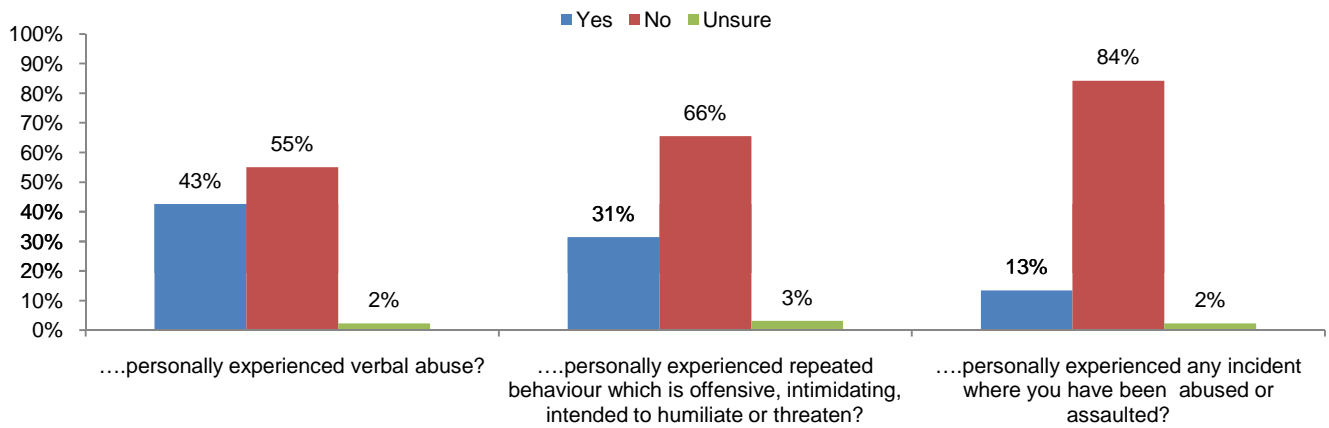
Inappropriate Behaviour

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

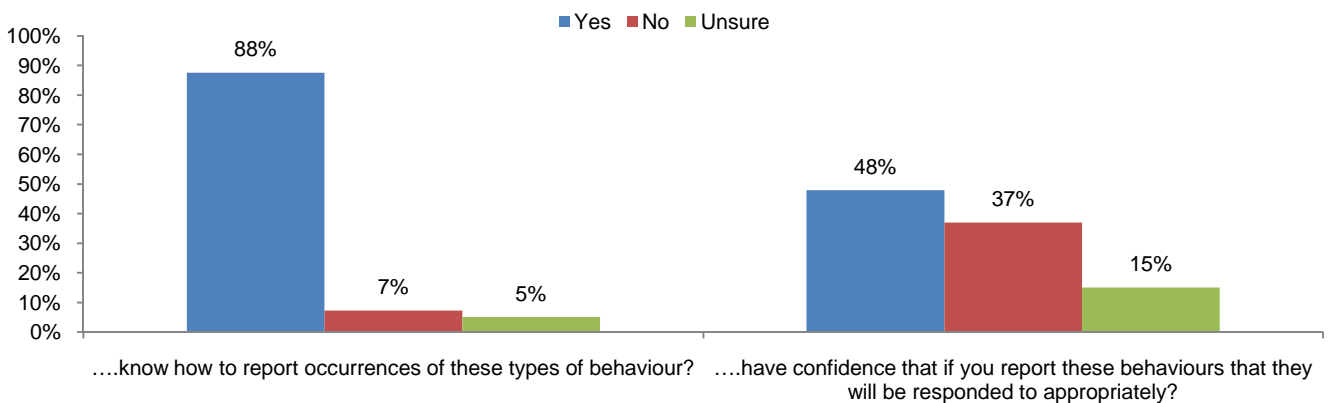
33. In the last three (3) months have you....



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



35. Do you currently....

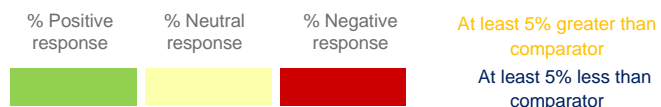


All Questions

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

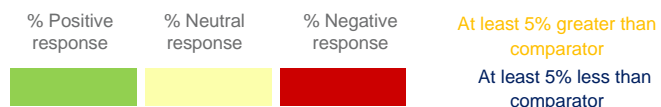
	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
		57		+1	-8
1. My job makes good use of my skills and abilities	76% Positive, 10% Neutral, 14% Negative	76		0	-9
2. I feel I am able to suggest ideas to improve our ways of doing things	64% Positive, 14% Neutral, 21% Negative	64		-1	-10
3. Working here makes me want to do the best job I can	67% Positive, 20% Neutral, 13% Negative	67		-0	-11
4. Too many approvals are required for routine decisions*	14% Positive, 21% Neutral, 64% Negative	14		+0	-2
5. I have sufficient control over my work so I can do my job well	61% Positive, 16% Neutral, 23% Negative	61		+1	-9
Key 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58% Positive, 17% Neutral, 25% Negative	58		+4	-6

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Team

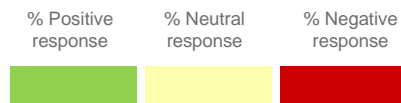
	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
		57		0	-11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63 16 21	63	-2	-10	
8. In my team we generally acknowledge one another's efforts and achievements	68 14 18	68	+2	-8	
9. People in my team are honest and open	62 20 18	62	+2	-9	
10. My team resolves conflict quickly when it arises	49 25 26	49	+2	-13	
11. Morale is good in my team	43 25 33	43	-3	-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

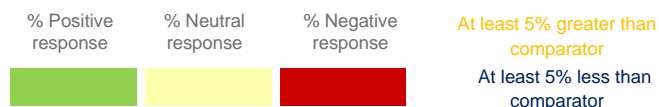
	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
Key 12. I believe I am valued for what I can offer at my workplace	56% Positive, 18% Neutral, 26% Negative	54	0	-12
Key 13. In my workplace, we recognise our successes and innovations	51% Positive, 24% Neutral, 25% Negative	51	+1	-12
Key 14. Staff are treated respectfully regardless of their job	56% Positive, 19% Neutral, 25% Negative	56	+1	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Line Manager

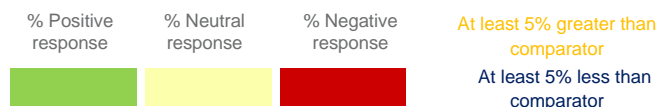
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	58	19	23	58	-2	-2	-10
15b. My line manager treats all staff in my team fairly	57	18	25	57	-1	-1	-7
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	20	25	55	-1	-1	-9
15d. My line manager treats me with respect	73	15	12	73	-0	-0	-2
16. I receive regular and constructive feedback on my performance	41	22	36	41	-3	-3	-13
17. Overall, I have confidence in the decisions made by my line manager	54	22	24	54	-4	-4	-11

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

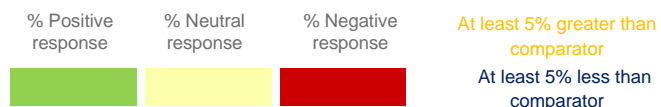
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	36	22	42	36	-4	-13
18b. The senior managers at my workplace have a clear direction for the future	28	34	38	28	-4	-22
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	28	41	31	-3	-14
19. There is a positive relationship between senior management and staff in my workplace	30	27	43	30	-4	-14
20. Overall, I have confidence in the decisions made by my senior managers	34	28	39	34	-2	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	44	21	34	44	-1	-14
22. I have a say in decisions which affect my work	42	21	37	42	+1	-6
23. I think it is safe to speak up and challenge the way things are done	42	20	38	42	-4	-15
24. Where I work, we share the lessons learnt when mistakes are made	50	27	23	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

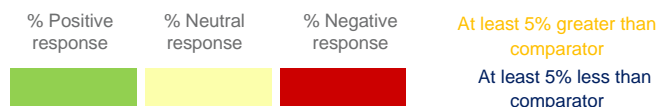
Question	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71 (Positive), 14 (Neutral), 15 (Negative)	71	+3	-8
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	82 (Positive), 8 (Neutral), 9 (Negative)	82	+6	+5
27. I am encouraged to take opportunities to learn new skills and have new experiences	51 (Positive), 23 (Neutral), 26 (Negative)	51	-4	-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



Work Environment

Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	29	34	37	37	0	+2	-9
29. I am able to achieve a healthy work/life balance most of the time	65	15	20	65	65	+5		-6
30. There are mechanisms in place to support me if I experience stress or pressure	52	25	22	52	52	+3		-10
31. Reasonable expectations are placed on staff according to their position	50	19	31	50	50	-2		-11
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	18	12	70	70	+5		-3

All Questions

This section shows the breakdown of responses to each question.

Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

Inappropriate Behaviour

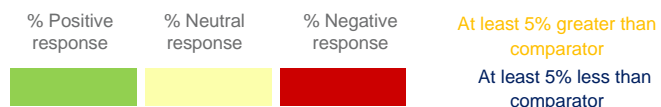
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark	
33a. In the last three (3) months, have you personally experienced verbal abuse?	67		32	71	+3	0	
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	74		23	74	+3	+2	
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	88		9	88	+3	+4	
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	55		43	55	+1	-3	
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66		31	66	+1	-4	
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84		13	84	+2	+1	
		% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?		88	5	7	88	+5	+7
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?		48	15	37	48	+5	-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



Service Delivery

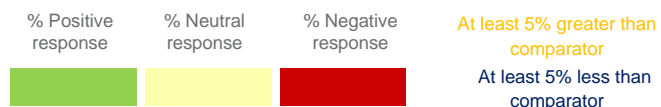
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	56	17	26	56	+2	+1	-9
37. In my workplace patient safety is at the centre of all decision making	66	20	13	66	+2	+1	-6
Key 38. My team's objectives/work plans are clearly outlined	60	25	15	60	-0	-0	-12
39. Our objectives/work plans help us to deliver a quality service	60	25	16	60	-0	-0	-12
40. At my workplace we are too focused on monitoring rather than delivering services*	29	28	43	29	+2	+2	+1

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	71	18	12	71	+3	-6
42. I would recommend my workplace as a good place to work	58	22	20	58	+0	-8
43. I feel motivated to contribute more than what is normally required at work	63	16	21	63	+2	-3
44. I have a strong sense of belonging to my workplace	62	19	19	62	+1	-5
45. Overall I am satisfied to be working here at the present time	66	16	18	66	+2	-7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	34	31	+2	-10

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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Your Job	57	48	57	59	62	57	73	49	(r)	(r)	52	(r)	(r)
1. My job makes good use of my skills and abilities	76	90	75	75	83	81	100	69	(r)	(r)	58	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	64	50	66	66	67	68	64	69	(r)	(r)	58	(r)	(r)
3. Working here makes me want to do the best job I can	67	30	71	64	72	64	91	46	(r)	(r)	68	(r)	(r)
4. Too many approvals are required for routine decisions*	14	10	14	21	14	12	18	8	(r)	(r)	17	(r)	(r)
5. I have sufficient control over my work so I can do my job well	61	50	58	66	74	55	82	54	(r)	(r)	67	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	55	56	59	64	64	82	46	(r)	(r)	44	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Your Job	57	60	(r)	(r)	45	(r)	42	59	59	56	56	66	(r)	(r)
1. My job makes good use of my skills and abilities	76	81	(r)	(r)	66	(r)	64	79	78	76	73	88	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	64	69	(r)	(r)	55	(r)	55	66	71	62	68	78	(r)	(r)
3. Working here makes me want to do the best job I can	67	73	(r)	(r)	54	(r)	45	69	71	65	68	76	(r)	(r)
4. Too many approvals are required for routine decisions*	14	24	(r)	(r)	5	(r)	9	15	8	17	12	2	(r)	(r)
5. I have sufficient control over my work so I can do my job well	61	56	(r)	(r)	45	(r)	45	64	56	62	52	66	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	58	(r)	(r)	46	(r)	36	60	69	54	62	88	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Your Job	57	56	57	59	(r)	60	(r)	53	59	43	70	57	60	55	59	52
1. My job makes good use of my skills and abilities	76	76	78	80	(r)	72	(r)	72	80	55	86	70	81	74	80	71
2. I feel I am able to suggest ideas to improve our ways of doing things	64	66	61	60	(r)	47	(r)	60	67	45	62	56	66	65	66	61
3. Working here makes me want to do the best job I can	67	67	66	70	(r)	71	(r)	58	72	46	86	72	73	60	72	59
4. Too many approvals are required for routine decisions*	14	12	18	20	(r)	29	(r)	14	13	30	24	22	17	14	9	13
5. I have sufficient control over my work so I can do my job well	61	57	66	70	(r)	65	(r)	61	61	51	90	56	63	60	65	52
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	59	56	55	(r)	76	(r)	56	62	29	71	66	58	56	59	57

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46
Your Job	57	63	61	54	49	(r)	57	56	61	58	62	54	57	52	48
1. My job makes good use of my skills and abilities	76	81	78	77	69	(r)	82	74	85	75	80	75	74	73	66
2. I feel I am able to suggest ideas to improve our ways of doing things	64	70	71	60	56	(r)	63	63	69	69	74	63	60	53	50
3. Working here makes me want to do the best job I can	67	74	72	67	55	(r)	61	65	72	68	73	61	74	67	54
4. Too many approvals are required for routine decisions*	14	20	14	13	9	(r)	24	17	8	13	14	10	15	7	23
5. I have sufficient control over my work so I can do my job well	61	66	66	55	55	(r)	55	60	70	63	67	56	59	53	56
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	63	68	54	50	(r)	61	54	63	61	65	59	60	60	37

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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Your Team	57	65	58	53	59	63	64	38	(r)	(r)	40	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	75	64	59	60	74	73	38	(r)	(r)	40	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	75	71	62	65	74	82	46	(r)	(r)	51	(r)	(r)
9. People in my team are honest and open	62	75	64	54	63	73	55	46	(r)	(r)	35	(r)	(r)
10. My team resolves conflict quickly when it arises	49	60	49	46	64	47	55	38	(r)	(r)	37	(r)	(r)
11. Morale is good in my team	43	40	42	44	44	45	55	23	(r)	(r)	37	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Your Team	57	63	(r)	(r)	50	(r)	36	58	71	53	67	82	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	71	(r)	(r)	54	(r)	55	63	75	60	73	85	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	83	(r)	(r)	61	(r)	36	69	86	62	82	95	(r)	(r)
9. People in my team are honest and open	62	68	(r)	(r)	61	(r)	45	63	79	57	74	93	(r)	(r)
10. My team resolves conflict quickly when it arises	49	47	(r)	(r)	41	(r)	36	52	60	46	55	73	(r)	(r)
11. Morale is good in my team	43	43	(r)	(r)	36	(r)	9	44	55	39	51	66	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Your Team	57	57	57	73	(r)	65	(r)	59	60	33	66	63	60	54	57	57
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	62	66	75	(r)	61	(r)	64	66	37	76	73	65	61	63	60
8. In my team we generally acknowledge one another's efforts and achievements	68	67	71	75	(r)	69	(r)	71	71	43	71	78	66	63	68	71
9. People in my team are honest and open	62	61	63	75	(r)	81	(r)	62	66	35	71	63	63	59	64	63
10. My team resolves conflict quickly when it arises	49	50	47	75	(r)	67	(r)	54	51	29	60	47	56	42	51	51
11. Morale is good in my team	43	44	38	65	(r)	50	(r)	46	46	18	52	53	49	43	41	39

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Your Team	57	62	65	53	52	(r)	69	54	57	63	60	57	56	65	39	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	67	68	63	55	(r)	79	60	61	70	67	61	60	80	39	
8. In my team we generally acknowledge one another's efforts and achievements	68	71	73	63	66	(r)	74	60	67	66	76	68	68	87	58	
9. People in my team are honest and open	62	65	73	56	59	(r)	76	60	63	70	60	64	64	73	37	
10. My team resolves conflict quickly when it arises	49	55	57	45	46	(r)	53	53	56	54	51	50	49	47	34	
11. Morale is good in my team	43	53	54	38	31	(r)	66	37	41	55	48	39	40	40	26	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Being valued	54	47	55	54	63	60	69	33	(r)	(r)	35	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	56	50	56	59	64	58	70	31	(r)	(r)	42	(r)	(r)
13. In my workplace, we recognise our successes and innovations	51	40	52	50	61	58	64	31	(r)	(r)	28	(r)	(r)
14. Staff are treated respectfully regardless of their job	56	50	56	54	62	65	73	38	(r)	(r)	36	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Being valued	54	60	(r)	(r)	46	(r)	27	56	61	52	54	76	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	56	62	(r)	(r)	46	(r)	27	57	61	53	54	71	(r)	(r)
13. In my workplace, we recognise our successes and innovations	51	58	(r)	(r)	43	(r)	18	54	59	49	51	80	(r)	(r)
14. Staff are treated respectfully regardless of their job	56	60	(r)	(r)	48	(r)	36	58	63	54	57	78	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Being valued	54	54	53	62	(r)	62	(r)	52	59	22	78	71	55	53	56	49
12. I believe I am valued for what I can offer at my workplace	56	56	54	65	(r)	59	(r)	53	59	29	81	70	58	56	57	47
13. In my workplace, we recognise our successes and innovations	51	51	53	45	(r)	63	(r)	48	56	19	71	69	56	50	50	47
14. Staff are treated respectfully regardless of their job	56	57	52	75	(r)	65	(r)	55	61	18	81	75	50	52	60	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	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Being valued	54	67	63	47	44	(r)	68	55	59	59	65	52	54	49	23	
12. I believe I am valued for what I can offer at my workplace	56	71	62	50	43	(r)	63	54	63	63	67	52	52	47	29	
13. In my workplace, we recognise our successes and innovations	51	63	62	43	41	(r)	61	54	61	51	59	49	55	47	21	
14. Staff are treated respectfully regardless of their job	56	68	65	48	47	(r)	79	57	54	62	69	57	55	53	19	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Your Line Manager	56	44	56	57	66	63	57	45	(r)	(r)	43	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	58	50	56	66	68	63	60	54	(r)	(r)	47	(r)	(r)
15b. My line manager treats all staff in my team fairly	57	67	52	59	67	66	50	42	(r)	(r)	47	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	28	57	47	60	66	60	46	(r)	(r)	40	(r)	(r)
15d. My line manager treats me with respect	73	72	71	76	81	81	70	62	(r)	(r)	56	(r)	(r)
16. I receive regular and constructive feedback on my performance	41	6	42	42	54	45	50	23	(r)	(r)	32	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	54	39	56	52	63	59	50	46	(r)	(r)	38	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Your Line Manager	56	54	(r)	(r)	48	(r)	25	60	68	52	63	78	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	58	50	(r)	(r)	49	(r)	27	63	69	53	64	78	(r)	(r)
15b. My line manager treats all staff in my team fairly	57	54	(r)	(r)	52	(r)	30	60	71	52	65	80	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	52	(r)	(r)	48	(r)	18	58	63	52	57	80	(r)	(r)
15d. My line manager treats me with respect	73	67	(r)	(r)	69	(r)	45	76	84	69	80	90	(r)	(r)
16. I receive regular and constructive feedback on my performance	41	45	(r)	(r)	26	(r)	10	45	51	38	44	63	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	54	57	(r)	(r)	42	(r)	18	57	69	49	64	78	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Your Line Manager	56	58	52	63	(r)	62	(r)	54	59	37	71	69	58	58	62	46
15a. My line manager recognises and acknowledges when I have done my job well	58	60	53	65	(r)	67	(r)	56	61	39	86	73	59	59	63	48
15b. My line manager treats all staff in my team fairly	57	60	48	70	(r)	71	(r)	56	59	35	86	69	58	56	64	45
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	57	51	60	(r)	65	(r)	53	58	34	57	66	56	57	60	47
15d. My line manager treats me with respect	73	74	71	75	(r)	75	(r)	70	76	54	90	91	71	76	81	58
16. I receive regular and constructive feedback on my performance	41	42	41	45	(r)	39	(r)	37	46	20	43	48	40	42	45	37
17. Overall, I have confidence in the decisions made by my line manager	54	57	48	60	(r)	59	(r)	50	57	38	67	66	61	56	59	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	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46
Your Line Manager	56	65	63	52	47	(r)	64	56	66	61	66	50	50	55	46
15a. My line manager recognises and acknowledges when I have done my job well	58	67	63	54	51	(r)	58	60	72	65	70	49	53	53	48
15b. My line manager treats all staff in my team fairly	57	70	61	50	48	(r)	74	51	64	58	65	50	51	60	48
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	63	61	53	43	(r)	58	54	60	60	65	52	53	47	42
15d. My line manager treats me with respect	73	82	79	73	60	(r)	87	74	85	74	80	68	66	73	60
16. I receive regular and constructive feedback on my performance	41	45	50	37	35	(r)	50	40	49	49	55	33	35	38	31
17. Overall, I have confidence in the decisions made by my line manager	54	65	63	46	47	(r)	61	57	64	60	60	50	44	57	46

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Senior Managers	32	22	30	26	41	35	34	28	(r)	(r)	33	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	36	32	34	24	47	42	10	31	(r)	(r)	40	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	28	16	27	27	37	31	40	15	(r)	(r)	30	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	21	28	26	41	36	30	23	(r)	(r)	29	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	30	21	30	23	34	29	30	31	(r)	(r)	35	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	34	21	31	27	47	34	60	38	(r)	(r)	31	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Senior Managers	32	32	(r)	(r)	17	(r)	16	35	40	29	34	49	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	36	35	(r)	(r)	19	(r)	18	41	48	32	43	54	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	28	33	(r)	(r)	17	(r)	0	32	34	26	28	44	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	29	(r)	(r)	15	(r)	18	35	38	28	34	46	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	30	31	(r)	(r)	15	(r)	18	33	35	28	29	46	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	34	35	(r)	(r)	19	(r)	27	37	42	30	35	55	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Senior Managers	32	33	29	36	(r)	39	(r)	30	34	14	40	50	36	29	34	24
18a. The senior managers at my workplace are aware of the issues I face in my job	36	37	34	35	(r)	50	(r)	38	37	25	43	53	41	35	39	28
18b. The senior managers at my workplace have a clear direction for the future	28	29	27	35	(r)	29	(r)	27	31	10	33	52	28	25	29	23
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	32	29	35	(r)	29	(r)	28	34	10	33	45	32	31	33	24
19. There is a positive relationship between senior management and staff in my workplace	30	30	29	35	(r)	39	(r)	27	33	17	43	47	35	28	33	22
20. Overall, I have confidence in the decisions made by my senior managers	34	36	27	40	(r)	47	(r)	32	36	10	48	55	44	27	36	25

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Senior Managers	32	42	38	25	25	(r)	46	32	40	37	31	31	27	28	16	
18a. The senior managers at my workplace are aware of the issues I face in my job	36	48	40	29	30	(r)	53	37	43	40	33	36	32	27	26	
18b. The senior managers at my workplace have a clear direction for the future	28	40	34	20	22	(r)	39	23	39	36	30	27	25	20	10	
18c. The senior managers at my workplace lead by example in creating a positive workplace	31	37	37	25	27	(r)	37	31	41	34	31	33	26	33	13	
19. There is a positive relationship between senior management and staff in my workplace	30	38	36	26	22	(r)	45	31	37	34	29	28	24	33	18	
20. Overall, I have confidence in the decisions made by my senior managers	34	46	41	24	26	(r)	58	37	39	39	31	33	28	27	13	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Communication	45	48	45	49	46	46	53	38	(r)	(r)	35	(r)	(r)
21. I am kept well informed about what is happening in my workplace	44	35	43	54	44	51	50	23	(r)	(r)	32	(r)	(r)
22. I have a say in decisions which affect my work	42	45	41	42	45	46	60	46	(r)	(r)	40	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	42	55	42	45	41	43	50	46	(r)	(r)	35	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	50	55	52	55	54	46	50	38	(r)	(r)	35	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Communication	45	45	(r)	(r)	37	(r)	30	47	54	41	50	65	(r)	(r)
21. I am kept well informed about what is happening in my workplace	44	52	(r)	(r)	35	(r)	18	46	52	41	45	63	(r)	(r)
22. I have a say in decisions which affect my work	42	44	(r)	(r)	30	(r)	36	45	50	39	44	66	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	42	35	(r)	(r)	35	(r)	27	45	54	38	53	59	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	50	48	(r)	(r)	47	(r)	36	52	60	46	58	71	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Communication	45	46	43	56	(r)	40	(r)	44	48	18	50	65	41	40	47	42
21. I am kept well informed about what is happening in my workplace	44	45	42	60	(r)	39	(r)	43	48	15	57	69	39	40	48	40
22. I have a say in decisions which affect my work	42	44	41	53	(r)	28	(r)	42	46	16	43	47	36	42	45	41
23. I think it is safe to speak up and challenge the way things are done	42	44	40	42	(r)	33	(r)	41	45	17	43	66	40	35	47	38
24. Where I work, we share the lessons learnt when mistakes are made	50	50	48	68	(r)	61	(r)	50	53	23	57	78	51	44	48	51

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Communication	45	54	49	41	36	(r)	52	49	52	45	54	38	48	40	25	
21. I am kept well informed about what is happening in my workplace	44	54	50	40	34	(r)	53	51	54	42	51	34	51	27	28	
22. I have a say in decisions which affect my work	42	49	47	41	33	(r)	50	49	52	42	53	37	41	40	20	
23. I think it is safe to speak up and challenge the way things are done	42	52	45	40	31	(r)	45	49	48	44	53	34	47	33	21	
24. Where I work, we share the lessons learnt when mistakes are made	50	63	52	44	45	(r)	61	46	56	51	56	48	53	60	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	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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Training and Development Opportunities	68	77	67	70	66	70	89	62	(r)	(r)	62	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	71	90	70	72	63	73	100	69	(r)	(r)	70	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	65	79	85	87	87	89	77	(r)	(r)	80	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	75	52	54	48	50	78	38	(r)	(r)	35	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Training and Development Opportunities	68	68	(r)	(r)	58	(r)	61	70	74	66	72	83	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	71	69	(r)	(r)	56	(r)	73	74	75	69	74	80	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	82	(r)	(r)	78	(r)	73	83	86	80	84	90	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	53	(r)	(r)	38	(r)	36	54	61	48	58	78	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Training and Development Opportunities	68	69	67	68	(r)	71	(r)	67	70	55	76	77	66	66	70	66
25. I have received the appropriate training and development to do my job effectively	71	71	72	55	(r)	76	(r)	75	71	58	71	78	69	69	71	69
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	84	80	80	(r)	71	(r)	77	84	77	81	94	71	81	84	83
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	51	48	70	(r)	65	(r)	48	54	31	76	59	57	49	54	44

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Training and Development Opportunities	68	73	70	65	65	(r)	72	76	68	71	75	62	65	71	63	
25. I have received the appropriate training and development to do my job effectively	71	69	73	70	70	(r)	82	80	76	72	75	66	65	71	63	
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	82	87	82	81	79	(r)	76	86	75	85	90	76	85	93	84	
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	62	55	44	45	(r)	58	63	52	57	59	45	44	50	42	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Work Environment	55	50	53	61	59	56	71	43	(r)	(r)	47	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	35	38	46	43	29	40	23	(r)	(r)	30	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	65	50	62	72	77	70	100	38	(r)	(r)	47	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	52	50	49	60	53	53	80	46	(r)	(r)	47	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	50	40	50	50	47	51	56	46	(r)	(r)	58	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	75	67	76	74	75	80	62	(r)	(r)	56	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Work Environment	55	59	(r)	(r)	48	(r)	31	56	57	53	52	66	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	42	(r)	(r)	25	(r)	9	39	47	33	43	58	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	65	71	(r)	(r)	56	(r)	36	65	61	65	58	68	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	52	50	(r)	(r)	38	(r)	27	56	56	51	49	68	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	50	59	(r)	(r)	45	(r)	36	50	45	50	41	51	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	73	(r)	(r)	73	(r)	45	70	74	68	70	85	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Work Environment	55	54	54	61	(r)	66	(r)	55	57	32	71	69	52	54	54	51
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	39	30	50	(r)	44	(r)	32	41	19	38	66	38	31	40	34
29. I am able to achieve a healthy work/life balance most of the time	65	61	69	75	(r)	72	(r)	64	68	35	90	84	61	65	59	62
30. There are mechanisms in place to support me if I experience stress or pressure	52	53	49	50	(r)	67	(r)	56	54	25	76	69	47	56	50	48
31. Reasonable expectations are placed on staff according to their position	50	47	50	53	(r)	67	(r)	53	50	27	71	56	45	49	51	43
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	69	69	75	(r)	78	(r)	69	71	56	81	69	67	69	70	69

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Work Environment	55	60	56	53	50	(r)	62	54	51	63	64	50	52	53	43	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	48	40	32	30	(r)	34	29	41	44	42	36	35	33	27	
29. I am able to achieve a healthy work/life balance most of the time	65	68	67	62	60	(r)	76	66	57	73	74	55	67	67	48	
30. There are mechanisms in place to support me if I experience stress or pressure	52	57	54	50	49	(r)	68	46	46	57	65	50	46	47	40	
31. Reasonable expectations are placed on staff according to their position	50	52	49	50	44	(r)	59	57	43	58	58	44	43	53	35	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	70	73	70	68	68	(r)	74	71	67	82	81	64	67	67	61	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Inappropriate Behaviour	71	64	66	78	79	79	76	52	(r)	(r)	66	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	67	65	61	72	76	76	80	38	(r)	(r)	59	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	74	60	69	81	83	84	80	69	(r)	(r)	68	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	88	100	84	91	93	95	80	85	(r)	(r)	84	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	55	50	49	64	57	65	60	17	(r)	(r)	55	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	60	60	72	74	76	70	54	(r)	(r)	57	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	95	76	93	93	93	90	77	(r)	(r)	75	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	88	65	88	96	91	91	90	62	(r)	(r)	80	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	48	20	41	55	65	54	60	15	(r)	(r)	55	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Inappropriate Behaviour	71	75	(r)	(r)	65	(r)	55	73	71	71	68	79	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	67	78	(r)	(r)	69	(r)	27	66	66	67	62	78	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	74	78	(r)	(r)	65	(r)	73	76	71	75	69	80	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	88	88	(r)	(r)	82	(r)	100	89	88	89	86	98	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	55	65	(r)	(r)	55	(r)	9	55	54	55	49	61	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	65	(r)	(r)	53	(r)	64	69	68	64	66	73	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	82	(r)	(r)	75	(r)	82	86	83	85	80	93	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	88	94	(r)	(r)	87	(r)	64	89	88	88	89	85	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	48	51	(r)	(r)	36	(r)	18	51	52	47	46	66	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Inappropriate Behaviour	71	70	73	78	(r)	81	(r)	67	74	62	84	77	70	72	72	68
33a. In the last three (3) months, have you personally experienced verbal abuse?	67	65	69	80	(r)	72	(r)	64	69	58	90	70	68	67	67	61
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	74	72	77	80	(r)	83	(r)	69	77	62	81	79	76	77	76	68
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	88	87	90	95	(r)	94	(r)	86	89	88	90	94	89	92	88	84
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	55	52	58	70	(r)	67	(r)	51	57	48	85	61	56	55	50	53
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	63	69	75	(r)	78	(r)	62	68	48	80	73	61	66	68	60
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	83	89	90	(r)	83	(r)	83	85	84	90	85	88	86	86	80
35a. Do you currently know how to report occurrences of these types of behaviour?	88	87	89	85	(r)	94	(r)	81	90	85	95	88	78	86	89	94
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	48	49	43	50	(r)	76	(r)	41	53	27	62	64	44	45	55	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

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

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46
Inappropriate Behaviour	71	74	75	70	67	(r)	76	74	73	70	80	67	72	74	65
33a. In the last three (3) months, have you personally experienced verbal abuse?	67	72	73	66	57	(r)	79	66	67	69	77	59	70	67	58
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	74	77	83	72	66	(r)	79	86	72	69	81	75	76	80	60
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	88	91	91	89	83	(r)	100	94	89	90	93	84	83	87	84
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	55	57	59	53	51	(r)	61	49	50	59	67	47	57	60	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	71	64	59	(r)	68	66	69	62	78	57	70	73	56
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	86	88	84	81	(r)	95	89	91	86	91	78	81	80	84
35a. Do you currently know how to report occurrences of these types of behaviour?	88	88	87	86	93	(r)	82	83	93	82	92	89	91	100	89
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	48	58	53	42	44	(r)	45	57	57	46	58	45	49	47	37

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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Service Delivery	54	34	55	56	55	53	60	54	(r)	(r)	54	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	56	30	57	70	61	48	50	62	(r)	(r)	59	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	66	45	70	65	66	61	70	54	(r)	(r)	68	(r)	(r)
38. My team's objectives/work plans are clearly outlined	60	45	62	60	56	63	70	62	(r)	(r)	55	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	60	35	61	56	63	64	80	46	(r)	(r)	55	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	29	15	26	31	31	29	30	46	(r)	(r)	33	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Service Delivery	54	57	(r)	(r)	45	(r)	45	56	58	52	56	66	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	56	55	(r)	(r)	53	(r)	45	58	55	56	49	61	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	66	63	(r)	(r)	65	(r)	55	67	72	64	69	78	(r)	(r)
38. My team's objectives/work plans are clearly outlined	60	63	(r)	(r)	47	(r)	55	62	69	55	68	76	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	60	62	(r)	(r)	47	(r)	45	62	65	57	61	78	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	29	40	(r)	(r)	13	(r)	27	29	32	27	31	39	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Service Delivery	54	53	55	58	(r)	57	(r)	50	56	47	58	58	54	51	58	51
36. My work environment allows me to deliver the best possible services (patient care or support services)	56	56	53	65	(r)	67	(r)	51	58	46	57	61	51	56	59	53
37. In my workplace patient safety is at the centre of all decision making	66	65	68	65	(r)	67	(r)	64	67	58	67	70	64	66	70	63
38. My team's objectives/work plans are clearly outlined	60	57	63	60	(r)	61	(r)	56	60	58	57	64	60	52	63	61
39. Our objectives/work plans help us to deliver a quality service	60	58	62	55	(r)	65	(r)	52	62	50	62	66	68	55	60	57
40. At my workplace we are too focused on monitoring rather than delivering services*	29	27	31	45	(r)	28	(r)	26	30	21	48	28	29	24	36	25

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62	
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46	
Service Delivery	54	58	55	52	51	(r)	57	50	57	59	61	49	53	45	46	
36. My work environment allows me to deliver the best possible services (patient care or support services)	56	61	56	58	49	(r)	61	49	57	63	62	53	50	53	50	
37. In my workplace patient safety is at the centre of all decision making	66	66	66	70	61	(r)	71	57	69	72	71	60	69	60	63	
38. My team's objectives/work plans are clearly outlined	60	61	62	56	59	(r)	58	57	59	66	67	55	60	47	55	
39. Our objectives/work plans help us to deliver a quality service	60	66	62	54	55	(r)	68	57	60	68	72	50	61	40	45	
40. At my workplace we are too focused on monitoring rather than delivering services*	29	34	30	23	30	(r)	27	31	42	24	34	30	27	27	18	

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	623	20	257	68	72	121	11	13	-	-	44	-	-
Employee Engagement Index	64	44	66	69	67	67	85	46	(r)	(r)	54	(r)	(r)
Your Workplace	59	41	60	64	61	59	73	41	(r)	(r)	49	(r)	(r)
41. Overall I am proud to be a part of this workplace	71	60	71	78	67	73	100	54	(r)	(r)	68	(r)	(r)
42. I would recommend my workplace as a good place to work	58	40	58	60	64	62	80	38	(r)	(r)	48	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	63	45	65	70	67	65	80	46	(r)	(r)	43	(r)	(r)
44. I have a strong sense of belonging to my workplace	62	42	65	69	67	63	70	54	(r)	(r)	48	(r)	(r)
45. Overall I am satisfied to be working here at the present time	66	45	66	73	67	73	90	38	(r)	(r)	49	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	15	37	33	35	19	20	15	(r)	(r)	36	(r)	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	623	53	-	-	56	-	11	459	154	427	93	41	-	-
Employee Engagement Index	64	74	(r)	(r)	56	(r)	45	65	72	61	69	80	(r)	(r)
Your Workplace	59	67	(r)	(r)	52	(r)	42	59	67	55	64	75	(r)	(r)
41. Overall I am proud to be a part of this workplace	71	80	(r)	(r)	60	(r)	55	72	79	67	76	80	(r)	(r)
42. I would recommend my workplace as a good place to work	58	71	(r)	(r)	56	(r)	27	58	67	55	63	78	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	63	76	(r)	(r)	56	(r)	45	63	73	59	68	83	(r)	(r)
44. I have a strong sense of belonging to my workplace	62	71	(r)	(r)	56	(r)	55	63	74	58	72	85	(r)	(r)
45. Overall I am satisfied to be working here at the present time	66	73	(r)	(r)	51	(r)	45	67	71	63	68	78	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	29	(r)	(r)	31	(r)	27	31	38	28	34	44	(r)	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	623	371	176	20	-	18	-	118	420	52	21	33	72	124	160	160
Employee Engagement Index	64	65	63	62	(r)	75	(r)	59	69	34	81	75	68	63	65	59
Your Workplace	59	60	56	54	(r)	68	(r)	55	63	28	72	68	61	58	59	53
41. Overall I am proud to be a part of this workplace	71	70	73	60	(r)	71	(r)	67	75	45	81	82	69	66	76	64
42. I would recommend my workplace as a good place to work	58	59	56	60	(r)	71	(r)	58	63	22	76	73	64	60	56	51
43. I feel motivated to contribute more than what is normally required at work	63	63	61	60	(r)	88	(r)	54	69	35	81	79	65	63	63	57
44. I have a strong sense of belonging to my workplace	62	66	55	60	(r)	71	(r)	60	68	22	65	67	65	63	59	62
45. Overall I am satisfied to be working here at the present time	66	64	67	63	(r)	76	(r)	56	72	31	95	79	74	65	62	59
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	27	20	(r)	31	(r)	37	32	14	35	27	28	33	36	28

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	623	129	139	149	146	-	38	35	54	71	86	122	82	15	62
Employee Engagement Index	64	71	70	63	55	(r)	69	65	62	66	73	61	70	60	46
Your Workplace	59	64	65	57	50	(r)	62	60	57	61	66	56	62	52	41
41. Overall I am proud to be a part of this workplace	71	74	72	71	65	(r)	71	71	63	69	79	70	74	67	60
42. I would recommend my workplace as a good place to work	58	67	65	57	46	(r)	74	69	57	61	69	54	61	47	29
43. I feel motivated to contribute more than what is normally required at work	63	75	69	59	52	(r)	61	63	63	65	74	60	68	53	45
44. I have a strong sense of belonging to my workplace	62	63	70	62	56	(r)	74	60	51	66	69	62	71	60	37
45. Overall I am satisfied to be working here at the present time	66	74	75	61	54	(r)	74	62	67	65	74	61	71	67	48
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	30	38	32	26	(r)	18	32	39	42	33	28	28	20	27

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

	Responses		
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
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:

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

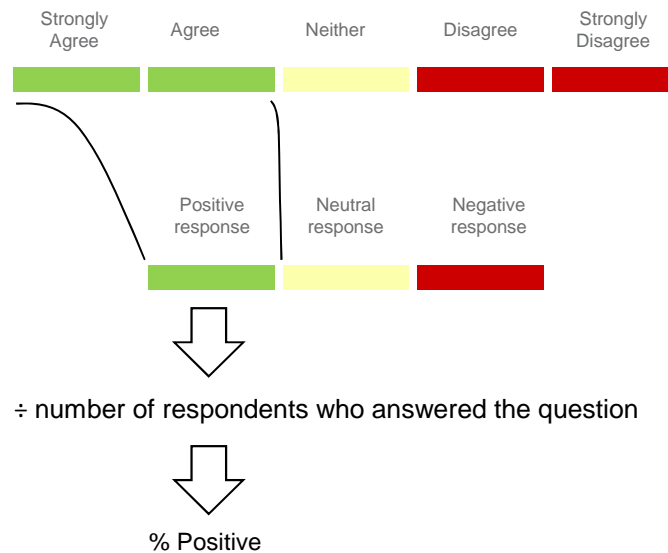
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.