

# 2011 YourSay Workplace Survey

## Facility Report



## Department of Health

### This Report

This report provides Department of Health 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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554

ACTUAL RESPONSES

74%

2% Confidence Interval

ESTIMATED RESPONSE RATE

62%

ENGAGEMENT INDEX

51%

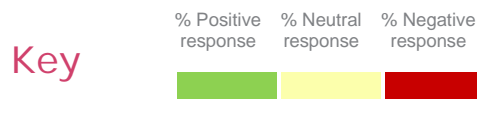
WORKPLACE CULTURE INDEX

# Employee Engagement Index

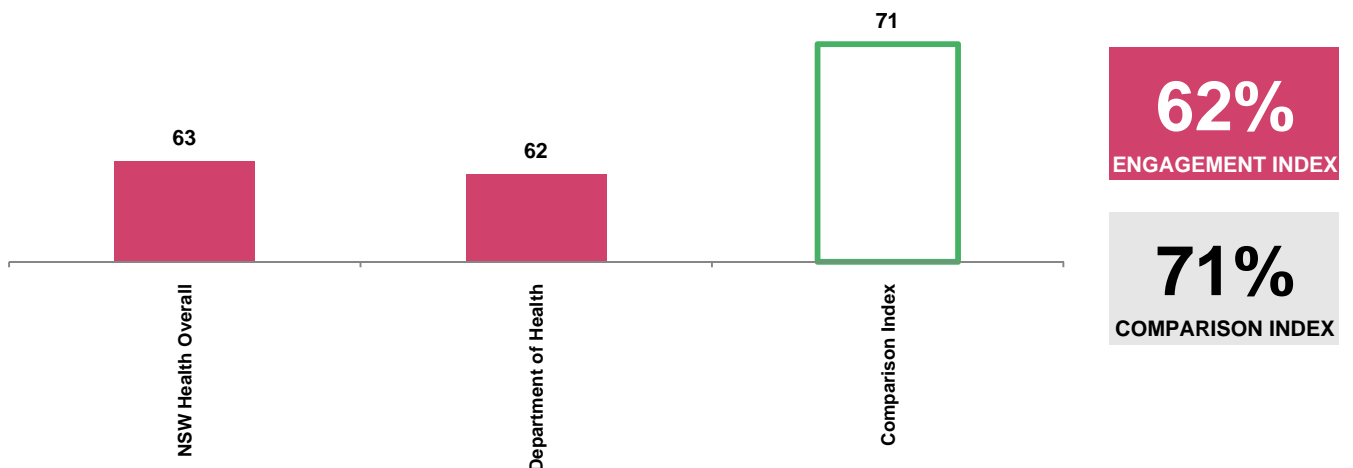
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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	66% Positive, 23% Neutral, 11% Negative	-2
42. I would recommend my workplace as a good place to work	57% Positive, 22% Neutral, 21% Negative	-1
44. I have a strong sense of belonging to my workplace	56% Positive, 25% Neutral, 19% Negative	-5
45. Overall I am satisfied to be working here at the present time	66% Positive, 15% Neutral, 19% Negative	+2
3. Working here makes me want to do the best job I can	67% Positive, 19% Neutral, 14% Negative	0
43. I feel motivated to contribute more than what is normally required at work	61% Positive, 22% Neutral, 18% Negative	0

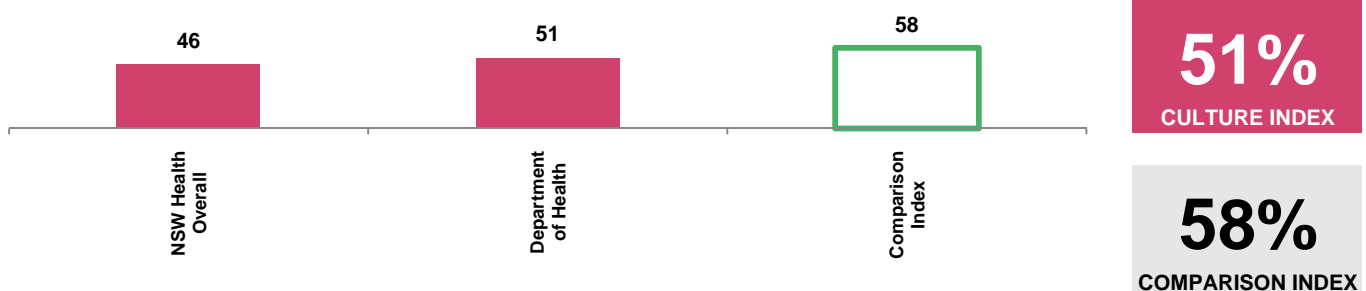


# Employee Workplace Culture Index

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

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

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	54	19	26		+8
12. I believe I am valued for what I can offer at my workplace	62	17	21		+4
13. In my workplace, we recognise our successes and innovations	56	23	21		+6
14. Staff are treated respectfully regardless of their job	64	15	21		+9
17. Overall, I have confidence in the decisions made by my line manager	66	18	16		+8
18b. The senior managers at my workplace have a clear direction for the future	44	28	28		+12
18c. The senior managers at my workplace lead by example in creating a positive workplace	49	23	28		+15
20. Overall, I have confidence in the decisions made by my senior managers	53	28	19		+17
22. I have a say in decisions which affect my work	44	27	29		+3
23. I think it is safe to speak up and challenge the way things are done	49	22	30		+3
24. Where I work, we share the lessons learnt when mistakes are made	49	26	25		-4
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	33	32		-2
38. My team's objectives/work plans are clearly outlined	59	21	20		-1
39. Our objectives/work plans help us to deliver a quality service	56	26	18		-4
46. Overall, I believe the culture at my workplace has improved in the last 12 months	21	41	38		-8



# 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 Department of Health overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Department of Health 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> 	62	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		57	54
2. I feel I am able to suggest ideas to improve our ways of doing things		68	65
20. Overall, I have confidence in the decisions made by my senior managers		53	36
18b. The senior managers at my workplace have a clear direction for the future		44	32
11. Morale is good in my team		54	46

# Highlights and Lowlights

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

## Highlights

Sections	% Positive
Your Line Manager	66
Your Team	66
Being valued	61

Questions	% Positive
15d. My line manager treats me with respect	78
7. The people I work with are willing to help each other even if this means doing something outside their usual job	75
9. People in my team are honest and open	72
15a. My line manager recognises and acknowledges when I have done my job well	72
8. In my team we generally acknowledge one another's efforts and achievements	71

## Lowlights

Sections	% Positive
Communication	47
Service Delivery	48
Work Environment	50

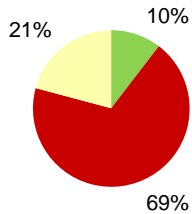
  

Questions	% Positive
4. Too many approvals are required for routine decisions*	14
46. Overall, I believe the culture at my workplace has improved in the last 12 months	21
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35
37. In my workplace patient safety is at the centre of all decision making	36
40. At my workplace we are too focused on monitoring rather than delivering services*	37

# External Comparison

This section shows comparisons between Department of Health 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



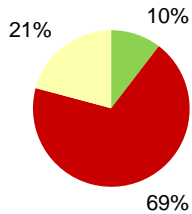
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark % Positive
40. At my workplace we are too focused on monitoring rather than delivering services*	37	+9
19. There is a positive relationship between senior management and staff in my workplace	52	+8
20. Overall, I have confidence in the decisions made by my senior managers	53	+7
18a. The senior managers at my workplace are aware of the issues I face in my job	54	+5
15b. My line manager treats all staff in my team fairly	69	+5
18c. The senior managers at my workplace lead by example in creating a positive workplace	49	+4
15a. My line manager recognises and acknowledges when I have done my job well	72	+4
15d. My line manager treats me with respect	78	+3
7. The people I work with are willing to help each other even if this means doing something outside their usual job	75	+2
17. Overall, I have confidence in the decisions made by my line manager	66	+1
9. People in my team are honest and open	72	+1
14. Staff are treated respectfully regardless of their job	64	-1
15c. My line manager ensures that when issues are raised in the team, they are addressed	63	-1

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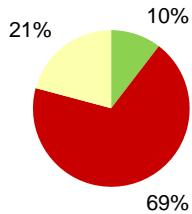
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark % Positive
4. Too many approvals are required for routine decisions*	14	-2
22. I have a say in decisions which affect my work	44	-4
8. In my team we generally acknowledge one another's efforts and achievements	71	-5
11. Morale is good in my team	54	-5
10. My team resolves conflict quickly when it arises	57	-5
16. I receive regular and constructive feedback on my performance	49	-5
43. I feel motivated to contribute more than what is normally required at work	61	-5
29. I am able to achieve a healthy work/life balance most of the time	65	-6
18b. The senior managers at my workplace have a clear direction for the future	44	-6
2. I feel I am able to suggest ideas to improve our ways of doing things	68	-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	57	-7
12. I believe I am valued for what I can offer at my workplace	62	-7
45. Overall I am satisfied to be working here at the present time	66	-7

# External Comparison

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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.

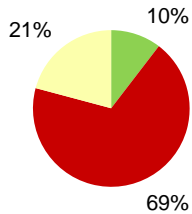
	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
13. In my workplace, we recognise our successes and innovations	56	-7	<span style="color: red;">■</span>
23. I think it is safe to speak up and challenge the way things are done	49	-8	<span style="color: red;">■</span>
42. I would recommend my workplace as a good place to work	57	-9	<span style="color: red;">■</span>
31. Reasonable expectations are placed on staff according to their position	51	-10	<span style="color: red;">■</span>
3. Working here makes me want to do the best job I can	67	-11	<span style="color: red;">■</span>
41. Overall I am proud to be a part of this workplace	66	-11	<span style="color: red;">■</span>
44. I have a strong sense of belonging to my workplace	56	-11	<span style="color: red;">■</span>
5. I have sufficient control over my work so I can do my job well	58	-12	<span style="color: red;">■</span>
38. My team's objectives/work plans are clearly outlined	59	-13	<span style="color: red;">■</span>
27. I am encouraged to take opportunities to learn new skills and have new experiences	54	-13	<span style="color: red;">■</span>
21. I am kept well informed about what is happening in my workplace	44	-14	<span style="color: red;">■</span>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	58	-15	<span style="color: red;">■</span>
24. Where I work, we share the lessons learnt when mistakes are made	49	-16	<span style="color: red;">■</span>



# External Comparison

This section shows comparisons between Department of Health 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.

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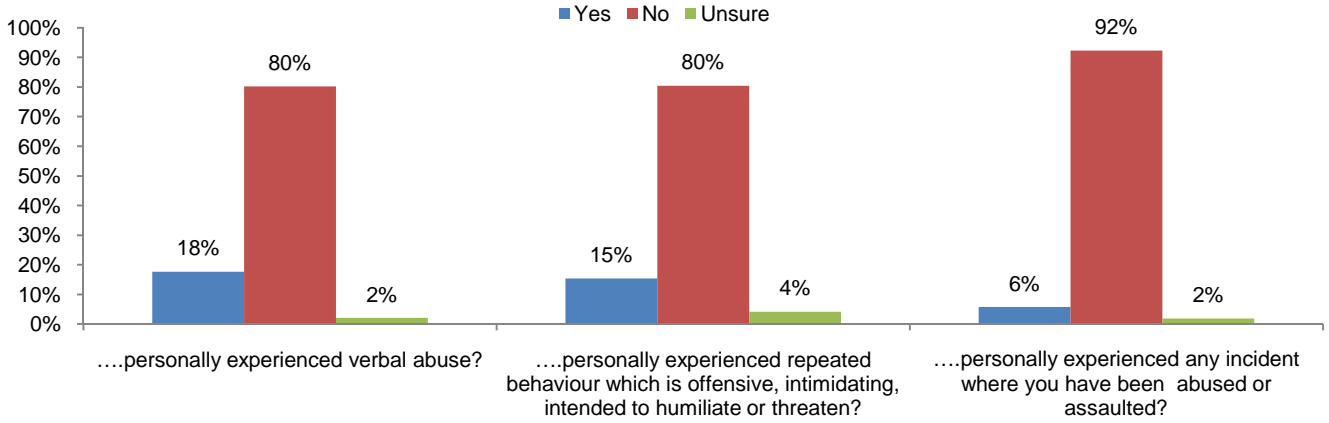
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
1. My job makes good use of my skills and abilities	69	-16	<span style="color: red;">■</span>
39. Our objectives/work plans help us to deliver a quality service	56	-16	<span style="color: red;">■</span>
25. I have received the appropriate training and development to do my job effectively	62	-17	<span style="color: red;">■</span>
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	-18	<span style="color: red;">■</span>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	-19	<span style="color: red;">■</span>
30. There are mechanisms in place to support me if I experience stress or pressure	42	-20	<span style="color: red;">■</span>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	21	-20	<span style="color: red;">■</span>
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	46	-31	<span style="color: red;">■</span>
37. In my workplace patient safety is at the centre of all decision making	36	-36	<span style="color: red;">■</span>

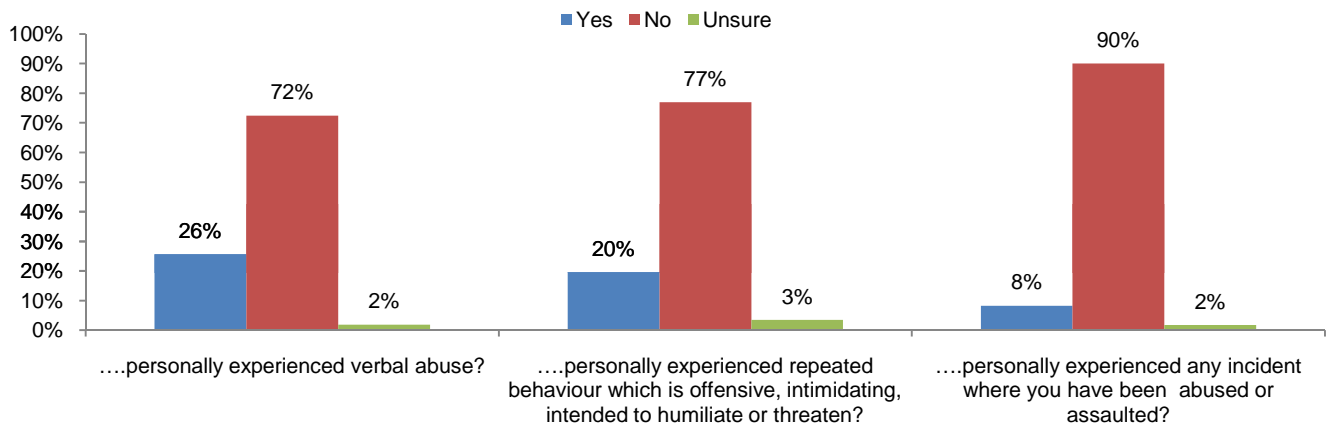
# Inappropriate Behaviour

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

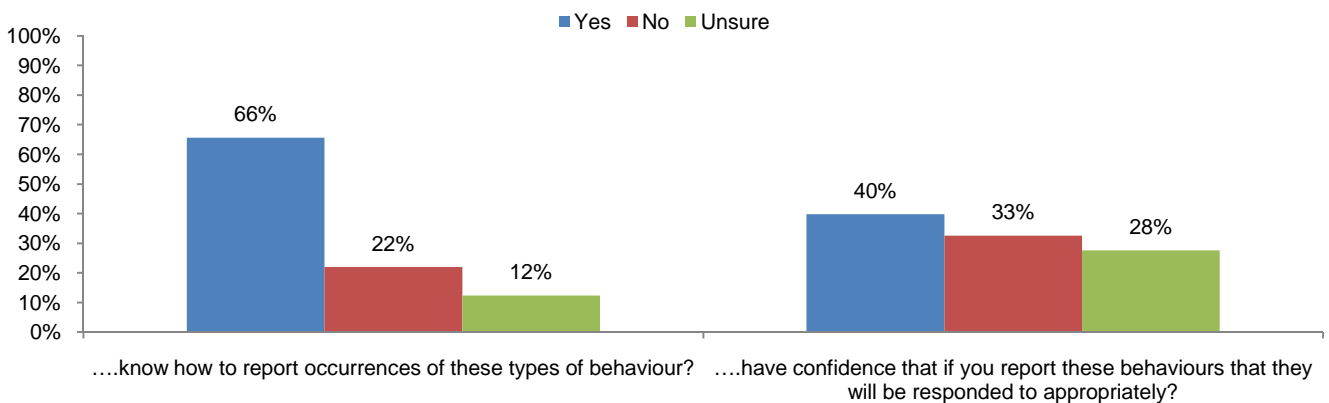
## 33. In the last three (3) months have you....



## 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

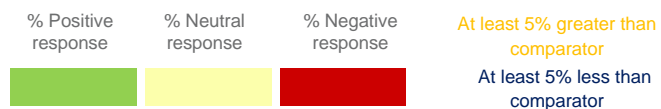
	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
		<b>56</b>	<b>0</b>	<b>0</b>	<b>-9</b>
<b>Key</b> 1. My job makes good use of my skills and abilities	69 13 18	<b>69</b>	<b>-7</b>	<b>-7</b>	<b>-16</b>
<b>Key</b> 2. I feel I am able to suggest ideas to improve our ways of doing things	68 15 17	<b>68</b>	<b>+3</b>	<b>+3</b>	<b>-6</b>
3. Working here makes me want to do the best job I can	67 19 14	<b>67</b>	<b>+0</b>	<b>+0</b>	<b>-11</b>
4. Too many approvals are required for routine decisions*	14 21 65	<b>14</b>	<b>-0</b>	<b>-0</b>	<b>-2</b>
5. I have sufficient control over my work so I can do my job well	58 19 23	<b>58</b>	<b>-2</b>	<b>-2</b>	<b>-12</b>
<b>Key</b> 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	57 20 23	<b>57</b>	<b>+3</b>	<b>+3</b>	<b>-7</b>

# 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

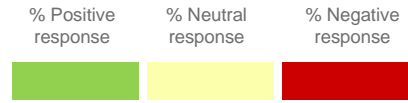
	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
		<b>66</b>	<b>+9</b> <b>-2</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	75 (11% Neutral, 14% Negative)	<b>75</b>	<b>+10</b> <b>+2</b>
8. In my team we generally acknowledge one another's efforts and achievements	71 (14% Neutral, 15% Negative)	<b>71</b>	<b>+5</b> <b>-5</b>
9. People in my team are honest and open	72 (15% Neutral, 13% Negative)	<b>72</b>	<b>+12</b> <b>+1</b>
10. My team resolves conflict quickly when it arises	57 (26% Neutral, 17% Negative)	<b>57</b>	<b>+10</b> <b>-5</b>
<b>Key</b> 11. Morale is good in my team	54 (19% Neutral, 26% Negative)	<b>54</b>	<b>+8</b> <b>-5</b>

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



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

## Being valued

**Key**

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



61

% Positive Variance Compared to:

NSW Health Overall  
Australian and International Health Sector Benchmark

+7

-5

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

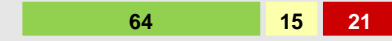


56

+6

-7

14. Staff are treated respectfully regardless of their job



64

+9

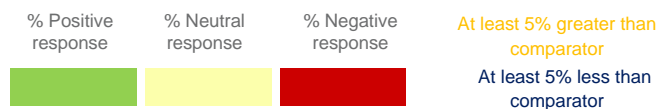
-1

# 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 Line Manager

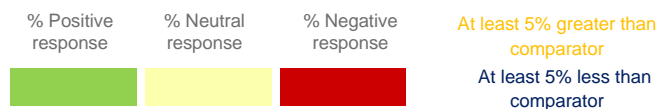
Question	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	72 (16% Neutral, 12% Negative)	72	+12 +4
<b>15b.</b> My line manager treats all staff in my team fairly	69 (14% Neutral, 18% Negative)	69	+11 +5
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	63 (21% Neutral, 16% Negative)	63	+7 -1
<b>15d.</b> My line manager treats me with respect	78 (13% Neutral, 9% Negative)	78	+5 +3
<b>16.</b> I receive regular and constructive feedback on my performance	49 (23% Neutral, 28% Negative)	49	+5 -5
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	66 (18% Neutral, 16% Negative)	66	+8 +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



## Senior Managers

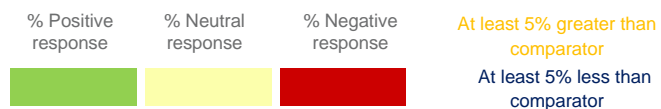
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	54	19	27	54	+14	+5	
<b>Key</b> <b>18b.</b> The senior managers at my workplace have a clear direction for the future	44	28	28	44	+12	-6	
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	49	23	28	49	+15	+4	
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	52	23	25	52	+18	+8	
<b>Key</b> <b>20.</b> Overall, I have confidence in the decisions made by my senior managers	53	28	19	53	+17	+7	

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Communication

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	44	23	33	44	-1	-14
22. I have a say in decisions which affect my work	44	27	29	44	+3	-4
23. I think it is safe to speak up and challenge the way things are done	49	22	30	49	+3	-8
24. Where I work, we share the lessons learnt when mistakes are made	49	26	25	49	-4	-16

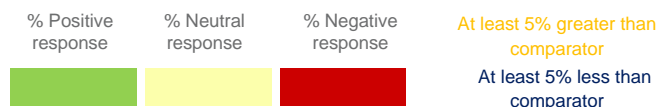


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Training and Development Opportunities

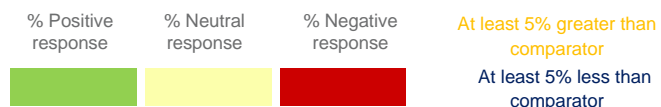
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>25.</b> I have received the appropriate training and development to do my job effectively	62	19	19	62	-6	-13	-17
<b>26.</b> I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	46	38	16	46	-30	-30	-31
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	54	26	20	54	-1	-1	-13

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Work Environment

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	33	32	35	-2	-19
29. I am able to achieve a healthy work/life balance most of the time	65	14	20	65	+5	-6
30. There are mechanisms in place to support me if I experience stress or pressure	42	30	28	42	-7	-20
31. Reasonable expectations are placed on staff according to their position	51	21	28	51	-1	-10
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	58	36	6	58	-7	-15

# All Questions

This section shows the breakdown of responses to each question.

## Key

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

At least 5% greater than comparator

At least 5% less than comparator

**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

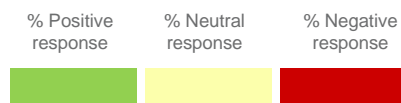
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	80		18	80	+17	+17
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	80		15	80	+9	+8
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	92		6	92	+7	+8
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	72		26	72	+18	+14
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	77		20	77	+12	+7
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	90		8	90	+8	+7
	% Yes response	% Unsure response	% No response			
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	66	12	22	66	-17	-15
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	40	28	33	40	-3	-15

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



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

## Service Delivery

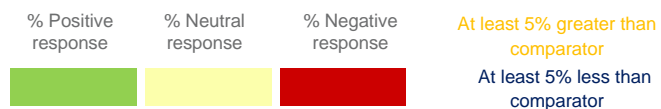
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	52	29	19	52	-2	-18
<b>37.</b> In my workplace patient safety is at the centre of all decision making	36	52	12	36	-28	-36
<b>38.</b> My team's objectives/work plans are clearly outlined	59	21	20	59	-1	-13
<b>39.</b> Our objectives/work plans help us to deliver a quality service	56	26	18	56	-4	-16
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	37	37	27	37	+10	+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 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
<b>41.</b> Overall I am proud to be a part of this workplace	66	23	11	66	-2	-11
<b>42.</b> I would recommend my workplace as a good place to work	57	22	21	57	-1	-9
<b>43.</b> I feel motivated to contribute more than what is normally required at work	61	22	18	61	-0	-5
<b>44.</b> I have a strong sense of belonging to my workplace	56	25	19	56	-5	-11
<b>45.</b> Overall I am satisfied to be working here at the present time	66	15	19	66	+2	-7
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	21	41	38	21	-8	-20

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Your Job</b>	<b>56</b>	<b>75</b>	<b>50</b>	55	55	( r )	<b>46</b>	( r )	( r )	( r )	( r )	( r )	58
1. My job makes good use of my skills and abilities	69	90	67	89	68	( r )	60	( r )	( r )	( r )	( r )	( r )	72
2. I feel I am able to suggest ideas to improve our ways of doing things	68	90	63	50	68	( r )	63	( r )	( r )	( r )	( r )	( r )	69
3. Working here makes me want to do the best job I can	67	80	70	78	64	( r )	63	( r )	( r )	( r )	( r )	( r )	74
4. Too many approvals are required for routine decisions*	14	30	13	11	14	( r )	10	( r )	( r )	( r )	( r )	( r )	15
5. I have sufficient control over my work so I can do my job well	58	70	42	56	61	( r )	37	( r )	( r )	( r )	( r )	( r )	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	57	90	46	44	56	( r )	43	( r )	( r )	( r )	( r )	( r )	64

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Your Job</b>	<b>56</b>	<b>64</b>	52	<b>67</b>	<b>61</b>	<b>80</b>	( r )	55	<b>61</b>	58	<b>38</b>	( r )	<b>68</b>
1. My job makes good use of my skills and abilities	<b>69</b>	<b>81</b>	66	<b>89</b>	<b>77</b>	<b>100</b>	( r )	70	<b>82</b>	74	<b>45</b>	( r )	<b>86</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>68</b>	<b>78</b>	63	<b>79</b>	<b>75</b>	<b>100</b>	( r )	66	71	<b>74</b>	<b>45</b>	( r )	<b>86</b>
3. Working here makes me want to do the best job I can	<b>67</b>	<b>73</b>	65	<b>83</b>	65	<b>94</b>	( r )	63	<b>76</b>	<b>79</b>	<b>47</b>	( r )	<b>82</b>
4. Too many approvals are required for routine decisions*	<b>14</b>	17	12	<b>9</b>	<b>20</b>	12	( r )	15	12	<b>8</b>	<b>5</b>	( r )	<b>18</b>
5. I have sufficient control over my work so I can do my job well	<b>58</b>	62	57	<b>66</b>	57	<b>88</b>	( r )	59	<b>71</b>	<b>51</b>	<b>40</b>	( r )	<b>73</b>
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	<b>57</b>	<b>73</b>	<b>50</b>	<b>74</b>	<b>70</b>	<b>88</b>	( r )	57	56	60	<b>45</b>	( r )	<b>64</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Your Job</b>	<b>56</b>	57	57	<b>42</b>	57	<b>62</b>	57	52	52	<b>62</b>	57	57	52	54
1. My job makes good use of my skills and abilities	<b>69</b>	<b>74</b>	71	<b>53</b>	66	<b>78</b>	67	69	69	<b>81</b>	72	69	69	72
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>68</b>	68	70	<b>53</b>	67	<b>78</b>	<b>73</b>	<b>62</b>	<b>63</b>	<b>74</b>	71	69	<b>62</b>	<b>62</b>
3. Working here makes me want to do the best job I can	<b>67</b>	68	68	<b>53</b>	<b>79</b>	<b>78</b>	66	66	<b>60</b>	68	<b>73</b>	66	<b>58</b>	<b>58</b>
4. Too many approvals are required for routine decisions*	<b>14</b>	15	13	12	9	<b>6</b>	12	14	18	17	11	15	14	<b>23</b>
5. I have sufficient control over my work so I can do my job well	<b>58</b>	59	60	<b>39</b>	<b>63</b>	<b>64</b>	58	<b>52</b>	57	62	58	58	59	<b>64</b>
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	<b>57</b>	59	58	<b>44</b>	56	<b>68</b>	<b>66</b>	<b>45</b>	<b>47</b>	<b>71</b>	59	61	<b>53</b>	<b>48</b>



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Your Job</b>	<b>56</b>	<b>67</b>	57	56	<b>61</b>	59	52	59	53	58	<b>44</b>
1. My job makes good use of my skills and abilities	<b>69</b>	<b>79</b>	<b>65</b>	67	<b>82</b>	<b>74</b>	72	<b>75</b>	67	68	<b>57</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>68</b>	<b>86</b>	65	65	<b>73</b>	<b>76</b>	65	71	69	65	<b>52</b>
3. Working here makes me want to do the best job I can	<b>67</b>	<b>86</b>	<b>74</b>	<b>62</b>	<b>73</b>	72	66	69	<b>60</b>	67	<b>57</b>
4. Too many approvals are required for routine decisions*	<b>14</b>	<b>7</b>	12	<b>21</b>	12	11	13	13	<b>20</b>	<b>8</b>	16
5. I have sufficient control over my work so I can do my job well	<b>58</b>	<b>64</b>	<b>71</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>48</b>	<b>64</b>	<b>46</b>	<b>71</b>	<b>45</b>
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	<b>57</b>	<b>79</b>	59	58	<b>63</b>	60	<b>51</b>	60	60	<b>68</b>	<b>34</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Your Team</b>	<b>66</b>	<b>74</b>	62	62	66	( r )	<b>61</b>	( r )	( r )	( r )	( r )	( r )	68
7. The people I work with are willing to help each other even if this means doing something outside their usual job	75	<b>70</b>	75	78	73	( r )	73	( r )	( r )	( r )	( r )	( r )	79
8. In my team we generally acknowledge one another's efforts and achievements	71	<b>80</b>	<b>79</b>	72	70	( r )	<b>60</b>	( r )	( r )	( r )	( r )	( r )	75
9. People in my team are honest and open	72	70	<b>63</b>	<b>67</b>	71	( r )	<b>77</b>	( r )	( r )	( r )	( r )	( r )	74
10. My team resolves conflict quickly when it arises	57	<b>70</b>	<b>46</b>	<b>44</b>	59	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	57
11. Morale is good in my team	54	<b>80</b>	<b>46</b>	50	54	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	57

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Your Team</b>	<b>66</b>	<b>74</b>	63	<b>71</b>	<b>74</b>	<b>82</b>	( r )	64	<b>61</b>	<b>71</b>	67	( r )	<b>86</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>75</b>	<b>82</b>	73	<b>89</b>	79	<b>88</b>	( r )	74	<b>62</b>	<b>82</b>	<b>70</b>	( r )	<b>100</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>71</b>	<b>81</b>	68	71	<b>83</b>	<b>88</b>	( r )	69	<b>62</b>	<b>82</b>	<b>79</b>	( r )	<b>82</b>
9. People in my team are honest and open	<b>72</b>	<b>80</b>	69	<b>77</b>	<b>79</b>	<b>94</b>	( r )	70	71	<b>77</b>	70	( r )	<b>91</b>
10. My team resolves conflict quickly when it arises	<b>57</b>	<b>66</b>	<b>52</b>	<b>66</b>	<b>68</b>	<b>65</b>	( r )	56	56	55	55	( r )	<b>77</b>
11. Morale is good in my team	<b>54</b>	<b>63</b>	51	54	<b>63</b>	<b>76</b>	( r )	52	56	59	<b>60</b>	( r )	<b>82</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Your Team</b>	<b>66</b>	<b>72</b>	65	<b>52</b>	<b>75</b>	<b>71</b>	66	<b>60</b>	<b>60</b>	<b>73</b>	70	66	62	<b>59</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>75</b>	<b>81</b>	75	<b>59</b>	78	<b>86</b>	79	<b>69</b>	<b>67</b>	<b>82</b>	77	<b>81</b>	71	<b>69</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>71</b>	<b>76</b>	71	<b>62</b>	<b>79</b>	<b>78</b>	68	<b>67</b>	68	<b>81</b>	<b>78</b>	70	<b>66</b>	<b>63</b>
9. People in my team are honest and open	<b>72</b>	<b>78</b>	72	<b>56</b>	<b>86</b>	71	73	<b>65</b>	<b>66</b>	<b>79</b>	<b>77</b>	72	<b>63</b>	70
10. My team resolves conflict quickly when it arises	<b>57</b>	<b>64</b>	55	<b>38</b>	<b>63</b>	<b>62</b>	56	<b>51</b>	53	<b>63</b>	59	56	54	54
11. Morale is good in my team	<b>54</b>	<b>59</b>	53	<b>44</b>	<b>70</b>	<b>60</b>	54	50	<b>47</b>	58	<b>61</b>	51	54	<b>41</b>

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Your Team</b>	<b>66</b>	<b>90</b>	70	67	67	66	65	68	69	<b>74</b>	<b>45</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>75</b>	<b>93</b>	74	77	79	77	75	75	77	<b>84</b>	<b>64</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>71</b>	<b>86</b>	76	75	69	71	74	75	<b>77</b>	<b>80</b>	<b>48</b>
9. People in my team are honest and open	<b>72</b>	<b>93</b>	<b>82</b>	71	73	75	<b>66</b>	73	<b>77</b>	<b>84</b>	<b>50</b>
10. My team resolves conflict quickly when it arises	<b>57</b>	<b>86</b>	<b>65</b>	56	55	56	59	61	58	60	<b>32</b>
11. Morale is good in my team	<b>54</b>	<b>93</b>	53	56	57	52	54	58	56	<b>64</b>	<b>34</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Being valued</b>	<b>61</b>	<b>87</b>	<b>53</b>	61	59	( r )	<b>56</b>	( r )	( r )	( r )	( r )	( r )	63
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>62</b>	<b>90</b>	<b>54</b>	61	61	( r )	<b>57</b>	( r )	( r )	( r )	( r )	( r )	65
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>56</b>	<b>90</b>	54	56	53	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	59
<b>14.</b> Staff are treated respectfully regardless of their job	<b>64</b>	<b>80</b>	<b>50</b>	67	63	( r )	63	( r )	( r )	( r )	( r )	( r )	66

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Being valued</b>	<b>61</b>	<b>67</b>	58	<b>69</b>	64	<b>92</b>	( r )	58	62	<b>68</b>	<b>53</b>	( r )	<b>80</b>
12. I believe I am valued for what I can offer at my workplace	<b>62</b>	<b>72</b>	58	<b>77</b>	66	<b>100</b>	( r )	60	59	<b>71</b>	<b>55</b>	( r )	<b>82</b>
13. In my workplace, we recognise our successes and innovations	<b>56</b>	58	56	59	53	<b>88</b>	( r )	53	59	60	<b>50</b>	( r )	<b>82</b>
14. Staff are treated respectfully regardless of their job	<b>64</b>	<b>73</b>	61	<b>71</b>	<b>72</b>	<b>88</b>	( r )	62	68	<b>74</b>	<b>55</b>	( r )	<b>77</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Being valued</b>	<b>61</b>	<b>65</b>	60	<b>47</b>	<b>70</b>	<b>69</b>	59	<b>56</b>	57	63	<b>68</b>	<b>55</b>	<b>56</b>	57
12. I believe I am valued for what I can offer at my workplace	62	67	62	44	72	74	60	60	56	65	69	56	58	61
13. In my workplace, we recognise our successes and innovations	56	58	55	53	62	66	53	49	55	58	62	50	53	52
14. Staff are treated respectfully regardless of their job	64	71	63	44	77	68	63	60	60	65	72	58	58	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	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Being valued</b>	<b>61</b>	<b>90</b>	<b>71</b>	60	57	<b>67</b>	60	61	56	<b>68</b>	<b>41</b>
12. I believe I am valued for what I can offer at my workplace	<b>62</b>	<b>93</b>	<b>71</b>	63	<b>57</b>	<b>67</b>	59	64	62	<b>72</b>	<b>44</b>
13. In my workplace, we recognise our successes and innovations	<b>56</b>	<b>86</b>	<b>71</b>	56	55	59	55	56	<b>49</b>	<b>64</b>	<b>33</b>
14. Staff are treated respectfully regardless of their job	<b>64</b>	<b>93</b>	<b>71</b>	60	<b>59</b>	<b>76</b>	65	62	<b>58</b>	68	<b>47</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Your Line Manager</b>	<b>66</b>	<b>78</b>	<b>59</b>	<b>54</b>	66	( r )	<b>54</b>	( r )	( r )	( r )	( r )	( r )	69
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>72</b>	<b>80</b>	<b>63</b>	<b>61</b>	73	( r )	<b>57</b>	( r )	( r )	( r )	( r )	( r )	73
<b>15b.</b> My line manager treats all staff in my team fairly	<b>69</b>	<b>80</b>	<b>54</b>	<b>56</b>	70	( r )	<b>57</b>	( r )	( r )	( r )	( r )	( r )	71
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>63</b>	<b>80</b>	58	<b>50</b>	62	( r )	60	( r )	( r )	( r )	( r )	( r )	65
<b>15d.</b> My line manager treats me with respect	<b>78</b>	<b>70</b>	<b>67</b>	<b>61</b>	80	( r )	<b>73</b>	( r )	( r )	( r )	( r )	( r )	81
<b>16.</b> I receive regular and constructive feedback on my performance	<b>49</b>	<b>80</b>	50	44	47	( r )	<b>30</b>	( r )	( r )	( r )	( r )	( r )	53
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>66</b>	<b>80</b>	63	<b>50</b>	67	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Your Line Manager</b>	<b>66</b>	<b>73</b>	63	<b>80</b>	70	<b>88</b>	( r )	64	67	<b>71</b>	<b>57</b>	( r )	<b>81</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>72</b>	75	69	<b>91</b>	71	<b>88</b>	( r )	69	<b>76</b>	76	70	( r )	<b>77</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>69</b>	<b>77</b>	65	<b>83</b>	<b>76</b>	<b>88</b>	( r )	67	68	<b>75</b>	<b>60</b>	( r )	<b>81</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>63</b>	<b>68</b>	60	<b>71</b>	65	<b>88</b>	( r )	59	<b>68</b>	<b>69</b>	<b>45</b>	( r )	<b>85</b>
<b>15d.</b> My line manager treats me with respect	<b>78</b>	<b>85</b>	76	<b>94</b>	82	<b>94</b>	( r )	77	79	81	<b>70</b>	( r )	<b>95</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>49</b>	<b>55</b>	46	<b>60</b>	52	<b>71</b>	( r )	48	<b>41</b>	<b>54</b>	<b>40</b>	( r )	<b>73</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>66</b>	<b>76</b>	<b>61</b>	<b>77</b>	<b>72</b>	<b>100</b>	( r )	64	68	70	<b>58</b>	( r )	<b>77</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Your Line Manager</b>	<b>66</b>	68	66	<b>51</b>	<b>73</b>	<b>76</b>	<b>71</b>	<b>57</b>	<b>61</b>	68	<b>72</b>	65	<b>56</b>	<b>59</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>72</b>	71	73	<b>56</b>	<b>77</b>	<b>84</b>	<b>76</b>	<b>62</b>	<b>67</b>	72	<b>77</b>	70	<b>64</b>	<b>61</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>69</b>	<b>73</b>	68	<b>53</b>	<b>73</b>	72	<b>76</b>	<b>63</b>	64	69	<b>74</b>	69	<b>54</b>	67
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>63</b>	65	61	<b>53</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>54</b>	<b>57</b>	62	<b>69</b>	60	<b>51</b>	<b>57</b>
<b>15d.</b> My line manager treats me with respect	<b>78</b>	80	81	<b>52</b>	<b>87</b>	<b>88</b>	82	<b>70</b>	<b>73</b>	78	83	77	<b>70</b>	75
<b>16.</b> I receive regular and constructive feedback on my performance	<b>49</b>	51	49	<b>38</b>	<b>56</b>	<b>66</b>	51	<b>33</b>	<b>43</b>	<b>58</b>	<b>56</b>	48	<b>40</b>	<b>37</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>66</b>	66	66	<b>55</b>	<b>72</b>	<b>74</b>	68	<b>58</b>	<b>61</b>	69	<b>71</b>	63	<b>59</b>	<b>57</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Your Line Manager</b>	<b>66</b>	<b>82</b>	68	69	65	<b>74</b>	66	67	66	67	<b>42</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>72</b>	<b>93</b>	<b>76</b>	<b>77</b>	71	<b>79</b>	70	72	67	72	<b>45</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>69</b>	<b>86</b>	68	73	69	<b>75</b>	69	71	<b>77</b>	<b>60</b>	<b>41</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>63</b>	<b>69</b>	65	<b>70</b>	58	<b>70</b>	60	61	60	<b>76</b>	<b>43</b>
<b>15d.</b> My line manager treats me with respect	<b>78</b>	<b>100</b>	79	<b>83</b>	78	<b>90</b>	80	75	83	<b>72</b>	<b>49</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>49</b>	<b>64</b>	53	48	45	<b>54</b>	<b>58</b>	52	<b>43</b>	<b>56</b>	<b>27</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>66</b>	<b>79</b>	68	65	65	<b>73</b>	<b>60</b>	<b>72</b>	67	64	<b>47</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Senior Managers</b>	<b>50</b>	<b>60</b>	50	54	48	( r )	<b>45</b>	( r )	( r )	( r )	( r )	( r )	54
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>54</b>	<b>78</b>	50	<b>44</b>	52	( r )	50	( r )	( r )	( r )	( r )	( r )	<b>60</b>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>44</b>	44	<b>50</b>	<b>50</b>	43	( r )	<b>27</b>	( r )	( r )	( r )	( r )	( r )	47
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>49</b>	<b>67</b>	<b>42</b>	<b>61</b>	47	( r )	50	( r )	( r )	( r )	( r )	( r )	52
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>52</b>	<b>40</b>	54	<b>61</b>	49	( r )	50	( r )	( r )	( r )	( r )	( r )	55
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>53</b>	<b>70</b>	54	56	51	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	55

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Senior Managers</b>	<b>50</b>	52	50	<b>44</b>	51	<b>76</b>	( r )	49	<b>59</b>	<b>56</b>	<b>31</b>	( r )	53
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>54</b>	<b>64</b>	<b>49</b>	58	<b>61</b>	<b>94</b>	( r )	54	58	56	<b>35</b>	( r )	55
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>44</b>	42	44	<b>38</b>	41	<b>65</b>	( r )	43	<b>48</b>	47	<b>25</b>	( r )	45
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>49</b>	48	51	<b>41</b>	47	<b>65</b>	( r )	48	<b>62</b>	53	<b>40</b>	( r )	<b>55</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>52</b>	50	53	<b>40</b>	49	<b>76</b>	( r )	51	<b>59</b>	<b>60</b>	<b>25</b>	( r )	50
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>53</b>	56	51	<b>43</b>	56	<b>82</b>	( r )	50	<b>68</b>	<b>63</b>	<b>30</b>	( r )	<b>59</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Senior Managers</b>	<b>50</b>	52	51	<b>36</b>	52	<b>56</b>	<b>56</b>	46	46	50	54	48	49	<b>43</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>54</b>	57	54	<b>32</b>	52	56	<b>59</b>	<b>46</b>	53	58	54	52	55	54
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>44</b>	45	44	<b>32</b>	<b>38</b>	<b>50</b>	47	45	40	42	<b>49</b>	<b>38</b>	43	<b>39</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>49</b>	48	52	<b>35</b>	<b>57</b>	<b>54</b>	54	46	46	47	<b>54</b>	47	47	<b>43</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>52</b>	52	53	<b>38</b>	53	<b>60</b>	<b>59</b>	<b>44</b>	48	51	55	53	51	<b>39</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>53</b>	55	53	<b>41</b>	<b>59</b>	<b>60</b>	<b>61</b>	50	<b>45</b>	53	<b>60</b>	50	49	<b>39</b>



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Senior Managers</b>	<b>50</b>	<b>67</b>	<b>56</b>	<b>55</b>	<b>45</b>	53	50	52	53	<b>46</b>	<b>33</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>54</b>	57	<b>62</b>	58	54	53	<b>45</b>	55	<b>71</b>	<b>60</b>	<b>30</b>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>44</b>	<b>64</b>	<b>50</b>	46	43	46	45	41	<b>38</b>	<b>36</b>	<b>39</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>49</b>	<b>71</b>	53	<b>54</b>	<b>41</b>	50	<b>55</b>	<b>55</b>	52	<b>44</b>	<b>27</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>52</b>	<b>71</b>	56	<b>60</b>	<b>39</b>	55	51	<b>58</b>	48	48	<b>39</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>53</b>	<b>71</b>	<b>62</b>	56	<b>48</b>	<b>60</b>	53	54	<b>58</b>	<b>40</b>	<b>32</b>

# 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											Other
		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	
Respondents	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Communication</b>	<b>47</b>	<b>68</b>	46	44	46	( r )	<b>39</b>	( r )	( r )	( r )	( r )	( r )	48
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>44</b>	<b>60</b>	<b>50</b>	<b>50</b>	45	( r )	<b>27</b>	( r )	( r )	( r )	( r )	( r )	43
<b>22.</b> I have a say in decisions which affect my work	<b>44</b>	<b>60</b>	42	<b>33</b>	43	( r )	43	( r )	( r )	( r )	( r )	( r )	46
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>49</b>	<b>70</b>	<b>42</b>	50	47	( r )	48	( r )	( r )	( r )	( r )	( r )	52
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	<b>80</b>	50	<b>44</b>	49	( r )	<b>37</b>	( r )	( r )	( r )	( r )	( r )	50

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Communication</b>	<b>47</b>	<b>53</b>	45	<b>56</b>	51	<b>65</b>	( r )	45	<b>57</b>	<b>53</b>	<b>29</b>	( r )	<b>67</b>
21. I am kept well informed about what is happening in my workplace	44	47	45	<b>66</b>	40	<b>59</b>	( r )	43	47	<b>51</b>	<b>26</b>	( r )	<b>73</b>
22. I have a say in decisions which affect my work	44	<b>54</b>	40	43	<b>53</b>	<b>82</b>	( r )	42	<b>53</b>	<b>56</b>	<b>15</b>	( r )	<b>59</b>
23. I think it is safe to speak up and challenge the way things are done	49	<b>54</b>	48	<b>54</b>	53	<b>65</b>	( r )	45	<b>68</b>	<b>60</b>	<b>35</b>	( r )	<b>64</b>
24. Where I work, we share the lessons learnt when mistakes are made	49	<b>57</b>	47	<b>63</b>	<b>56</b>	53	( r )	49	<b>62</b>	46	<b>40</b>	( r )	<b>73</b>

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Communication</b>	<b>47</b>	<b>51</b>	46	<b>35</b>	47	<b>53</b>	51	<b>41</b>	<b>42</b>	<b>55</b>	<b>53</b>	44	<b>41</b>	44
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>44</b>	<b>51</b>	43	<b>29</b>	<b>49</b>	<b>50</b>	49	<b>39</b>	<b>38</b>	<b>50</b>	<b>54</b>	<b>39</b>	<b>36</b>	<b>37</b>
<b>22.</b> I have a say in decisions which affect my work	<b>44</b>	44	46	<b>29</b>	47	44	46	43	41	<b>49</b>	48	44	<b>34</b>	48
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>49</b>	53	48	<b>41</b>	48	<b>58</b>	53	<b>43</b>	45	<b>55</b>	<b>55</b>	46	<b>43</b>	48
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	<b>56</b>	47	<b>41</b>	45	<b>59</b>	<b>55</b>	<b>39</b>	<b>43</b>	<b>65</b>	<b>54</b>	47	51	<b>41</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Communication</b>	<b>47</b>	<b>75</b>	48	47	46	49	47	46	50	<b>53</b>	<b>34</b>
21. I am kept well informed about what is happening in my workplace	44	<b>86</b>	<b>53</b>	43	<b>35</b>	<b>51</b>	42	47	<b>38</b>	<b>60</b>	<b>30</b>
22. I have a say in decisions which affect my work	44	<b>57</b>	<b>35</b>	42	<b>49</b>	41	42	<b>49</b>	48	<b>56</b>	<b>34</b>
23. I think it is safe to speak up and challenge the way things are done	49	<b>79</b>	50	<b>55</b>	<b>55</b>	52	47	<b>42</b>	<b>54</b>	<b>44</b>	<b>39</b>
24. Where I work, we share the lessons learnt when mistakes are made	49	<b>79</b>	<b>55</b>	48	<b>45</b>	52	<b>55</b>	<b>44</b>	<b>58</b>	52	<b>34</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Training and Development Opportunities</b>	<b>54</b>	<b>67</b>	<b>65</b>	<b>69</b>	52	( r )	<b>46</b>	( r )	( r )	( r )	( r )	( r )	58
25. I have received the appropriate training and development to do my job effectively	62	70	50	83	59	( r )	63	( r )	( r )	( r )	( r )	( r )	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	46	50	71	50	47	( r )	40	( r )	( r )	( r )	( r )	( r )	40
27. I am encouraged to take opportunities to learn new skills and have new experiences	54	80	75	72	50	( r )	34	( r )	( r )	( r )	( r )	( r )	63

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Training and Development Opportunities</b>	<b>54</b>	55	54	<b>49</b>	55	<b>71</b>	( r )	58	54	<b>49</b>	<b>38</b>	( r )	50
25. I have received the appropriate training and development to do my job effectively	<b>62</b>	59	63	59	<b>57</b>	<b>76</b>	( r )	66	65	<b>57</b>	<b>45</b>	( r )	<b>55</b>
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	<b>46</b>	46	46	<b>29</b>	<b>51</b>	<b>64</b>	( r )	50	<b>53</b>	<b>39</b>	<b>26</b>	( r )	<b>25</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	58	53	<b>59</b>	58	<b>71</b>	( r )	57	<b>44</b>	<b>49</b>	<b>42</b>	( r )	<b>68</b>

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Training and Development Opportunities</b>	<b>54</b>	52	56	<b>49</b>	<b>49</b>	58	51	59	<b>49</b>	<b>63</b>	55	52	55	58
25. I have received the appropriate training and development to do my job effectively	<b>62</b>	61	65	<b>47</b>	<b>50</b>	60	63	<b>70</b>	63	64	63	59	<b>67</b>	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	<b>46</b>	45	46	48	<b>39</b>	49	<b>38</b>	<b>55</b>	<b>40</b>	<b>60</b>	42	45	<b>55</b>	<b>56</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	50	56	50	<b>59</b>	<b>66</b>	51	51	<b>45</b>	<b>65</b>	<b>60</b>	53	<b>41</b>	56



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

		Overall	Age Group									
			Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents		554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index		62	87	72	57	70	66	56	67	58	64	42
<b>Training and Development Opportunities</b>		<b>54</b>	<b>81</b>	<b>50</b>	54	56	53	54	54	<b>61</b>	54	<b>46</b>
25.	I have received the appropriate training and development to do my job effectively	<b>62</b>	<b>93</b>	<b>56</b>	63	<b>67</b>	63	65	<b>67</b>	<b>57</b>	<b>54</b>	<b>48</b>
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	<b>46</b>	<b>64</b>	<b>36</b>	<b>40</b>	43	<b>36</b>	43	49	<b>69</b>	<b>57</b>	<b>41</b>
27.	I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	<b>86</b>	56	57	<b>59</b>	57	53	<b>46</b>	57	50	<b>48</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Work Environment</b>	<b>50</b>	<b>56</b>	46	<b>57</b>	50	( r )	<b>45</b>	( r )	( r )	( r )	( r )	( r )	52
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	<b>40</b>	38	<b>24</b>	33	( r )	37	( r )	( r )	( r )	( r )	( r )	39
29. I am able to achieve a healthy work/life balance most of the time	65	<b>60</b>	<b>58</b>	<b>82</b>	66	( r )	<b>55</b>	( r )	( r )	( r )	( r )	( r )	66
30. There are mechanisms in place to support me if I experience stress or pressure	42	<b>50</b>	<b>29</b>	41	42	( r )	40	( r )	( r )	( r )	( r )	( r )	<b>48</b>
31. Reasonable expectations are placed on staff according to their position	51	<b>60</b>	<b>38</b>	<b>76</b>	50	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	54
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	58	<b>70</b>	<b>67</b>	60	60	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	<b>51</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Work Environment</b>	<b>50</b>	48	52	51	<b>46</b>	52	( r )	49	<b>59</b>	54	<b>36</b>	( r )	<b>62</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	37	33	37	32	<b>65</b>	( r )	34	<b>44</b>	35	<b>11</b>	( r )	<b>45</b>
29. I am able to achieve a healthy work/life balance most of the time	65	<b>54</b>	<b>71</b>	<b>60</b>	<b>56</b>	<b>47</b>	( r )	64	<b>76</b>	67	<b>70</b>	( r )	<b>77</b>
30. There are mechanisms in place to support me if I experience stress or pressure	42	<b>38</b>	44	43	<b>36</b>	<b>35</b>	( r )	40	<b>53</b>	43	<b>28</b>	( r )	<b>64</b>
31. Reasonable expectations are placed on staff according to their position	51	51	52	<b>57</b>	47	47	( r )	49	56	<b>60</b>	<b>40</b>	( r )	<b>57</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	58	60	58	59	58	<b>71</b>	( r )	57	<b>68</b>	<b>64</b>	<b>32</b>	( r )	<b>67</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Work Environment</b>	<b>50</b>	52	50	<b>42</b>	<b>59</b>	<b>57</b>	<b>56</b>	<b>44</b>	46	47	54	49	48	<b>44</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>35</b>	<b>39</b>	33	<b>21</b>	<b>40</b>	33	<b>41</b>	<b>29</b>	30	37	37	36	<b>28</b>	30
29. I am able to achieve a healthy work/life balance most of the time	<b>65</b>	69	65	<b>59</b>	<b>77</b>	<b>82</b>	<b>70</b>	61	61	<b>51</b>	<b>72</b>	63	<b>59</b>	<b>54</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>42</b>	42	44	<b>35</b>	<b>53</b>	<b>52</b>	<b>50</b>	<b>31</b>	<b>37</b>	40	44	42	43	<b>37</b>
31. Reasonable expectations are placed on staff according to their position	<b>51</b>	51	52	48	<b>66</b>	<b>58</b>	54	<b>45</b>	<b>47</b>	<b>47</b>	55	49	49	<b>44</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>58</b>	62	58	<b>47</b>	58	59	<b>65</b>	57	54	61	60	57	61	56

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Work Environment</b>	<b>50</b>	<b>74</b>	<b>59</b>	<b>57</b>	51	50	49	48	<b>44</b>	54	<b>42</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	64	50	28	22	41	31	40	27	44	19
29. I am able to achieve a healthy work/life balance most of the time	65	71	74	81	78	66	63	60	48	64	68
30. There are mechanisms in place to support me if I experience stress or pressure	42	71	47	62	45	34	40	40	35	48	40
31. Reasonable expectations are placed on staff according to their position	51	86	56	58	54	51	51	48	46	60	37
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	58	79	68	57	58	59	61	52	67	57	49

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Inappropriate Behaviour</b>	<b>75</b>	75	76	74	74	( r )	72	( r )	( r )	( r )	( r )	( r )	77
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>80</b>	80	<b>75</b>	<b>88</b>	80	( r )	<b>87</b>	( r )	( r )	( r )	( r )	( r )	79
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>80</b>	80	79	<b>88</b>	80	( r )	77	( r )	( r )	( r )	( r )	( r )	82
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>92</b>	90	<b>83</b>	94	93	( r )	<b>87</b>	( r )	( r )	( r )	( r )	( r )	94
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>72</b>	<b>60</b>	75	<b>65</b>	73	( r )	<b>80</b>	( r )	( r )	( r )	( r )	( r )	70
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>77</b>	<b>70</b>	75	76	76	( r )	<b>70</b>	( r )	( r )	( r )	( r )	( r )	81
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>90</b>	<b>80</b>	<b>83</b>	94	90	( r )	87	( r )	( r )	( r )	( r )	( r )	91
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>66</b>	70	<b>79</b>	<b>59</b>	65	( r )	<b>47</b>	( r )	( r )	( r )	( r )	( r )	<b>71</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>40</b>	<b>70</b>	<b>58</b>	<b>24</b>	37	( r )	43	( r )	( r )	( r )	( r )	( r )	43

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Inappropriate Behaviour</b>	<b>75</b>	<b>77</b>	<b>74</b>	<b>75</b>	<b>79</b>	<b>80</b>	( r )	<b>74</b>	<b>79</b>	<b>78</b>	<b>64</b>	( r )	<b>79</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>80</b>	80	82	80	83	76	( r )	79	<b>85</b>	<b>87</b>	<b>68</b>	( r )	<b>86</b>
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>80</b>	84	79	83	<b>87</b>	82	( r )	80	<b>88</b>	83	<b>58</b>	( r )	<b>86</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>92</b>	92	93	88	93	94	( r )	92	91	97	89	( r )	91
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>72</b>	71	74	74	71	<b>82</b>	( r )	70	<b>79</b>	<b>79</b>	68	( r )	<b>82</b>
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>77</b>	80	75	77	<b>82</b>	<b>82</b>	( r )	75	<b>85</b>	<b>83</b>	<b>63</b>	( r )	77
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>90</b>	91	90	<b>83</b>	93	94	( r )	90	91	92	<b>95</b>	( r )	86
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>66</b>	<b>75</b>	61	69	<b>77</b>	<b>76</b>	( r )	69	62	<b>58</b>	<b>47</b>	( r )	62
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>40</b>	<b>46</b>	37	<b>49</b>	<b>44</b>	<b>53</b>	( r )	37	<b>50</b>	<b>47</b>	<b>22</b>	( r )	<b>57</b>

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Inappropriate Behaviour</b>	<b>75</b>	79	74	<b>65</b>	78	<b>79</b>	71	74	75	75	75	73	76	75
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>80</b>	<b>87</b>	79	<b>65</b>	<b>85</b>	84	76	83	83	<b>76</b>	82	79	80	83
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>80</b>	<b>89</b>	78	<b>62</b>	84	<b>94</b>	78	79	79	79	81	80	83	80
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>92</b>	94	93	<b>85</b>	95	94	95	94	89	90	94	91	90	91
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>72</b>	77	72	<b>65</b>	<b>84</b>	<b>78</b>	<b>64</b>	73	76	<b>65</b>	73	69	75	<b>77</b>
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>77</b>	<b>85</b>	74	<b>62</b>	<b>85</b>	<b>88</b>	<b>67</b>	74	80	<b>72</b>	79	73	77	78
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>90</b>	93	89	88	93	92	87	93	90	86	90	91	90	88
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>66</b>	62	66	<b>76</b>	<b>52</b>	<b>56</b>	62	62	<b>72</b>	<b>81</b>	<b>61</b>	64	<b>80</b>	65
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>40</b>	<b>45</b>	38	<b>21</b>	<b>45</b>	<b>50</b>	41	35	<b>28</b>	<b>51</b>	41	40	37	38



# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Inappropriate Behaviour</b>	<b>75</b>	<b>80</b>	78	73	76	77	75	73	<b>81</b>	<b>82</b>	<b>62</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>80</b>	<b>93</b>	82	81	<b>86</b>	84	82	79	<b>87</b>	<b>92</b>	<b>57</b>
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>80</b>	<b>93</b>	<b>88</b>	77	80	80	82	81	<b>87</b>	<b>88</b>	<b>66</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>92</b>	<b>100</b>	<b>100</b>	91	94	95	94	<b>88</b>	92	96	<b>84</b>
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>72</b>	<b>86</b>	74	74	<b>79</b>	76	75	70	73	<b>92</b>	<b>48</b>
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>77</b>	<b>86</b>	76	<b>72</b>	77	79	77	77	<b>82</b>	<b>88</b>	<b>63</b>
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>90</b>	93	88	91	92	93	92	<b>85</b>	92	<b>96</b>	86
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>66</b>	<b>50</b>	65	<b>46</b>	62	63	63	67	<b>87</b>	68	<b>73</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>40</b>	43	<b>48</b>	<b>48</b>	36	44	39	37	<b>47</b>	36	<b>20</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Service Delivery</b>	<b>48</b>	<b>80</b>	<b>53</b>	<b>58</b>	48	( r )	<b>33</b>	( r )	( r )	( r )	( r )	( r )	48
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	70	50	65	55	( r )	27	( r )	( r )	( r )	( r )	( r )	50
37. In my workplace patient safety is at the centre of all decision making	36	80	54	64	34	( r )	27	( r )	( r )	( r )	( r )	( r )	31
38. My team's objectives/work plans are clearly outlined	59	80	67	65	58	( r )	40	( r )	( r )	( r )	( r )	( r )	61
39. Our objectives/work plans help us to deliver a quality service	56	80	54	56	55	( r )	33	( r )	( r )	( r )	( r )	( r )	60
40. At my workplace we are too focused on monitoring rather than delivering services*	37	90	42	38	34	( r )	37	( r )	( r )	( r )	( r )	( r )	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Service Delivery</b>	<b>48</b>	49	47	53	46	<b>61</b>	( r )	47	<b>58</b>	47	<b>39</b>	( r )	<b>63</b>
36. My work environment allows me to deliver the best possible services (patient care or support services)	<b>52</b>	51	53	<b>57</b>	<b>46</b>	<b>69</b>	( r )	50	<b>59</b>	54	50	( r )	<b>73</b>
37. In my workplace patient safety is at the centre of all decision making	<b>36</b>	33	36	40	<b>28</b>	<b>44</b>	( r )	34	<b>55</b>	40	<b>11</b>	( r )	33
38. My team's objectives/work plans are clearly outlined	<b>59</b>	63	58	<b>69</b>	61	<b>71</b>	( r )	58	<b>68</b>	59	<b>53</b>	( r )	<b>86</b>
39. Our objectives/work plans help us to deliver a quality service	<b>56</b>	56	55	60	54	<b>63</b>	( r )	55	<b>61</b>	52	56	( r )	<b>81</b>
40. At my workplace we are too focused on monitoring rather than delivering services*	<b>37</b>	<b>42</b>	33	37	37	<b>59</b>	( r )	35	<b>47</b>	32	<b>26</b>	( r )	40

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Service Delivery</b>	<b>48</b>	49	49	<b>30</b>	52	<b>53</b>	<b>53</b>	<b>43</b>	<b>42</b>	51	51	45	46	<b>42</b>
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>52</b>	57	52	<b>34</b>	<b>62</b>	<b>63</b>	<b>57</b>	<b>48</b>	<b>43</b>	53	56	53	49	<b>39</b>
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>36</b>	36	36	<b>21</b>	33	34	40	33	32	40	36	36	38	<b>30</b>
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>59</b>	60	62	<b>35</b>	63	63	<b>64</b>	55	<b>52</b>	<b>64</b>	<b>65</b>	<b>55</b>	<b>54</b>	57
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>56</b>	57	57	<b>36</b>	<b>64</b>	<b>67</b>	57	<b>50</b>	<b>47</b>	60	59	<b>50</b>	54	58
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>37</b>	32	38	<b>24</b>	40	35	<b>43</b>	<b>28</b>	32	36	40	33	34	<b>24</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Service Delivery</b>	<b>48</b>	<b>67</b>	<b>55</b>	46	53	50	46	47	49	50	<b>30</b>
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>52</b>	<b>71</b>	<b>70</b>	56	<b>57</b>	<b>58</b>	<b>47</b>	<b>41</b>	<b>57</b>	<b>61</b>	<b>31</b>
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>36</b>	<b>50</b>	35	36	<b>43</b>	35	35	39	35	<b>43</b>	<b>13</b>
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>59</b>	<b>93</b>	<b>68</b>	55	55	60	<b>65</b>	60	58	60	<b>44</b>
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>56</b>	<b>86</b>	<b>64</b>	51	56	60	53	56	56	60	<b>37</b>
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>37</b>	36	38	33	<b>50</b>	35	<b>28</b>	40	40	<b>25</b>	<b>24</b>

# 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	554	10	24	18	344	-	30	-	-	-	-	-	123
Employee Engagement Index	62	78	57	66	61	( r )	62	( r )	( r )	( r )	( r )	( r )	65
<b>Your Workplace</b>	<b>54</b>	<b>72</b>	51	56	53	( r )	54	( r )	( r )	( r )	( r )	( r )	57
41. Overall I am proud to be a part of this workplace	66	80	67	71	65	( r )	70	( r )	( r )	( r )	( r )	( r )	66
42. I would recommend my workplace as a good place to work	57	80	50	65	55	( r )	52	( r )	( r )	( r )	( r )	( r )	61
43. I feel motivated to contribute more than what is normally required at work	61	70	58	59	58	( r )	63	( r )	( r )	( r )	( r )	( r )	67
44. I have a strong sense of belonging to my workplace	56	80	42	53	55	( r )	55	( r )	( r )	( r )	( r )	( r )	59
45. Overall I am satisfied to be working here at the present time	66	80	54	71	67	( r )	66	( r )	( r )	( r )	( r )	( r )	63
46. Overall, I believe the culture at my workplace has improved in the last 12 months	21	40	33	18	19	( r )	17	( r )	( r )	( r )	( r )	( r )	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	Manage Staff		Management Responsibility				Employment Status					
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	554	161	349	35	100	17	-	338	34	87	20	-	22
Employee Engagement Index	62	69	59	71	64	92	( r )	60	69	70	49	( r )	78
<b>Your Workplace</b>	<b>54</b>	<b>61</b>	52	<b>61</b>	57	<b>79</b>	( r )	52	<b>59</b>	<b>60</b>	<b>43</b>	( r )	<b>70</b>
41. Overall I am proud to be a part of this workplace	<b>66</b>	<b>72</b>	65	<b>77</b>	66	<b>94</b>	( r )	63	<b>79</b>	<b>72</b>	65	( r )	<b>82</b>
42. I would recommend my workplace as a good place to work	<b>57</b>	<b>63</b>	55	<b>63</b>	59	<b>76</b>	( r )	54	<b>68</b>	<b>66</b>	<b>45</b>	( r )	<b>82</b>
43. I feel motivated to contribute more than what is normally required at work	<b>61</b>	<b>70</b>	57	<b>66</b>	65	<b>100</b>	( r )	58	65	<b>70</b>	<b>50</b>	( r )	<b>73</b>
44. I have a strong sense of belonging to my workplace	<b>56</b>	<b>68</b>	<b>50</b>	<b>71</b>	<b>64</b>	<b>88</b>	( r )	57	<b>50</b>	57	<b>30</b>	( r )	<b>64</b>
45. Overall I am satisfied to be working here at the present time	<b>66</b>	70	65	69	65	<b>100</b>	( r )	62	<b>74</b>	<b>76</b>	<b>55</b>	( r )	<b>86</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>21</b>	23	20	23	24	18	( r )	20	21	22	<b>11</b>	( r )	<b>36</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more
Respondents	554	167	303	34	64	50	101	84	124	78	228	140	80	54
Employee Engagement Index	62	61	64	48	66	70	65	56	57	67	66	64	54	56
<b>Your Workplace</b>	<b>54</b>	53	57	<b>42</b>	56	<b>61</b>	59	<b>48</b>	<b>49</b>	<b>60</b>	57	56	<b>48</b>	<b>50</b>
41. Overall I am proud to be a part of this workplace	<b>66</b>	68	68	<b>56</b>	70	<b>74</b>	<b>72</b>	<b>61</b>	<b>59</b>	<b>73</b>	69	<b>73</b>	<b>55</b>	<b>59</b>
42. I would recommend my workplace as a good place to work	<b>57</b>	56	59	<b>47</b>	<b>64</b>	<b>69</b>	<b>62</b>	<b>48</b>	<b>48</b>	<b>63</b>	61	54	53	54
43. I feel motivated to contribute more than what is normally required at work	<b>61</b>	57	64	<b>44</b>	59	62	<b>68</b>	<b>54</b>	<b>56</b>	<b>67</b>	64	64	<b>51</b>	<b>54</b>
44. I have a strong sense of belonging to my workplace	<b>56</b>	55	58	<b>38</b>	<b>49</b>	<b>64</b>	54	<b>47</b>	54	<b>70</b>	57	58	51	52
45. Overall I am satisfied to be working here at the present time	<b>66</b>	64	69	<b>47</b>	<b>77</b>	<b>71</b>	69	<b>58</b>	63	63	70	67	<b>57</b>	<b>57</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>21</b>	<b>16</b>	24	21	17	22	<b>26</b>	18	17	<b>26</b>	22	20	21	21



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Age Group									
		Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	554	14	34	48	49	82	71	85	52	25	44
Employee Engagement Index	62	87	72	57	70	66	56	67	58	64	42
<b>Your Workplace</b>	<b>54</b>	<b>77</b>	<b>64</b>	51	<b>61</b>	56	<b>48</b>	<b>60</b>	54	<b>59</b>	<b>35</b>
41. Overall I am proud to be a part of this workplace	<b>66</b>	<b>100</b>	<b>82</b>	67	<b>76</b>	70	<b>61</b>	66	63	64	<b>50</b>
42. I would recommend my workplace as a good place to work	<b>57</b>	<b>93</b>	<b>76</b>	54	<b>63</b>	<b>64</b>	<b>46</b>	57	<b>52</b>	60	<b>41</b>
43. I feel motivated to contribute more than what is normally required at work	<b>61</b>	<b>79</b>	<b>68</b>	<b>54</b>	<b>71</b>	62	62	<b>65</b>	58	60	<b>36</b>
44. I have a strong sense of belonging to my workplace	<b>56</b>	<b>71</b>	59	<b>42</b>	58	<b>60</b>	<b>47</b>	<b>71</b>	60	<b>64</b>	<b>27</b>
45. Overall I am satisfied to be working here at the present time	<b>66</b>	<b>93</b>	<b>76</b>	67	<b>77</b>	68	<b>57</b>	<b>75</b>	<b>58</b>	<b>72</b>	<b>39</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>21</b>	<b>29</b>	19	21	22	<b>14</b>	<b>14</b>	25	<b>31</b>	<b>36</b>	18

# Guide to using this report

## Methodology

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

### Questionnaire design

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

### Data collection

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

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

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

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

## Estimated Response Rate Calculation

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

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

### Example calculation for NSW Health Overall:

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

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

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

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

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

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

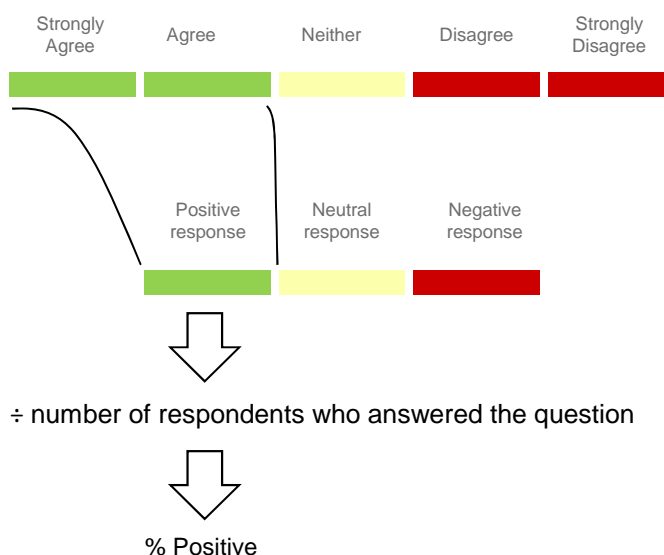
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# Guide to using this report

## % Positive

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



## Index and Section Scores

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

## Rounding

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

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

## Scoring of Negatively Worded Questions

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

## Benchmark data

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