

2011 YourSay Workplace Survey

Facility Report



NSW Health Overall

This Report

This report provides NSW Health Overall 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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31,493

ACTUAL RESPONSES

25%

0% Confidence Interval

ESTIMATED RESPONSE RATE

63%

ENGAGEMENT INDEX

46%

WORKPLACE CULTURE INDEX

Employee Engagement Index

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

The three elements of Employee Engagement

Say

Strongly advocating the organisation

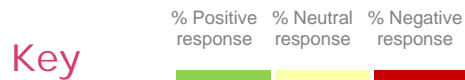
Stay

An emotional commitment to the organisation and a desire to stay

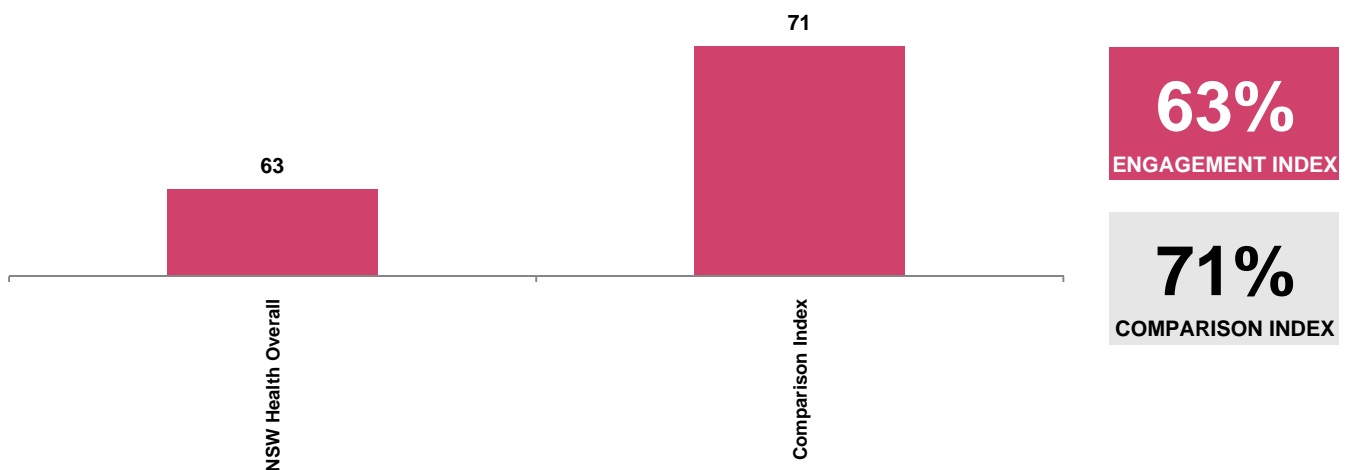
Strive

Providing sustained additional effort in line with organisational goals

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



Question	Response Scale	Variance from Australian and International Health Sector benchmark % Positive
41. Overall I am proud to be a part of this workplace	68% Positive, 19% Neutral, 12% Negative	-9
42. I would recommend my workplace as a good place to work	58% Positive, 22% Neutral, 21% Negative	-8
44. I have a strong sense of belonging to my workplace	61% Positive, 21% Neutral, 19% Negative	-6
45. Overall I am satisfied to be working here at the present time	64% Positive, 17% Neutral, 19% Negative	-9
3. Working here makes me want to do the best job I can	67% Positive, 18% Neutral, 15% Negative	-11
43. I feel motivated to contribute more than what is normally required at work	61% Positive, 19% Neutral, 20% Negative	-5

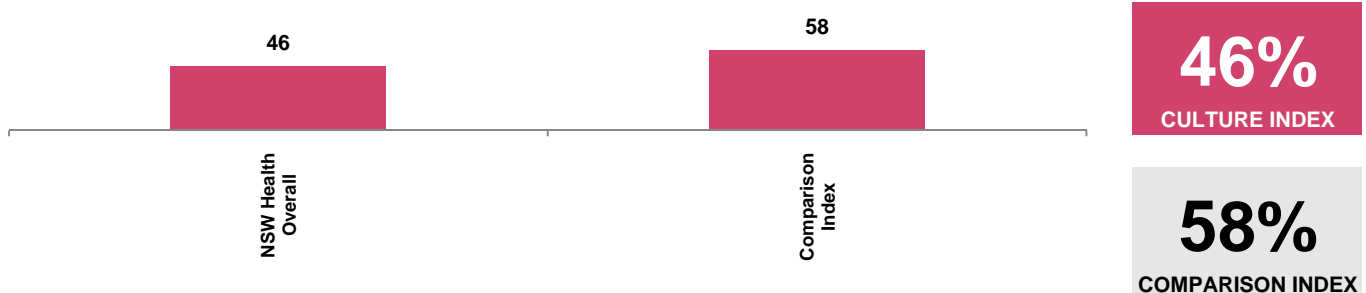


Employee Workplace Culture Index

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:

	Key			Variance from Australian and International Health Sector benchmark % Positive
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	46	20	34	-13
12. I believe I am valued for what I can offer at my workplace	58	17	25	-11
13. In my workplace, we recognise our successes and innovations	50	24	26	-13
14. Staff are treated respectfully regardless of their job	55	18	27	-10
17. Overall, I have confidence in the decisions made by my line manager	58	20	22	-7
18b. The senior managers at my workplace have a clear direction for the future	32	33	35	-18
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	29	37	-11
20. Overall, I have confidence in the decisions made by my senior managers	36	29	34	-10
22. I have a say in decisions which affect my work	41	24	35	-7
23. I think it is safe to speak up and challenge the way things are done	46	20	34	-11
24. Where I work, we share the lessons learnt when mistakes are made	53	22	24	-12
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	28	36	-17
38. My team's objectives/work plans are clearly outlined	60	22	17	-12
39. Our objectives/work plans help us to deliver a quality service	60	24	16	-12
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	34	37	-12



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 NSW Health Overall overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for NSW Health Overall 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
12. I believe I am valued for what I can offer at my workplace	<i>Greatest</i> 	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		54
36. My work environment allows me to deliver the best possible services (patient care or support services)		54
39. Our objectives/work plans help us to deliver a quality service		60
13. In my workplace, we recognise our successes and innovations		50
31. Reasonable expectations are placed on staff according to their position		52

Highlights and Lowlights

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

Highlights

Sections

% Positive

Training and Development Opportunities	67
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Your Line Manager	58
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Your Team	57
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Questions

% Positive

1. My job makes good use of my skills and abilities	76
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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	76
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15d. My line manager treats me with respect	73
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25. I have received the appropriate training and development to do my job effectively	68
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41. Overall I am proud to be a part of this workplace	68
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Lowlights

Sections

% Positive

Senior Managers	35
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Communication	46
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Work Environment	53
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Questions

% Positive

4. Too many approvals are required for routine decisions*	14
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40. At my workplace we are too focused on monitoring rather than delivering services*	27
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46. Overall, I believe the culture at my workplace has improved in the last 12 months	29
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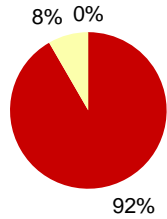
18b. The senior managers at my workplace have a clear direction for the future	32
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19. There is a positive relationship between senior management and staff in my workplace	34
--	-----------

External Comparison

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

Please see the Guide to using this report for further information



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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76		
40. At my workplace we are too focused on monitoring rather than delivering services*	27		
15d. My line manager treats me with respect	73	-2	
4. Too many approvals are required for routine decisions*	14	-2	
43. I feel motivated to contribute more than what is normally required at work	61	-5	
15b. My line manager treats all staff in my team fairly	58	-6	
44. I have a strong sense of belonging to my workplace	61	-6	
22. I have a say in decisions which affect my work	41	-7	
17. Overall, I have confidence in the decisions made by my line manager	58	-7	
37. In my workplace patient safety is at the centre of all decision making	64	-8	
15a. My line manager recognises and acknowledges when I have done my job well	60	-8	
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	-8	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	-8	

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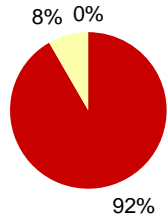
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- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	-8	■
42. I would recommend my workplace as a good place to work	58	-8	■
1. My job makes good use of my skills and abilities	76	-9	■
18a. The senior managers at my workplace are aware of the issues I face in my job	40	-9	■
41. Overall I am proud to be a part of this workplace	68	-9	■
45. Overall I am satisfied to be working here at the present time	64	-9	■
31. Reasonable expectations are placed on staff according to their position	52	-9	■
2. I feel I am able to suggest ideas to improve our ways of doing things	65	-9	■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	54	-10	■
20. Overall, I have confidence in the decisions made by my senior managers	36	-10	■
8. In my team we generally acknowledge one another's efforts and achievements	66	-10	■
14. Staff are treated respectfully regardless of their job	55	-10	■
5. I have sufficient control over my work so I can do my job well	60	-10	■

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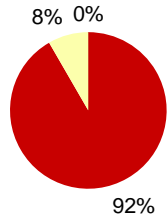
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- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
19. There is a positive relationship between senior management and staff in my workplace	34	-10	■
16. I receive regular and constructive feedback on my performance	44	-10	■
23. I think it is safe to speak up and challenge the way things are done	46	-11	■
25. I have received the appropriate training and development to do my job effectively	68	-11	■
3. Working here makes me want to do the best job I can	67	-11	■
29. I am able to achieve a healthy work/life balance most of the time	60	-11	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	-11	■
12. I believe I am valued for what I can offer at my workplace	58	-11	■
9. People in my team are honest and open	60	-11	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	-12	■
24. Where I work, we share the lessons learnt when mistakes are made	53	-12	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	-12	■
38. My team's objectives/work plans are clearly outlined	60	-12	■

External Comparison

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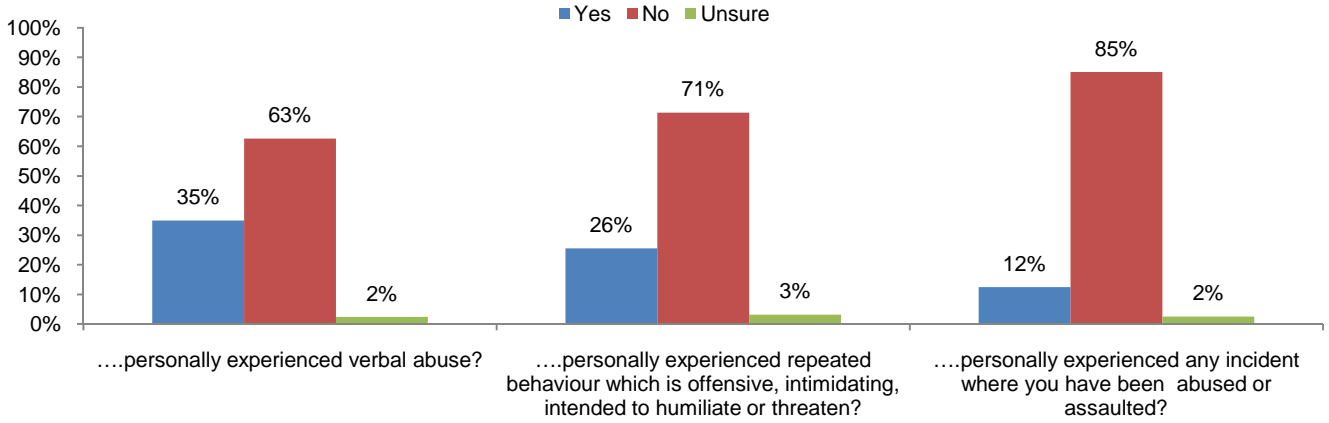
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- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
39. Our objectives/work plans help us to deliver a quality service	60	-12	■
30. There are mechanisms in place to support me if I experience stress or pressure	49	-13	■
11. Morale is good in my team	46	-13	■
13. In my workplace, we recognise our successes and innovations	50	-13	■
21. I am kept well informed about what is happening in my workplace	45	-13	■
10. My team resolves conflict quickly when it arises	47	-15	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	54	-16	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	■
18b. The senior managers at my workplace have a clear direction for the future	32	-18	■

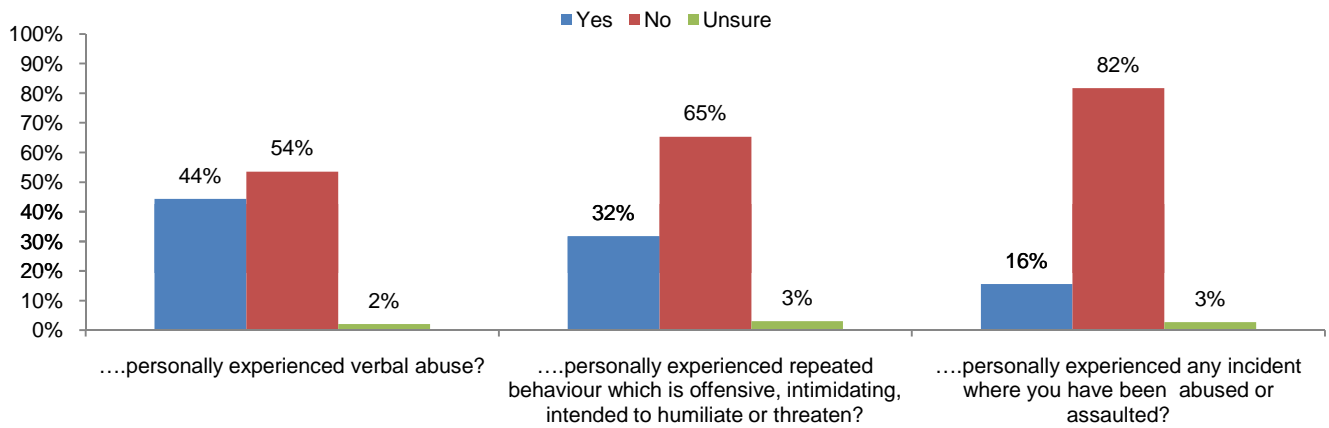
Inappropriate Behaviour

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

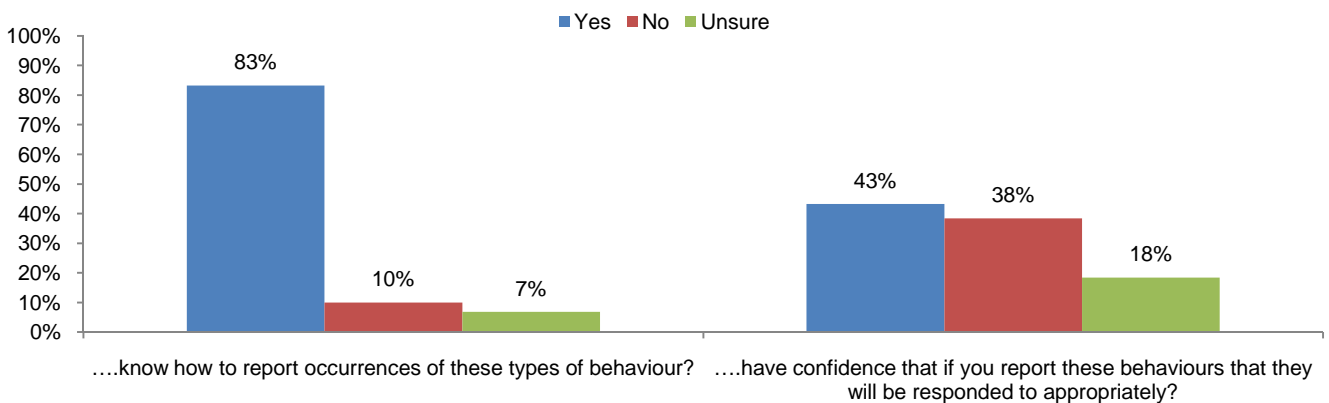
33. In the last three (3) months have you....



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



35. Do you currently....

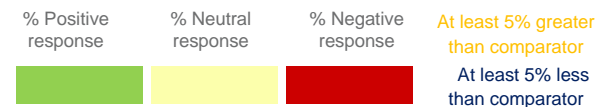


All Questions

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

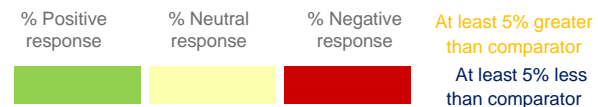
	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	76	10	14	76	-9
2. I feel I am able to suggest ideas to improve our ways of doing things	65	14	21	65	-9
3. Working here makes me want to do the best job I can	67	18	15	67	-11
4. Too many approvals are required for routine decisions*	14	22	64	14	-2
5. I have sufficient control over my work so I can do my job well	60	17	23	60	-10
Key 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	54	21	25	54	-10

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

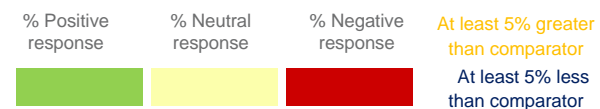
	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
				57	-11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	16	20	65	-8
8. In my team we generally acknowledge one another's efforts and achievements	66	15	19	66	-10
9. People in my team are honest and open	60	21	19	60	-11
10. My team resolves conflict quickly when it arises	47	24	29	47	-15
11. Morale is good in my team	46	20	34	46	-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



Being valued

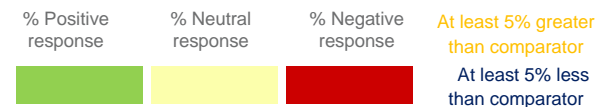
		Response Scale			% Positive Score	% Positive Variance Compared to:
					Australian and International Health Sector Benchmark	
Key	12. I believe I am valued for what I can offer at my workplace	58	17	25	58	-11
Key	13. In my workplace, we recognise our successes and innovations	50	24	26	50	-13
	14. Staff are treated respectfully regardless of their job	55	18	27	55	-10

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Line Manager

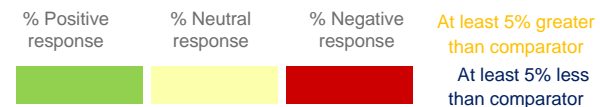
	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	60	18	22	60	-8
15b. My line manager treats all staff in my team fairly	58	17	25	58	-6
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	19	25	56	-8
15d. My line manager treats me with respect	73	14	13	73	-2
16. I receive regular and constructive feedback on my performance	44	23	33	44	-10
17. Overall, I have confidence in the decisions made by my line manager	58	20	22	58	-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



Senior Managers

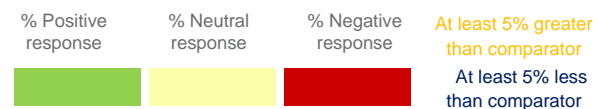
	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	40	22	38	40	-9
18b. The senior managers at my workplace have a clear direction for the future	32	33	35	32	-18
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	29	37	34	-11
19. There is a positive relationship between senior management and staff in my workplace	34	28	39	34	-10
20. Overall, I have confidence in the decisions made by my senior managers	36	29	34	36	-10

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

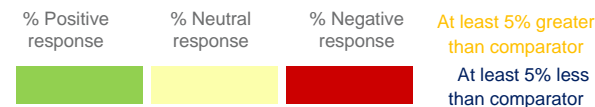
Question	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	45	22	34	46	-11
22. I have a say in decisions which affect my work	41	24	35	41	-7
23. I think it is safe to speak up and challenge the way things are done	46	20	34	46	-11
24. Where I work, we share the lessons learnt when mistakes are made	53	22	24	53	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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



Training and Development Opportunities

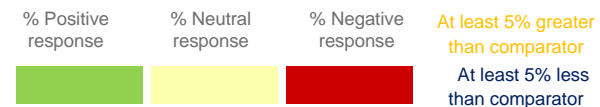
Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	68	16	15	68	67	-7
26. I am given 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	76	11	12	76	76	-1
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	21	24	55	55	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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



Work Environment

Question	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	28	36	37	-17
29. I am able to achieve a healthy work/life balance most of the time	60	18	22	60	-11
30. There are mechanisms in place to support me if I experience stress or pressure	49	24	27	49	-13
31. Reasonable expectations are placed on staff according to their position	52	19	29	52	-9
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	20	15	65	-8

All Questions

This section shows the breakdown of responses to each question.

Key

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

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'.

Inappropriate Behaviour

	% No response	% Unsure response	% Yes response	% Positive Score	Australian and International Health Sector Benchmark	
33a. In the last three (3) months, have you personally experienced verbal abuse?	63		35	63	0	
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71		26	71	-1	
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85		12	85	+1	
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	54		44	54	-4	
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65		32	65	-5	
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82		16	82	-1	
		% Yes response	% Unsure response	% No response		
35a. Do you currently know how to report occurrences of these types of behaviour?		83	7	10	83	+2
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?		43	18	38	43	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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

% Positive response % Neutral response % Negative response **At least 5% greater than comparator**
At least 5% less than comparator

Service Delivery

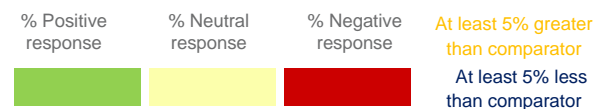
	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	54	20	26	54	-16
37. In my workplace patient safety is at the centre of all decision making	64	22	14	64	-8
38. My team's objectives/work plans are clearly outlined	60	22	17	60	-12
Key 39. Our objectives/work plans help us to deliver a quality service	60	24	16	60	-12
40. At my workplace we are too focused on monitoring rather than delivering services*	27	31	42	27	-1

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Workplace

	Response Scale			% Positive Score	% Positive Variance Compared to: Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	68	19	12	68	-9
42. I would recommend my workplace as a good place to work	58	22	21	58	-8
43. I feel motivated to contribute more than what is normally required at work	61	19	20	61	-5
44. I have a strong sense of belonging to my workplace	61	21	19	61	-6
45. Overall I am satisfied to be working here at the present time	64	17	19	64	-9
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	34	37	29	-12

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	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Your Job	56	55	56	56	56	61	58	53	59	47	52	48	56
1. My job makes good use of my skills and abilities	76	82	79	71	72	84	76	73	81	50	68	65	73
2. I feel I am able to suggest ideas to improve our ways of doing things	65	61	63	65	68	70	69	61	68	50	58	57	64
3. Working here makes me want to do the best job I can	67	65	68	70	65	70	68	62	67	67	65	53	69
4. Too many approvals are required for routine decisions*	14	17	13	13	12	17	13	14	16	17	14	9	13
5. I have sufficient control over my work so I can do my job well	60	51	55	66	64	65	65	57	65	67	62	53	63
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	54	55	54	53	55	61	57	49	56	33	47	49	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	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Your Job	56	61	60	58	55	57	49	56	60	55	58	62	66	70
1. My job makes good use of my skills and abilities	76	82	79	82	74	78	70	77	81	75	80	83	85	83
2. I feel I am able to suggest ideas to improve our ways of doing things	65	69	67	64	63	65	55	65	72	62	70	76	83	84
3. Working here makes me want to do the best job I can	67	73	69	70	66	68	57	68	70	67	68	71	78	84
4. Too many approvals are required for routine decisions*	14	16	14	13	14	12	14	13	12	14	12	12	12	22
5. I have sufficient control over my work so I can do my job well	60	66	68	63	57	64	54	59	57	61	56	58	60	68
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	54	61	60	55	54	55	45	54	66	51	62	71	77	82

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Your Job	56	56	56	62	59	57	56	53	58	37	62	60	57	54	54	57
1. My job makes good use of my skills and abilities	76	76	77	81	72	76	80	73	79	56	81	79	76	76	75	78
2. I feel I am able to suggest ideas to improve our ways of doing things	65	65	64	70	62	60	66	62	67	42	68	67	64	63	63	67
3. Working here makes me want to do the best job I can	67	66	68	76	76	76	70	62	71	42	79	74	68	64	64	69
4. Too many approvals are required for routine decisions*	14	13	14	18	15	15	14	14	14	12	18	14	15	13	12	13
5. I have sufficient control over my work so I can do my job well	60	58	61	68	66	65	59	56	62	39	69	66	62	58	58	59
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	54	55	53	62	61	52	49	54	57	31	60	57	55	52	52	58

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Your Job	56	61	57	53	54	62	59	57	57	56	56	57	58	61	41	
1. My job makes good use of my skills and abilities	76	80	77	75	75	84	81	80	78	76	76	76	78	80	61	
2. I feel I am able to suggest ideas to improve our ways of doing things	65	70	66	62	61	66	66	66	66	66	66	66	67	69	46	
3. Working here makes me want to do the best job I can	67	75	68	63	64	77	69	66	67	67	68	68	71	76	50	
4. Too many approvals are required for routine decisions*	14	15	14	13	13	15	14	14	13	13	14	13	15	16	12	
5. I have sufficient control over my work so I can do my job well	60	66	60	56	58	67	64	61	60	59	59	60	61	69	43	
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	54	61	57	51	50	62	60	55	56	55	55	56	56	59	34	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Your Team	57	67	55	54	60	64	63	50	62	45	44	54	59
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	71	65	60	68	72	71	59	69	50	48	70	66
8. In my team we generally acknowledge one another's efforts and achievements	66	76	67	62	67	73	74	57	70	42	51	60	66
9. People in my team are honest and open	60	75	59	57	63	70	65	53	65	42	43	56	62
10. My team resolves conflict quickly when it arises	47	59	43	47	55	53	51	39	51	42	38	46	51
11. Morale is good in my team	46	56	44	44	48	53	51	40	55	50	37	37	50

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Your Team	57	64	60	56	54	58	44	56	64	55	60	70	75	81
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	74	67	63	62	64	52	64	70	63	66	75	82	86
8. In my team we generally acknowledge one another's efforts and achievements	66	75	68	62	65	66	50	66	75	63	71	81	85	90
9. People in my team are honest and open	60	69	64	60	57	59	47	60	67	58	63	73	78	82
10. My team resolves conflict quickly when it arises	47	53	51	48	44	49	34	47	54	45	49	62	67	75
11. Morale is good in my team	46	51	50	47	44	50	35	45	52	44	48	57	65	71

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Your Team	57	56	56	68	70	59	66	57	58	37	70	62	56	54	54	58
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	63	65	75	75	67	78	64	66	48	75	68	63	63	62	66
8. In my team we generally acknowledge one another's efforts and achievements	66	65	66	75	77	66	69	65	68	46	75	70	64	64	64	69
9. People in my team are honest and open	60	58	61	72	77	63	70	61	61	40	72	64	60	57	58	62
10. My team resolves conflict quickly when it arises	47	47	44	57	58	48	56	50	48	29	60	53	47	43	45	48
11. Morale is good in my team	46	45	43	60	64	51	55	46	48	24	66	55	48	43	41	45

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Your Team	57	64	58	53	52	68	61	60	57	57	55	57	58	60	40	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	71	65	62	61	74	67	67	64	65	63	65	67	69	49	
8. In my team we generally acknowledge one another's efforts and achievements	66	72	68	62	62	72	67	69	66	67	66	68	69	69	48	
9. People in my team are honest and open	60	67	61	56	56	71	66	63	60	62	59	60	60	62	43	
10. My team resolves conflict quickly when it arises	47	54	48	43	43	57	50	50	48	47	46	47	48	51	32	
11. Morale is good in my team	46	57	47	40	40	65	54	51	46	46	43	45	47	49	26	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Being valued	54	60	53	52	56	62	62	48	58	36	46	42	56
12. I believe I am valued for what I can offer at my workplace	58	63	56	56	60	65	64	51	58	58	54	50	60
13. In my workplace, we recognise our successes and innovations	50	54	49	47	50	58	60	42	52	25	41	33	51
14. Staff are treated respectfully regardless of their job	55	64	54	52	57	64	63	51	62	25	42	43	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	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Being valued	54	63	60	55	54	55	42	54	60	53	57	64	72	73
12. I believe I am valued for what I can offer at my workplace	58	65	64	62	60	57	45	58	63	57	60	65	75	76
13. In my workplace, we recognise our successes and innovations	50	59	55	47	48	50	34	50	56	48	52	60	72	70
14. Staff are treated respectfully regardless of their job	55	65	63	56	54	57	45	54	61	53	58	66	70	74

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Being valued	54	53	54	67	69	58	62	54	57	29	69	62	56	52	51	55
12. I believe I am valued for what I can offer at my workplace	58	57	57	69	71	64	64	59	60	32	72	66	59	55	54	59
13. In my workplace, we recognise our successes and innovations	50	49	49	64	66	51	55	47	52	27	63	58	51	47	46	51
14. Staff are treated respectfully regardless of their job	55	54	54	69	69	59	67	55	57	27	72	64	56	52	51	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	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Being valued	54	64	56	49	49	65	61	57	56	54	53	54	57	61	33	
12. I believe I am valued for what I can offer at my workplace	58	68	59	53	54	68	62	59	59	58	57	59	61	67	36	
13. In my workplace, we recognise our successes and innovations	50	59	52	45	44	62	57	53	51	50	49	50	52	55	28	
14. Staff are treated respectfully regardless of their job	55	66	57	50	48	66	63	59	58	55	54	54	56	60	33	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Your Line Manager	58	64	57	57	62	64	64	52	62	49	49	49	61
15a. My line manager recognises and acknowledges when I have done my job well	60	64	58	60	66	66	68	55	62	50	51	50	65
15b. My line manager treats all staff in my team fairly	58	68	56	56	63	67	65	52	62	50	48	52	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	62	54	55	61	62	59	50	63	50	47	46	60
15d. My line manager treats me with respect	73	79	73	71	76	80	78	68	78	67	60	59	75
16. I receive regular and constructive feedback on my performance	44	45	43	41	46	47	53	37	45	42	38	35	46
17. Overall, I have confidence in the decisions made by my line manager	58	67	57	55	61	64	60	52	63	33	48	51	60

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Your Line Manager	58	64	60	57	58	62	47	58	62	57	60	65	68	72
15a. My line manager recognises and acknowledges when I have done my job well	60	66	63	59	62	65	49	60	64	59	62	68	69	74
15b. My line manager treats all staff in my team fairly	58	65	62	59	59	62	47	58	63	57	60	69	72	70
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	62	55	54	55	61	46	56	59	55	57	63	66	74
15d. My line manager treats me with respect	73	78	74	75	74	76	63	73	77	72	75	80	81	85
16. I receive regular and constructive feedback on my performance	44	48	48	39	43	46	32	44	46	43	45	46	52	57
17. Overall, I have confidence in the decisions made by my line manager	58	63	58	56	58	61	47	58	62	57	60	66	68	75

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Your Line Manager	58	57	57	70	66	63	64	58	60	36	75	68	61	56	54	57
15a. My line manager recognises and acknowledges when I have done my job well	60	60	59	71	67	65	63	59	62	40	75	70	63	58	57	59
15b. My line manager treats all staff in my team fairly	58	57	57	72	69	63	70	61	60	34	77	70	60	56	54	57
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	55	55	68	65	62	63	56	58	35	74	66	59	54	52	54
15d. My line manager treats me with respect	73	72	74	83	79	78	80	72	75	50	87	82	75	71	70	71
16. I receive regular and constructive feedback on my performance	44	44	42	52	50	43	45	41	46	25	58	50	45	42	40	42
17. Overall, I have confidence in the decisions made by my line manager	58	57	57	72	68	64	65	58	60	34	77	69	62	55	54	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	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Your Line Manager	58	70	60	53	51	72	67	63	60	59	58	56	57	61	39	
15a. My line manager recognises and acknowledges when I have done my job well	60	71	62	56	53	70	67	65	62	61	60	59	60	64	43	
15b. My line manager treats all staff in my team fairly	58	71	59	53	51	73	67	63	61	59	57	56	58	62	38	
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	68	57	51	49	72	65	62	58	57	54	54	56	60	38	
15d. My line manager treats me with respect	73	83	75	69	66	85	82	78	75	74	72	71	72	76	55	
16. I receive regular and constructive feedback on my performance	44	53	45	39	37	57	50	50	45	44	44	42	41	46	26	
17. Overall, I have confidence in the decisions made by my line manager	58	71	60	52	50	73	69	63	60	59	57	56	56	60	37	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Senior Managers	35	36	32	35	41	36	42	32	43	47	36	29	42
18a. The senior managers at my workplace are aware of the issues I face in my job	40	43	38	39	44	38	43	37	50	50	44	35	48
18b. The senior managers at my workplace have a clear direction for the future	32	31	29	31	35	33	35	28	38	42	33	23	39
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	34	31	34	41	35	43	29	40	50	36	30	42
19. There is a positive relationship between senior management and staff in my workplace	34	36	29	34	42	35	46	32	43	33	33	30	42
20. Overall, I have confidence in the decisions made by my senior managers	36	37	32	37	44	37	45	34	43	58	35	26	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

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Senior Managers	35	37	37	33	31	42	28	35	39	34	34	44	55	69
18a. The senior managers at my workplace are aware of the issues I face in my job	40	40	45	41	37	46	35	40	46	38	42	51	63	80
18b. The senior managers at my workplace have a clear direction for the future	32	33	31	29	27	40	23	32	34	31	31	38	45	61
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	37	34	29	29	39	24	34	38	33	33	44	53	68
19. There is a positive relationship between senior management and staff in my workplace	34	35	37	30	29	41	27	34	37	33	31	42	55	71
20. Overall, I have confidence in the decisions made by my senior managers	36	38	36	33	32	43	28	36	40	35	35	46	58	67

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Senior Managers	35	35	31	46	50	43	38	35	37	16	53	47	37	32	31	33
18a. The senior managers at my workplace are aware of the issues I face in my job	40	41	37	46	53	46	43	42	41	24	52	48	42	38	38	40
18b. The senior managers at my workplace have a clear direction for the future	32	32	28	41	44	37	35	29	34	14	48	43	34	29	28	29
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	34	30	46	49	43	36	34	36	14	53	47	36	31	30	32
19. There is a positive relationship between senior management and staff in my workplace	34	33	30	47	50	43	37	35	35	14	54	48	36	31	29	31
20. Overall, I have confidence in the decisions made by my senior managers	36	36	32	50	53	45	38	36	38	15	58	51	39	33	31	33

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Senior Managers	35	46	36	30	29	50	43	39	35	35	34	35	34	38	20	
18a. The senior managers at my workplace are aware of the issues I face in my job	40	48	41	36	36	48	44	41	40	41	41	40	41	44	27	
18b. The senior managers at my workplace have a clear direction for the future	32	42	32	27	26	47	39	35	33	32	31	31	29	35	18	
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	46	35	28	27	50	42	38	34	34	33	34	33	37	17	
19. There is a positive relationship between senior management and staff in my workplace	34	45	35	28	26	51	42	38	33	34	32	33	32	36	18	
20. Overall, I have confidence in the decisions made by my senior managers	36	50	37	30	28	53	46	42	35	37	35	35	35	37	18	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Communication	46	50	46	44	47	51	51	45	50	40	42	39	47
21. I am kept well informed about what is happening in my workplace	45	47	45	41	43	52	49	40	45	50	39	32	45
22. I have a say in decisions which affect my work	41	40	39	39	44	47	52	40	46	33	38	38	43
23. I think it is safe to speak up and challenge the way things are done	46	52	45	44	48	49	50	46	51	42	42	46	48
24. Where I work, we share the lessons learnt when mistakes are made	53	61	54	51	52	56	51	55	60	33	47	40	53

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Communication	46	51	50	49	44	49	41	47	53	44	50	56	64	72
21. I am kept well informed about what is happening in my workplace	45	51	47	43	42	46	35	45	49	43	47	51	59	70
22. I have a say in decisions which affect my work	41	47	50	41	40	45	36	41	49	39	45	53	67	73
23. I think it is safe to speak up and challenge the way things are done	46	50	50	52	43	48	41	47	53	44	50	58	65	72
24. Where I work, we share the lessons learnt when mistakes are made	53	56	53	58	50	57	51	54	59	51	56	63	67	74

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Communication	46	46	45	56	56	47	49	46	48	24	59	53	48	45	43	47
21. I am kept well informed about what is happening in my workplace	45	45	43	56	52	47	45	44	47	22	61	54	47	44	40	43
22. I have a say in decisions which affect my work	41	41	39	51	50	38	40	41	43	20	52	47	41	40	38	42
23. I think it is safe to speak up and challenge the way things are done	46	46	46	54	57	47	53	48	48	22	57	53	47	44	44	48
24. Where I work, we share the lessons learnt when mistakes are made	53	53	52	61	64	56	56	52	55	31	65	60	56	51	50	54

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Communication	46	55	48	42	42	57	53	50	48	47	46	46	47	50	27	
21. I am kept well informed about what is happening in my workplace	45	56	46	40	38	59	55	50	47	46	44	44	43	46	24	
22. I have a say in decisions which affect my work	41	49	42	38	36	48	45	43	41	41	42	42	43	47	23	
23. I think it is safe to speak up and challenge the way things are done	46	54	48	42	43	54	52	50	49	47	46	47	48	51	25	
24. Where I work, we share the lessons learnt when mistakes are made	53	61	55	49	49	67	61	57	53	54	52	52	54	57	35	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Training and Development Opportunities	67	68	67	64	62	73	73	64	72	56	63	53	65
25. I have received the appropriate training and development to do my job effectively	68	78	72	63	58	72	68	66	76	58	66	48	65
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	76	62	72	82	77	87	89	80	81	67	78	78	75
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	64	59	46	51	61	62	45	60	42	46	34	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	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Training and Development Opportunities	67	73	74	68	68	73	59	67	69	66	68	70	74	76
25. I have received the appropriate training and development to do my job effectively	68	73	73	71	66	77	64	69	70	68	70	68	73	82
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	76	85	88	80	82	84	74	76	76	76	74	79	81	81
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	62	62	52	57	58	39	56	62	53	60	63	67	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	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Training and Development Opportunities	67	67	67	70	62	63	51	62	69	50	70	72	67	66	64	68
25. I have received the appropriate training and development to do my job effectively	68	68	71	69	66	68	58	63	71	50	68	72	68	67	67	71
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	76	77	76	76	58	69	44	73	78	66	75	78	76	77	76	76
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	55	54	65	61	53	51	51	58	34	68	65	58	53	51	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	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Training and Development Opportunities	67	70	68	65	64	75	72	69	66	67	66	66	67	71	54	
25. I have received the appropriate training and development to do my job effectively	68	68	69	68	69	76	74	71	69	68	68	67	69	75	55	
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	76	77	77	77	75	78	78	76	74	77	75	77	79	83	69	
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	66	56	51	48	72	66	60	56	57	54	53	54	56	37	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Work Environment	53	48	51	53	53	59	60	45	61	57	52	48	53
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	40	35	36	39	39	40	30	44	33	36	31	40
29. I am able to achieve a healthy work/life balance most of the time	60	46	58	63	63	67	71	52	67	58	58	59	61
30. There are mechanisms in place to support me if I experience stress or pressure	49	38	49	49	48	56	58	35	55	83	50	45	50
31. Reasonable expectations are placed on staff according to their position	52	54	50	49	50	57	57	48	64	50	54	52	52
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	60	63	68	65	75	72	59	75	58	63	52	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	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Work Environment	53	60	61	54	54	59	41	52	53	52	52	55	54	61
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	41	38	39	32	43	25	36	40	35	38	43	51	66
29. I am able to achieve a healthy work/life balance most of the time	60	68	69	61	63	68	48	59	56	62	58	56	46	44
30. There are mechanisms in place to support me if I experience stress or pressure	49	58	60	44	53	52	31	49	50	49	49	52	51	56
31. Reasonable expectations are placed on staff according to their position	52	58	61	57	54	59	45	50	52	52	51	54	54	62
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	77	77	68	69	73	58	64	67	65	65	70	69	78

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Work Environment	53	51	54	60	59	59	47	51	55	32	65	61	54	51	49	51
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	37	34	44	45	44	37	39	38	16	51	47	40	35	32	35
29. I am able to achieve a healthy work/life balance most of the time	60	57	66	67	73	71	59	58	63	40	72	68	61	60	58	58
30. There are mechanisms in place to support me if I experience stress or pressure	49	47	51	55	49	56	38	46	51	27	60	56	50	48	45	49
31. Reasonable expectations are placed on staff according to their position	52	50	53	63	63	58	47	52	53	29	68	63	54	50	47	50
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	64	68	72	68	68	55	60	68	46	75	71	66	64	63	65

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Work Environment	53	60	53	49	48	63	58	55	53	53	52	52	54	58	36	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	46	38	32	31	52	45	41	38	37	35	35	36	40	19	
29. I am able to achieve a healthy work/life balance most of the time	60	67	60	57	57	68	65	62	61	61	59	58	63	67	45	
30. There are mechanisms in place to support me if I experience stress or pressure	49	56	50	45	45	58	52	52	50	48	50	49	51	54	31	
31. Reasonable expectations are placed on staff according to their position	52	61	52	47	48	64	58	56	52	51	51	50	53	59	34	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	71	66	62	62	75	70	67	64	66	64	65	67	70	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

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	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Inappropriate Behaviour	68	70	65	70	73	76	75	67	72	57	62	62	72
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	69	55	64	70	74	77	69	68	58	54	62	71
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	80	67	72	77	81	78	72	73	67	61	65	76
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	90	82	86	90	92	89	87	89	75	76	75	88
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	54	60	45	56	61	64	68	59	59	33	51	55	63
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	74	60	67	70	75	71	66	68	33	59	62	71
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	88	78	84	87	89	86	84	86	67	74	73	87
35a. Do you currently know how to report occurrences of these types of behaviour?	83	63	89	83	81	85	83	67	85	92	82	72	78
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	38	42	44	45	48	44	36	49	33	41	31	45

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Inappropriate Behaviour	68	76	69	71	65	72	65	68	68	69	64	73	73	75
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	75	63	65	58	64	64	61	59	64	53	67	67	63
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	80	69	76	67	73	69	71	72	72	68	78	76	78
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	90	81	88	80	88	85	85	85	85	82	89	89	90
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	54	64	57	58	50	56	54	51	47	56	43	54	56	51
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	73	62	69	60	69	63	64	63	66	60	69	67	69
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	87	79	85	75	86	81	82	81	82	77	85	87	85
35a. Do you currently know how to report occurrences of these types of behaviour?	83	89	90	79	89	88	70	84	89	81	89	90	92	93
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	49	48	45	42	52	32	43	46	42	43	49	52	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

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

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Inappropriate Behaviour	68	66	71	76	73	71	75	67	70	54	77	73	67	66	67	69
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	60	66	73	71	66	81	63	64	47	73	70	62	60	61	63
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	69	75	82	71	74	82	71	73	54	80	77	70	69	70	72
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	83	88	93	89	86	92	82	87	73	91	90	86	84	84	85
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	54	50	57	67	71	60	71	55	54	40	75	61	52	50	50	52
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	62	68	77	76	72	80	65	67	48	81	72	64	63	63	65
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	80	85	91	91	84	89	79	84	70	90	87	82	80	80	81
35a. Do you currently know how to report occurrences of these types of behaviour?	83	84	85	73	67	77	63	79	85	79	68	75	79	83	86	89
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	42	45	49	46	53	44	42	45	21	55	51	44	41	40	43

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43
Inappropriate Behaviour	68	72	69	66	67	72	71	69	68	68	67	68	70	74	58
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	68	63	59	61	65	64	63	62	62	62	63	65	71	52
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71	77	72	69	69	75	75	72	72	70	70	72	74	77	60
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	90	86	83	83	90	91	88	87	85	83	84	85	88	77
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	54	60	53	50	52	62	55	54	52	51	53	53	56	63	43
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	71	65	62	63	73	70	67	65	64	64	64	68	73	52
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	86	82	79	79	89	87	86	84	81	80	80	82	85	73
35a. Do you currently know how to report occurrences of these types of behaviour?	83	78	84	85	86	71	77	78	82	84	84	87	88	87	82
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	43	49	44	40	40	54	49	45	43	44	41	43	45	48	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	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	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Service Delivery	53	51	53	54	50	56	54	50	62	60	56	44	54
36. My work environment allows me to deliver the best possible services (patient care or support services)	54	44	52	60	57	50	54	50	67	75	63	44	58
37. In my workplace patient safety is at the centre of all decision making	64	58	67	65	53	69	56	58	79	83	71	66	60
38. My team's objectives/work plans are clearly outlined	60	64	60	58	55	64	65	57	67	58	63	45	63
39. Our objectives/work plans help us to deliver a quality service	60	59	59	59	57	62	64	57	69	67	63	47	61
40. At my workplace we are too focused on monitoring rather than delivering services*	27	27	25	29	30	35	30	28	30	17	22	21	29

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Service Delivery	53	58	55	57	50	61	47	53	54	53	53	56	60	66
36. My work environment allows me to deliver the best possible services (patient care or support services)	54	59	61	59	49	67	47	53	51	55	50	51	55	68
37. In my workplace patient safety is at the centre of all decision making	64	72	65	69	68	76	57	64	64	64	64	63	67	79
38. My team's objectives/work plans are clearly outlined	60	65	59	63	55	67	51	61	65	59	62	68	71	75
39. Our objectives/work plans help us to deliver a quality service	60	64	60	63	55	68	53	60	63	59	60	66	68	76
40. At my workplace we are too focused on monitoring rather than delivering services*	27	31	32	32	22	29	26	28	29	27	27	31	37	35

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Service Delivery	53	52	53	59	59	58	50	49	56	35	63	57	54	51	50	53
36. My work environment allows me to deliver the best possible services (patient care or support services)	54	53	54	60	63	64	55	50	57	34	67	59	55	52	51	54
37. In my workplace patient safety is at the centre of all decision making	64	64	65	67	63	70	51	59	67	47	72	68	64	63	61	66
38. My team's objectives/work plans are clearly outlined	60	59	61	67	71	64	57	56	63	40	71	65	61	58	57	61
39. Our objectives/work plans help us to deliver a quality service	60	59	59	65	74	65	60	55	63	38	71	66	61	57	57	60
40. At my workplace we are too focused on monitoring rather than delivering services*	27	27	28	37	26	24	29	25	29	17	33	29	29	27	26	26

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Service Delivery	53	58	54	50	50	62	56	53	52	52	53	53	55	58	39	
36. My work environment allows me to deliver the best possible services (patient care or support services)	54	60	54	51	52	64	56	53	53	54	54	54	57	63	38	
37. In my workplace patient safety is at the centre of all decision making	64	67	64	62	64	73	67	62	62	63	64	65	67	71	51	
38. My team's objectives/work plans are clearly outlined	60	66	61	57	57	72	65	61	60	60	59	60	62	64	45	
39. Our objectives/work plans help us to deliver a quality service	60	66	61	56	57	72	65	61	59	59	59	60	62	64	43	
40. At my workplace we are too focused on monitoring rather than delivering services*	27	32	29	25	24	28	30	30	28	26	28	27	28	29	18	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	31,493	1413	12367	2695	4270	4136	666	1239	252	12	2703	248	1076
Employee Engagement Index	63	65	63	64	62	67	65	57	68	58	60	53	65
Your Workplace	57	59	56	58	56	60	59	50	63	54	55	49	59
41. Overall I am proud to be a part of this workplace	68	72	68	70	67	72	71	63	72	67	65	61	70
42. I would recommend my workplace as a good place to work	58	61	57	57	56	64	59	50	66	50	52	50	60
43. I feel motivated to contribute more than what is normally required at work	61	65	59	64	61	64	67	54	63	67	58	50	65
44. I have a strong sense of belonging to my workplace	61	63	61	61	58	63	61	56	66	50	56	52	61
45. Overall I am satisfied to be working here at the present time	64	66	62	65	62	69	66	57	73	50	62	54	67
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	27	30	29	29	26	29	20	38	42	35	26	32

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	31,493	3107	379	532	2235	499	926	19845	7798	21638	4476	2358	442	115
Employee Engagement Index	63	68	67	68	62	67	52	63	68	61	66	70	76	83
Your Workplace	57	61	61	60	56	62	46	57	62	55	60	64	71	79
41. Overall I am proud to be a part of this workplace	68	73	71	72	65	72	59	69	73	67	71	74	83	89
42. I would recommend my workplace as a good place to work	58	64	59	62	55	64	43	58	63	56	60	66	72	84
43. I feel motivated to contribute more than what is normally required at work	61	66	69	62	62	63	50	60	68	58	64	72	78	82
44. I have a strong sense of belonging to my workplace	61	65	63	70	60	65	52	61	68	58	67	71	76	82
45. Overall I am satisfied to be working here at the present time	64	70	70	70	62	71	52	63	66	63	64	68	72	79
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	31	33	24	30	35	22	29	34	28	32	34	47	58

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	31,493	18750	7753	1661	132	975	203	5710	22098	1714	2118	1534	4323	6425	7819	7091
Employee Engagement Index	63	62	63	70	71	70	66	60	66	36	75	69	64	60	59	64
Your Workplace	57	56	56	62	64	63	59	55	59	31	66	63	58	55	53	58
41. Overall I am proud to be a part of this workplace	68	67	68	76	78	75	74	66	71	40	80	74	69	66	65	69
42. I would recommend my workplace as a good place to work	58	56	57	68	65	67	61	56	60	29	74	66	59	55	53	58
43. I feel motivated to contribute more than what is normally required at work	61	60	59	69	70	67	63	58	63	37	72	67	61	58	56	62
44. I have a strong sense of belonging to my workplace	61	60	62	61	62	61	56	58	64	34	63	62	59	58	59	65
45. Overall I am satisfied to be working here at the present time	64	62	64	74	76	74	71	61	67	35	79	73	65	61	59	64
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	30	27	27	33	33	27	30	30	14	29	35	32	29	27	30

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	31,493	7374	7378	7080	7312	1115	2309	2330	2942	3490	4240	5175	3502	1968	2219	
Employee Engagement Index	63	71	64	59	59	74	66	64	62	62	63	64	66	71	43	
Your Workplace	57	64	58	53	53	66	60	58	56	56	56	57	60	64	37	
41. Overall I am proud to be a part of this workplace	68	75	69	64	64	81	73	70	67	67	67	69	71	76	47	
42. I would recommend my workplace as a good place to work	58	67	59	53	52	73	64	62	58	58	57	57	59	62	34	
43. I feel motivated to contribute more than what is normally required at work	61	70	62	56	55	68	63	60	58	59	61	62	65	70	42	
44. I have a strong sense of belonging to my workplace	61	64	61	58	60	66	62	61	60	60	60	62	65	70	39	
45. Overall I am satisfied to be working here at the present time	64	73	64	59	59	77	68	64	64	63	62	64	67	72	43	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	29	32	32	27	26	32	29	32	30	30	29	30	31	34	16	

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:

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

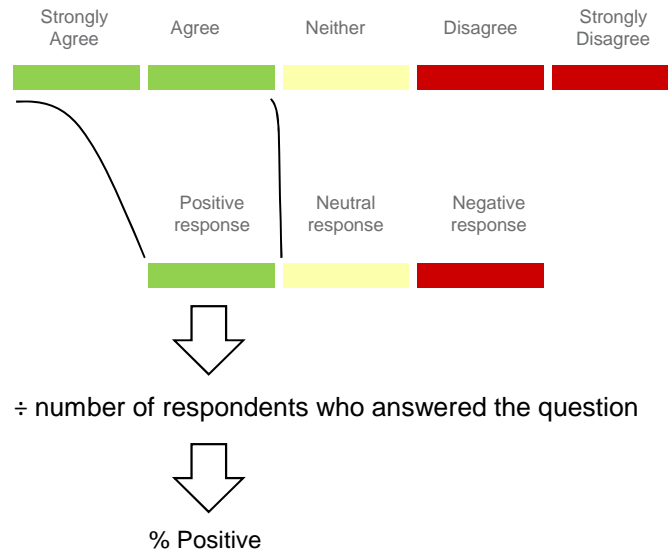
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.