

# 2013 YourSay Workplace Survey

## Facility Report



## Agency for Clinical Innovation

### This Report

This report provides Agency for Clinical Innovation with data from the 2013 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 2 April 2013. 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.

^ Due to the high proportion of contractors in this organisational unit they have been excluded from the estimated response rate calculation.

### 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%.

### Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2013 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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110

ACTUAL RESPONSES

91%^

2% Confidence Interval

ESTIMATED RESPONSE RATE

73%

ENGAGEMENT INDEX

65%

WORKPLACE CULTURE INDEX

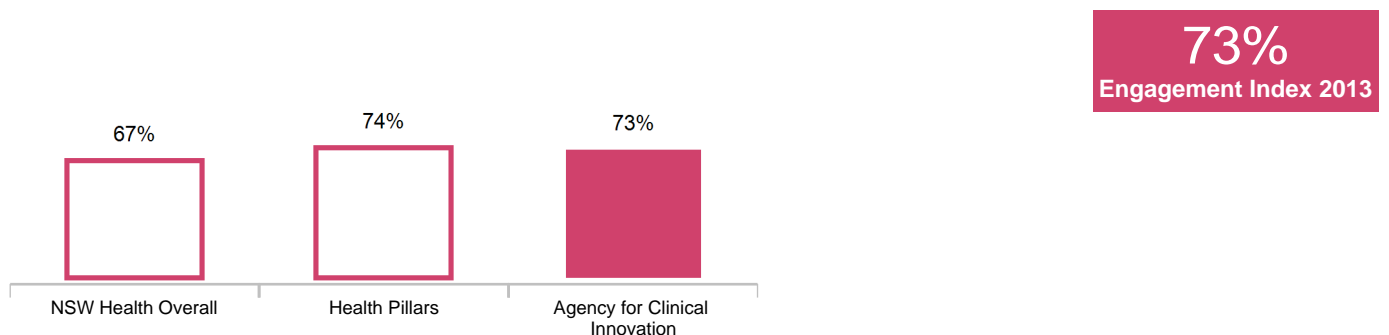
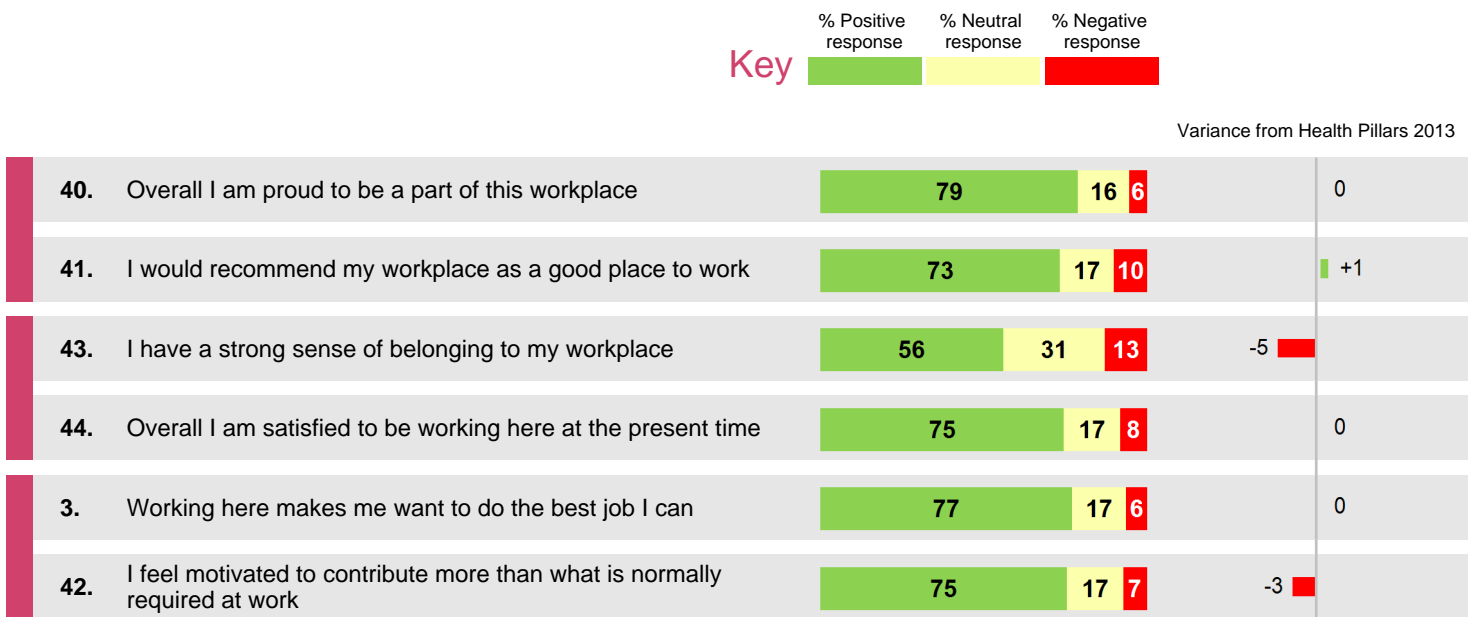
# Employee Engagement Index

The Engagement Index is a measure of respondents 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:

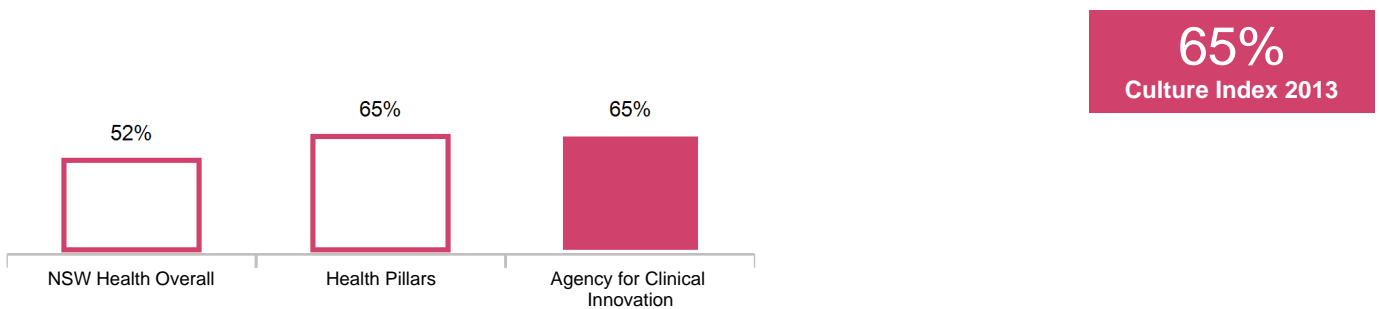


# Employee Workplace Culture Index

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 Health Pillars 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	60	21	19	-6
12. I believe I am valued for what I can offer at my workplace	71	14	15	-3
13. In my workplace, we recognise our successes and innovations	75	12	13	+1
14. Staff are treated respectfully regardless of their job	75	10	15	+1
17. Overall, I have confidence in the decisions made by my line manager	72	19	9	-4
18b. The senior managers at my workplace ... have a clear direction for the future	68	21	11	+4
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	-3
20. Overall, I have confidence in the decisions made by my senior managers	63	25	12	-4
22. I have a say in decisions which affect my work	62	24	15	+1
23. I think it is safe to speak up and challenge the way things are done	68	15	17	+1
24a. Where I work, we share the lessons learnt when mistakes are made	52	30	18	-5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	36	21	+4
37. My team's objectives/work plans are clearly outlined	81	9	10	+8
38. Our objectives/work plans help us to deliver a quality service	71	22	7	0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	36	11	+4



# Drivers of Engagement

The impact analysis below identifies the areas that have the potential to improve and maintain the engagement of your employees. The dashboard below shows the questions with the greatest impact on Employee Engagement for Agency for Clinical Innovation. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Agency for Clinical Innovation as a whole.

The questions derived from the impact analysis 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	Health Pillars % positive score	NSW Health Overall % positive score
	<i>Greatest</i>			
4. The right amount of approvals are required for routine decisions		41	52	48
24a. Where I work, we share the lessons learnt when mistakes are made		52	57	58
18a. The senior managers at my workplace ... are aware of the issues I face in my job		52	59	46
20. Overall, I have confidence in the decisions made by my senior managers		63	67	42
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		62	66	56
12. I believe I am valued for what I can offer at my workplace		71	74	61

## 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).

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### Highlights

#### Sections

	% Positive
Your Line Manager	75
Being valued	74
Your Team	73

#### Questions

	% Positive
8. In my team we generally acknowledge one another's efforts and achievements	87
15d. My line manager ... treats me with respect	85
24b. I am aware of the strategic objectives and direction of the organisation I work for	85
7. The people I work with are willing to help each other even if this means doing something outside their usual job	83
15a. My line manager ... recognises and acknowledges when I have done my job well	81

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### Lowlights

#### Sections

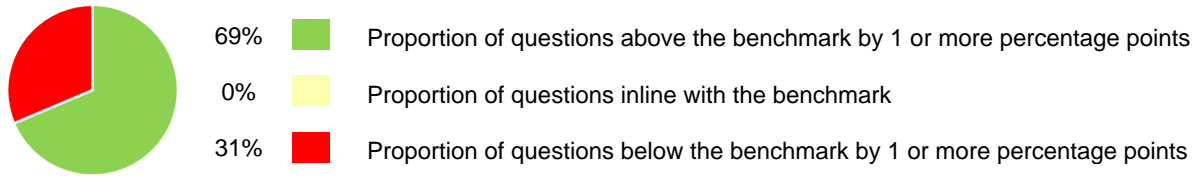
	% Positive
Work Environment	53
Training and Development Opportunities	61
Service Delivery	63

#### Questions

	% Positive
4. The right amount of approvals are required for routine decisions	41
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45
30. There are mechanisms in place to support me if I experience stress or pressure	46
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47

## External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



	% Positive	Variance from benchmark
19. There is a positive relationship between senior management and staff in my workplace	71	+35
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	+29
21. I am kept well informed about what is happening in my workplace	74	+25
18b. The senior managers at my workplace ... have a clear direction for the future	68	+24
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	+24
20. Overall, I have confidence in the decisions made by my senior managers	63	+23
15b. My line manager ... treats all staff in my team fairly	79	+21
22. I have a say in decisions which affect my work	62	+20
15a. My line manager ... recognises and acknowledges when I have done my job well	81	+19
13. In my workplace, we recognise our successes and innovations	75	+16
7. The people I work with are willing to help each other even if this means doing something outside their usual job	83	+15
23. I think it is safe to speak up and challenge the way things are done	68	+15
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	+15
8. In my team we generally acknowledge one another's efforts and achievements	87	+13
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	+13
17. Overall, I have confidence in the decisions made by my line manager	72	+13
14. Staff are treated respectfully regardless of their job	75	+12

## External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 69% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 31% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
<b>15d.</b> My line manager ... treats me with respect	85	+11
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	74	+11
<b>42.</b> I feel motivated to contribute more than what is normally required at work	75	+11
<b>37.</b> My team's objectives/work plans are clearly outlined	81	+10
<b>41.</b> I would recommend my workplace as a good place to work	73	+10
<b>16.</b> I receive regular and constructive feedback on my performance	58	+9
<b>9.</b> People in my team are honest and open	75	+8
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	52	+8
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	70	+7
<b>40.</b> Overall I am proud to be a part of this workplace	79	+6
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	78	+5
<b>12.</b> I believe I am valued for what I can offer at my workplace	71	+5
<b>31.</b> Reasonable expectations are placed on staff according to their position	66	+5
<b>11.</b> Morale is good in my team	60	+4
<b>44.</b> Overall I am satisfied to be working here at the present time	75	+4
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	+4
<b>10.</b> My team resolves conflict quickly when it arises	59	+3

## External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



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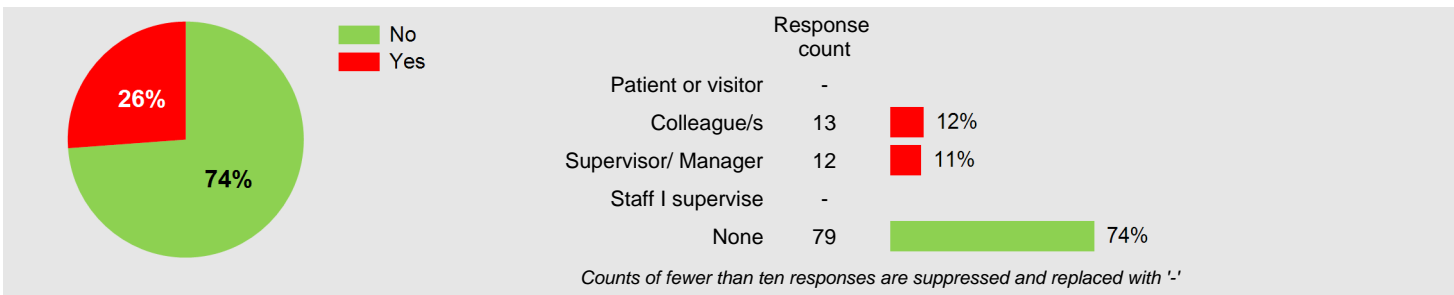
	% Positive	Variance from benchmark
38. Our objectives/work plans help us to deliver a quality service	71	+1
3. Working here makes me want to do the best job I can	77	-1
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	63	-2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	-3
29. I am able to achieve a healthy work/life balance most of the time	64	-4
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	-6
35. My work environment allows me to deliver the best possible services (patient care or support services)	59	-7
1. My job makes good use of my skills and abilities	75	-8
24a. Where I work, we share the lessons learnt when mistakes are made	52	-8
43. I have a strong sense of belonging to my workplace	56	-10
5. I have sufficient control over my work so I can do my job well	61	-11
25. I have received the appropriate training and development to do my job effectively	65	-13
30. There are mechanisms in place to support me if I experience stress or pressure	46	-13
4. The right amount of approvals are required for routine decisions	41	-16
36. In my workplace patient safety is at the centre of all decision making	54	-19
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45	-24
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	-30



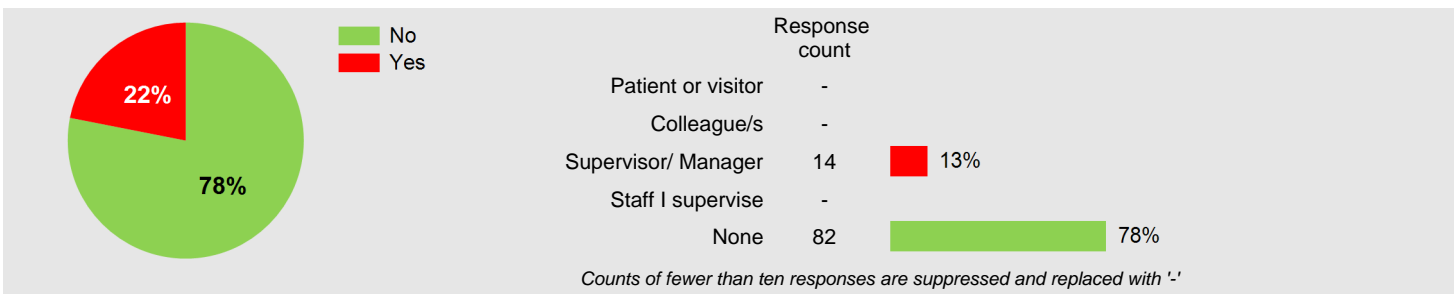
# Unacceptable Behaviour

This section shows the results to questions asked regarding unacceptable behaviour.

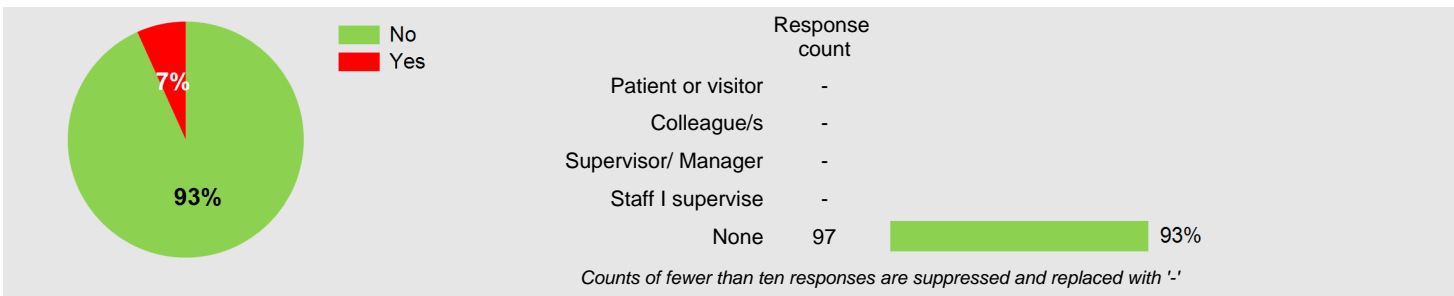
## 33a. In the last 12 months, I have been verbally abused by a ...



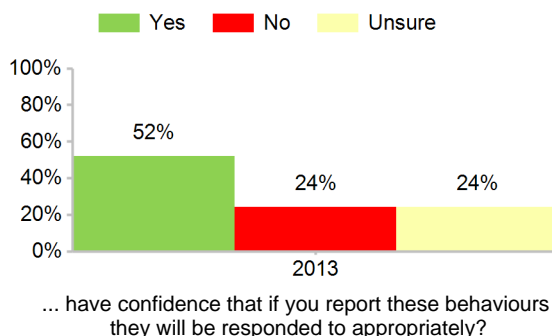
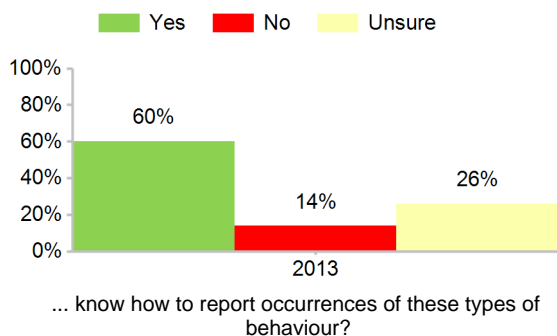
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



## 33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...



## 34. Do you currently ...



# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b>	A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
<b>Your Job</b>					<b>% Positive Score</b>	<b>Health Pillars 2013</b>	<b>NSW Health Overall 2013</b>
	1. My job makes good use of my skills and abilities				<b>75</b>	<b>79</b>	<b>79</b>
	2. I feel I am able to suggest ideas to improve our ways of doing things				<b>78</b>	<b>80</b>	<b>68</b>
	3. Working here makes me want to do the best job I can				<b>77</b>	<b>77</b>	<b>71</b>
<b>K</b>	4. The right amount of approvals are required for routine decisions				<b>41</b>	<b>52</b>	<b>48</b>
	5. I have sufficient control over my work so I can do my job well				<b>61</b>	<b>69</b>	<b>64</b>
	6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave				<b>63</b>	<b>68</b>	<b>60</b>

# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

## Your Team

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
				<b>73</b>	<b>75</b>	<b>60</b>
7.	The people I work with are willing to help each other even if this means doing something outside their usual job		<b>83</b>	<b>83</b>	<b>83</b>	<b>68</b>
8.	In my team we generally acknowledge one another's efforts and achievements		<b>87</b>	<b>87</b>	<b>86</b>	<b>69</b>
9.	People in my team are honest and open		<b>75</b>	<b>75</b>	<b>79</b>	<b>63</b>
10.	My team resolves conflict quickly when it arises		<b>59</b>	<b>59</b>	<b>62</b>	<b>51</b>
11.	Morale is good in my team		<b>60</b>	<b>60</b>	<b>66</b>	<b>51</b>

# All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Health Pillars 2013	NSW Health Overall 2013
	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement						
					At least 1% greater than comparator	At least 1% less than comparator
<b>Being valued</b>				<b>74</b>	<b>74</b>	<b>59</b>
12. I believe I am valued for what I can offer at my workplace	71	14	15	71	74	61
13. In my workplace, we recognise our successes and innovations	75	12	13	75	74	55
14. Staff are treated respectfully regardless of their job	75	10	15	75	74	60

# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response		At least 1% greater than comparator	At least 1% less than comparator
<b>Key</b> A question identified as being a key driver of employee engagement						
<b>Your Line Manager</b>				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
				<b>75</b>	<b>77</b>	<b>62</b>
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	81	15	4	<b>81</b>	<b>84</b>	<b>64</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	79	15	6	<b>79</b>	<b>79</b>	<b>62</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	73	18	9	<b>73</b>	<b>71</b>	<b>60</b>
<b>15d.</b> My line manager ... treats me with respect	85	10	5	<b>85</b>	<b>87</b>	<b>75</b>
<b>16.</b> I receive regular and constructive feedback on my performance	58	26	15	<b>58</b>	<b>66</b>	<b>49</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	72	19	9	<b>72</b>	<b>76</b>	<b>62</b>

# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	Health Pillars 2013	NSW Health Overall 2013
<b>Senior Managers</b>					<b>64</b>	<b>65</b>	<b>42</b>
<b>K</b>	<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	52	26	22	52	59	46
	<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	68	21	11	68	64	40
	<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	67	70	41
	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	71	19	10	71	68	40
<b>K</b>	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	63	25	12	63	67	42

# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
<b>Communication</b>				<b>69</b>	<b>68</b>	<b>53</b>
<b>21.</b> I am kept well informed about what is happening in my workplace	74	16	10	<b>74</b>	<b>62</b>	<b>50</b>
<b>22.</b> I have a say in decisions which affect my work	62	24	15	<b>62</b>	<b>61</b>	<b>46</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	68	15	17	<b>68</b>	<b>67</b>	<b>51</b>
<b>K 24a.</b> Where I work, we share the lessons learnt when mistakes are made	52	30	18	<b>52</b>	<b>57</b>	<b>58</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	85	9	5	<b>85</b>	<b>81</b>	<b>56</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	74	17	8	<b>74</b>	<b>78</b>	<b>59</b>

# All Questions

This section shows the breakdown of responses to each question

	Key A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Health Pillars 2013	NSW Health Overall 2013
		% positive response	% neutral response	% negative response			
<b>Training and Development Opportunities</b>							
25.	I have received the appropriate training and development to do my job effectively	65	23	12	65	65	71
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	38	15	47	59	76
27.	I am encouraged to take opportunities to learn new skills and have new experiences	70	17	13	70	69	59








# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator
						

## Work Environment

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
<b>28.</b>	I have confidence in the processes that my workplace uses to resolve staff conflict		<b>43</b>	<b>43</b>	<b>39</b>	<b>42</b>
<b>29.</b>	I am able to achieve a healthy work/life balance most of the time		<b>64</b>	<b>64</b>	<b>71</b>	<b>65</b>
<b>30.</b>	There are mechanisms in place to support me if I experience stress or pressure		<b>46</b>	<b>46</b>	<b>52</b>	<b>54</b>
<b>31.</b>	Reasonable expectations are placed on staff according to their position		<b>66</b>	<b>66</b>	<b>67</b>	<b>56</b>
<b>32.</b>	My workplace is proactive in minimising potential violence/abuse from patients or visitors		<b>45</b>	<b>45</b>	<b>52</b>	<b>68</b>

# All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator

At least 1% less than comparator

## Unacceptable Behaviour

**33a.** In the last 12 months, I have been verbally abused by a ...

Response count

Patient or visitor	-		
Colleague/s	13	12%	
Supervisor/ Manager	12	11%	
Staff I supervise	-		
None	79		74%

Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

**33b.** In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...

Response count

Patient or visitor	-		
Colleague/s	-		
Supervisor/ Manager	14	13%	
Staff I supervise	-		
None	82		78%

Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

# All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator  
At least 1% less than comparator

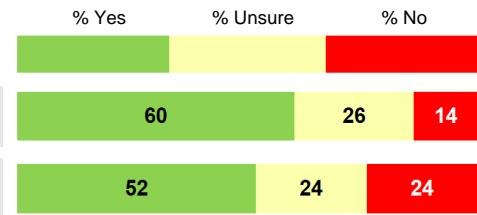
## Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	97

*Please note: Counts of fewer than ten responses are suppressed and replaced with '-'*



34a.	Do you currently ... know how to report occurrences of these types of behaviour?
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?



% Positive Score  
Health Pillars 2013  
NSW Health Overall 2013

60 70 83  
52 58 45

# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

## Service Delivery

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013	
<b>35.</b>	My work environment allows me to deliver the best possible services (patient care or support services)	59	27	15	59	63	59
<b>36.</b>	In my workplace patient safety is at the centre of all decision making	54	39	6	54	59	67
<b>37.</b>	My team's objectives/work plans are clearly outlined	81	9	10	81	73	65
<b>38.</b>	Our objectives/work plans help us to deliver a quality service	71	22	7	71	71	64
<b>39.</b>	At my workplace there is a good balance between delivering services and monitoring service delivery	52	36	12	52	55	52

# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
<b>Your Workplace</b>				<b>68</b>	<b>69</b>	<b>60</b>
40. Overall I am proud to be a part of this workplace	79	16	6	79	79	71
41. I would recommend my workplace as a good place to work	73	17	10	73	72	62
42. I feel motivated to contribute more than what is normally required at work	75	17	7	75	78	65
43. I have a strong sense of belonging to my workplace	56	31	13	56	61	64
44. Overall I am satisfied to be working here at the present time	75	17	8	75	75	67
<b>K</b> 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	23	15	62	66	56
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	36	11	53	49	36

# 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 also made available.

All staff were given the opportunity to complete the survey between 25th March to the 29th April, 2013. Paper surveys were accepted until the 3rd of May, 2013.

ORC International set up and hosted the online survey. 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 2nd April 2013. 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 "Q5. 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:

Q5. Which of the following best describes your current employment status?

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

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

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

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

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

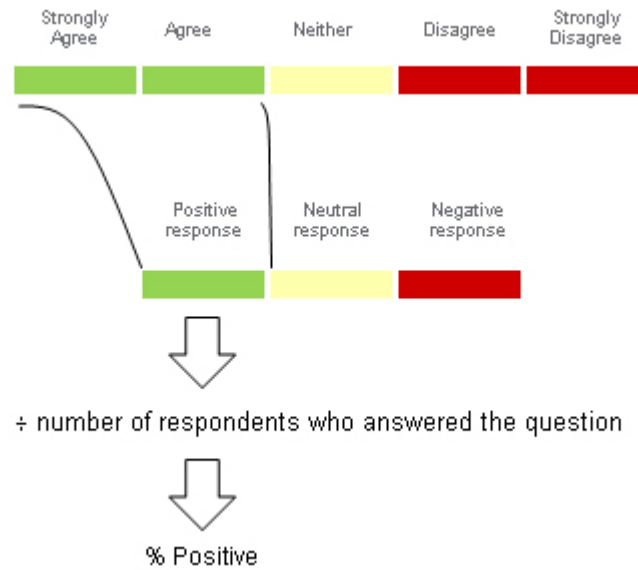
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# Guide to using this report

## % Positive

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



## Index and Section Scores

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

## Rounding

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

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

## 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 a recent surveys of a random sample of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.