

63%

2013: 47%

ENGAGEMENT INDEX

40%

2013: 28%

WORKPLACE CULTURE INDEX

1,808

2013: 954

ACTUAL RESPONSES

38%

2013: 21%
2% Confidence Interval

ESTIMATED RESPONSE RATE

Employee Engagement Index

Say

% Positive *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	76	+17
45.	I would recommend my workplace as a good place to work	59	+20

Stay

47.	I have a strong sense of belonging to my workplace	60	+11
48.	Overall I am satisfied to be working here at the present time	64	+19

Strive

3.	Working here makes me want to do the best job I can	65	+14
46.	I feel motivated to contribute more than what is normally required at work	55	+15

Key Questions to focus on

Questions which have been identified by statistical analysis as the most important for your team

	<i>% Positive</i>	<i>Variance from 2013</i>
24.	I have a say in decisions which affect my work	20 +7
50.	There is a positive culture in my workplace	41 -
36.	My workplace enables strong professional leadership	35 -
12.	I believe I am valued for what I can offer at my workplace	43 +13
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	21 -
19.	There is a positive relationship between senior management and staff in my workplace	26 +12

In this report

HEADLINES

A top line summary of key insights

COMPARISONS

Score summary against selected comparators

ALL QUESTIONS

Detailed results for the entire question set

DEMOGRAPHICS

Score comparisons of demographics

GUIDE

A guide on how to interpret the results

ACTION

Initiatives for maintaining and improving engagement

Highlights and lowlights

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

Highlights

Sections	% Positive
Your Team	59
Your Workplace	55
Your Line Manager	55

Questions	% Positive
44. Overall I am proud to be a part of this workplace	76
15d. My line manager treats me with respect	74
8. In my team we generally acknowledge one another's efforts and achievements	71
1. My job makes good use of my skills and abilities	70
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69

Lowlights

Sections	% Positive
Senior Managers	30
Communication	39
Being Valued	43

Questions	% Positive
24. I have a say in decisions which affect my work	20
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21
19. There is a positive relationship between senior management and staff in my workplace	26
20. Overall, I have confidence in the decisions made by my senior managers	29
22. My organisation is making the necessary decisions to meet our future challenges	29

Most Improved and Least Improved since 2013

This section shows the three most improved sections and five most improved questions since 2013. It also shows the three sections and five questions that have least improved since 2013.

Most improved

Sections	% Positive	Variance from 2013
Being Valued	43	+13
Senior Managers	30	+13
Your Workplace	55	+13

Questions	% Positive	Variance from 2013
45. I would recommend my workplace as a good place to work	59	+20
48. Overall I am satisfied to be working here at the present time	64	+19
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	+18
32. I am able to achieve a healthy work/life balance most of the time	59	+17
18b. The senior managers at my workplace have a clear direction for the future	31	+17

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	48	+3
Your Team	59	+5
Your Line Manager	55	+8

Questions	% Positive	Variance from 2013
29. 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	42	-1
9. People in my team are honest and open	64	0
10. My team resolves conflict quickly when it arises	47	+1
28. I have received the appropriate training and development to do my job effectively	62	+3
8. In my team we generally acknowledge one another's efforts and achievements	71	+3

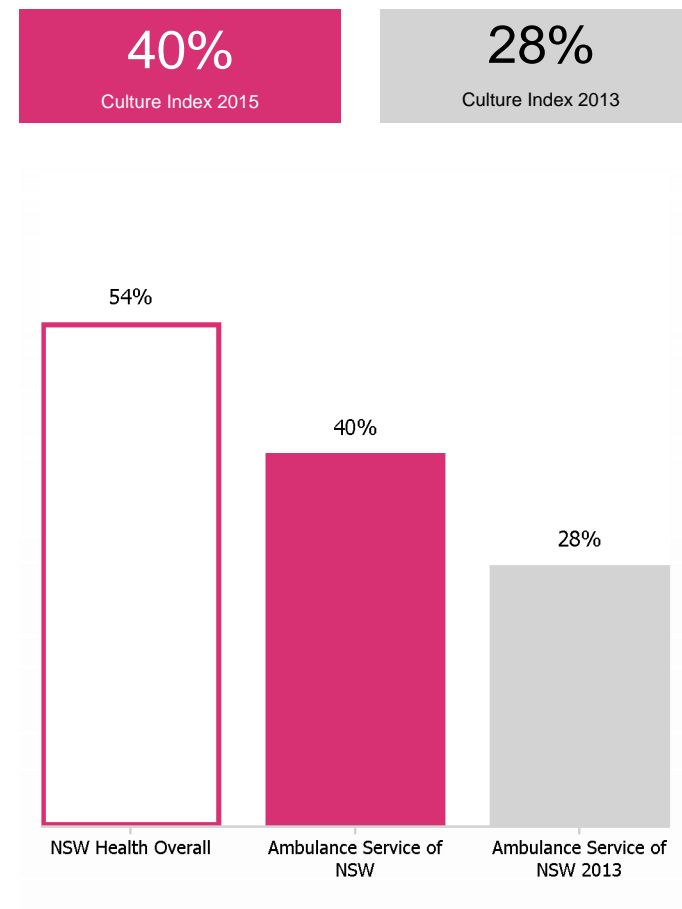
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

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 is an average of the following scores:

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		43	22	35	+15
12. I believe I am valued for what I can offer at my workplace		43	22	36	+13
13. In my workplace, we recognise our successes and innovations		38	26	36	+11
14. Staff are treated respectfully regardless of their job		48	21	31	+16
17. Overall, I have confidence in the decisions made by my line manager		53	21	26	+10
18b. The senior managers at my workplace have a clear direction for the future		31	30	39	+17
18c. The senior managers at my workplace lead by example in creating a positive workplace		30	25	45	+16
20. Overall, I have confidence in the decisions made by my senior managers		29	26	45	+15
24. I have a say in decisions which affect my work		20	24	55	+7
25. I think it is safe to speak up and challenge the way things are done		31	22	47	+10
26. Where I work, we share the lessons learnt when mistakes are made		52	24	25	+8
31. I have confidence in the processes that my workplace uses to resolve staff conflict		35	24	40	+8
41. My team's objectives/ work plans are clearly outlined		56	27	17	+8
42. Our objectives/work plans help us to deliver a quality service		52	29	19	+13
51. Overall, I believe the culture at my workplace has improved in the last 12 months		32	31	37	+14



Trend Comparison

This section shows comparisons between Ambulance Service of NSW and the 2013 survey results for Ambulance Service of NSW



96% ■ Proportion of questions above 2013 scores by 1 or more percentage points

2% ■ Proportion of questions in line with 2013 scores

2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
45. I would recommend my workplace as a good place to work	59	+20
48. Overall I am satisfied to be working here at the present time	64	+19
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	+18
32. I am able to achieve a healthy work/life balance most of the time	59	+17
18b. The senior managers at my workplace have a clear direction for the future	31	+17
44. Overall I am proud to be a part of this workplace	76	+17
14. Staff are treated respectfully regardless of their job	48	+16
18c. The senior managers at my workplace lead by example in creating a positive workplace	30	+16
46. I feel motivated to contribute more than what is normally required at work	55	+15
20. Overall, I have confidence in the decisions made by my senior managers	29	+15
11. Morale is good in my team	43	+15
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	+14

Trend Comparison

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NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
5. I have sufficient control over my work so I can do my job well	59	+14
3. Working here makes me want to do the best job I can	65	+14
4. The right amount of approvals are required for routine decisions	36	+14
23. I am kept well informed about what is happening in my workplace	37	+13
18a. The senior managers at my workplace are aware of the issues I face in my job	42	+13
42. Our objectives/work plans help us to deliver a quality service	52	+13
12. I believe I am valued for what I can offer at my workplace	43	+13
34. Reasonable expectations are placed on staff according to their position	51	+12
19. There is a positive relationship between senior management and staff in my workplace	26	+12
39. My work environment allows me to deliver the best possible services (patient care or support services)	54	+12
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	+12
47. I have a strong sense of belonging to my workplace	60	+11
13. In my workplace, we recognise our successes and innovations	38	+11

Trend Comparison

This section shows comparisons between Ambulance Service of NSW and the 2013 survey results for Ambulance Service of NSW



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2% ■ Proportion of questions in line with 2013 scores

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NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
2. I feel I am able to suggest ideas to improve our ways of doing things	44	+10
25. I think it is safe to speak up and challenge the way things are done	31	+10
15a. My line manager recognises and acknowledges when I have done my job well	56	+10
17. Overall, I have confidence in the decisions made by my line manager	53	+10
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	+10
15b. My line manager treats all staff in my team fairly	59	+9
33. There are mechanisms in place to support me if I experience stress or pressure	60	+9
26. Where I work, we share the lessons learnt when mistakes are made	52	+8
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	53	+8
40. In my workplace patient safety is at the centre of all decision making	57	+8
15d. My line manager treats me with respect	74	+8
41. My team's objectives/ work plans are clearly outlined	56	+8
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	+8

Trend Comparison

This section shows comparisons between Ambulance Service of NSW and the 2013 survey results for Ambulance Service of NSW



- 96% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 2% ■ Proportion of questions in line with 2013 scores
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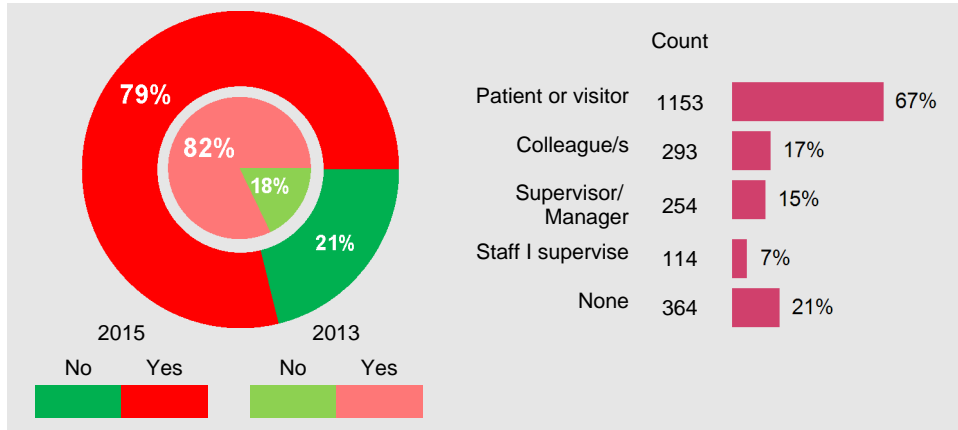
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	+8
31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	+8
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	+7
24. I have a say in decisions which affect my work	20	+7
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	+6
1. My job makes good use of my skills and abilities	70	+6
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	+5
16. I receive regular and constructive feedback on my performance	33	+5
8. In my team we generally acknowledge one another's efforts and achievements	71	+3
28. I have received the appropriate training and development to do my job effectively	62	+3
10. My team resolves conflict quickly when it arises	47	+1
9. People in my team are honest and open	64	0
29. 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	42	-1

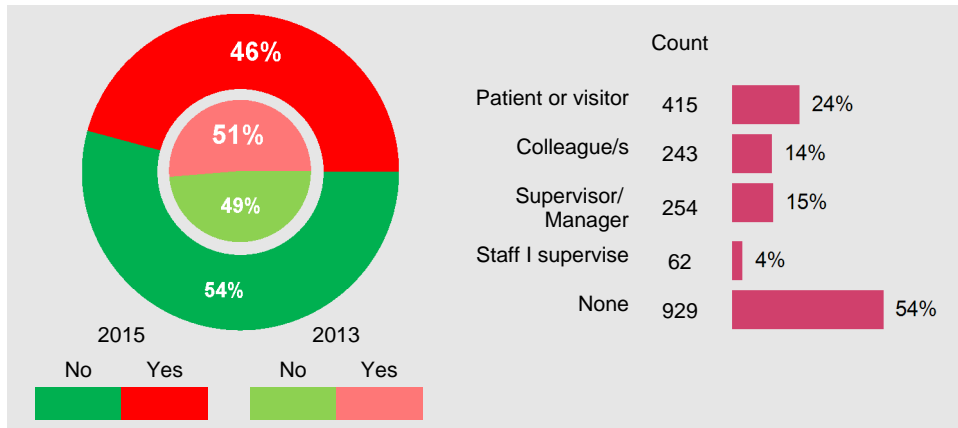
Unacceptable Behaviour

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

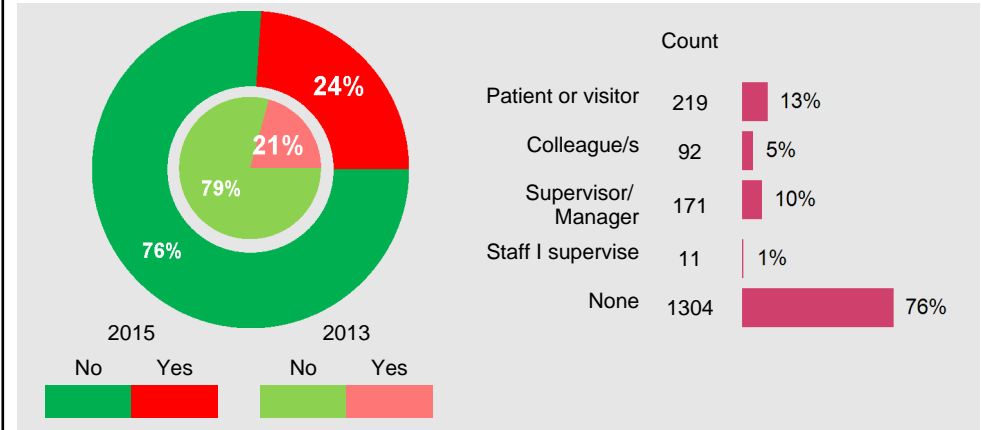
37a. In the last 12 months, I have been verbally abused by a ...



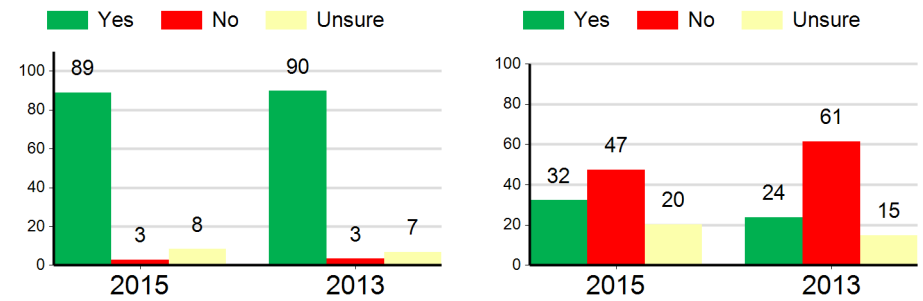
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



37c. 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 ...



38. Do you currently ...



a) know how to report occurrences of these types of behaviour?

b) have confidence that if you report these behaviours they will be responded to appropriately?

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
1. My job makes good use of my skills and abilities	70	11	18	70	64	81
2. I feel I am able to suggest ideas to improve our ways of doing things	44	20	37	44	33	69
3. Working here makes me want to do the best job I can	65	20	15	65	51	72
4. The right amount of approvals are required for routine decisions	36	27	37	36	22	52
5. I have sufficient control over my work so I can do my job well	59	18	23	59	45	65
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	53	22	25	53	45	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Team		% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	16	15	69	63	69
8.	In my team we generally acknowledge one another's efforts and achievements	71	14	15	71	67	70
9.	People in my team are honest and open	64	20	15	64	64	64
10.	My team resolves conflict quickly when it arises	47	27	25	47	46	53
11.	Morale is good in my team	43	22	35	43	29	53

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

		% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
Being Valued							
K	12. I believe I am valued for what I can offer at my workplace	43	22	36	43	30	63
	13. In my workplace, we recognise our successes and innovations	38	26	36	38	28	57
	14. Staff are treated respectfully regardless of their job	48	21	31	48	32	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	56	20	24	56	46	65
15b. My line manager treats all staff in my team fairly	59	18	23	59	50	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	20	25	55	47	61
15d. My line manager treats me with respect	74	14	12	74	65	76
16. I receive regular and constructive feedback on my performance	33	26	41	33	28	52
17. Overall, I have confidence in the decisions made by my line manager	53	21	26	53	44	63

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

		% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
Senior Managers							
18a.	The senior managers at my workplace are aware of the issues I face in my job	42	18	40	42	28	46
18b.	The senior managers at my workplace have a clear direction for the future	31	30	39	31	13	45
18c.	The senior managers at my workplace lead by example in creating a positive workplace	30	25	45	30	14	45
K	19. There is a positive relationship between senior management and staff in my workplace	26	23	51	26	14	42
	20. Overall, I have confidence in the decisions made by my senior managers	29	26	45	29	14	46
K	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	25	54	21	-	39
	22. My organisation is making the necessary decisions to meet our future challenges	29	33	38	29	-	43

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Communication

		% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall	
	23.	I am kept well informed about what is happening in my workplace	37	25	38	37	23	50
K	24.	I have a say in decisions which affect my work	20	24	55	20	14	46
	25.	I think it is safe to speak up and challenge the way things are done	31	22	47	31	20	51
	26.	Where I work, we share the lessons learnt when mistakes are made	52	24	25	52	43	59
	27a.	I am aware of the strategic objectives and direction of the organisation I work for	50	25	25	50	38	58
	27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	47	29	24	47	38	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Training and Development Opportunities

	% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
28. I have received the appropriate training and development to do my job effectively	62	18	20	62	59	73
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	42	22	35	42	43	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	24	35	41	34	60

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Work Environment

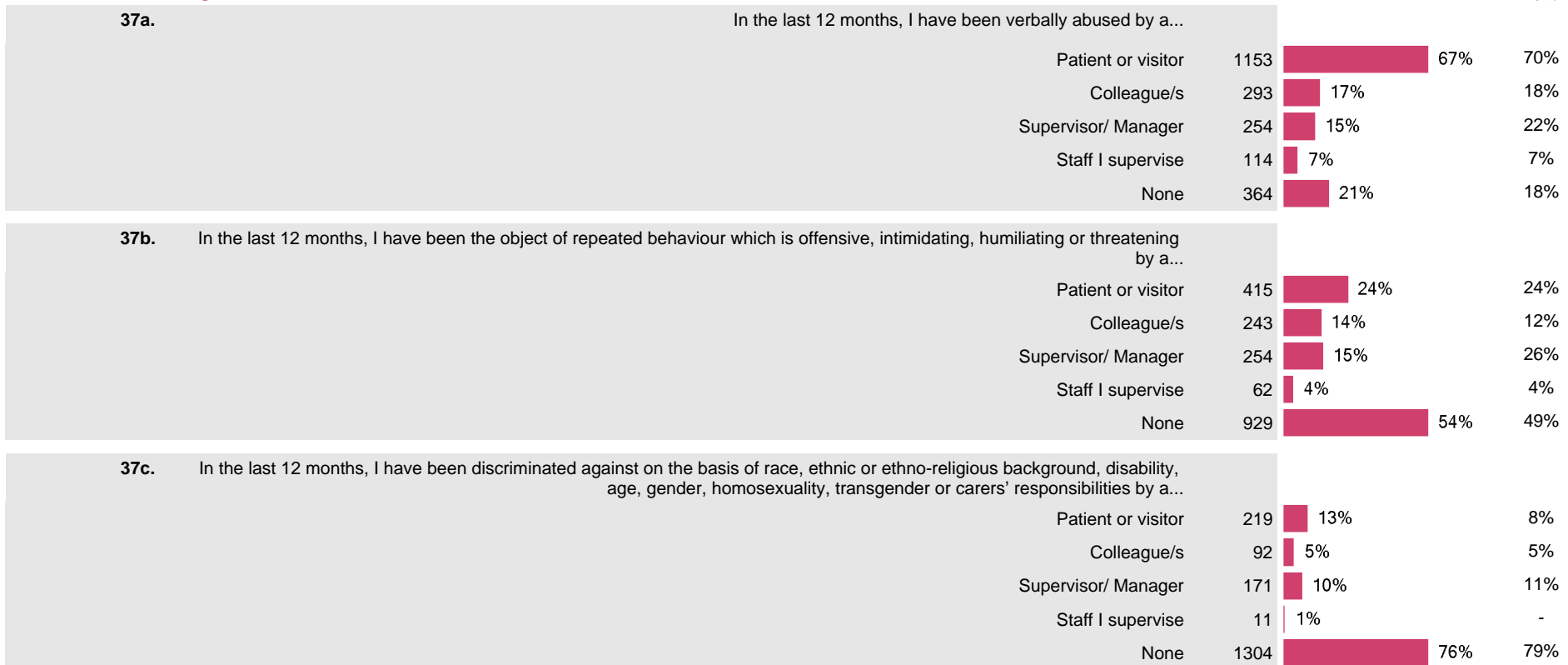
		% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	35	24	40	35	28	44
32.	I am able to achieve a healthy work/life balance most of the time	59	16	25	59	42	65
33.	There are mechanisms in place to support me if I experience stress or pressure	60	18	21	60	52	56
34.	Reasonable expectations are placed on staff according to their position	51	22	27	51	38	57
35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	22	19	59	41	69
K 36.	My workplace enables strong professional leadership	35	31	34	35	-	52

All Questions

This section shows the breakdown of the responses to each question.

Unacceptable Behaviour

Ambulance Service of NSW
2013



All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Unacceptable Behaviour

	% Yes	% Unsure	% No	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	89	8		89	90	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	32	20	47	32	24	47

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

					% Positive	Ambulance Service of NSW 2013	NSW Health Overall
		% Positive response	% Neutral response	% Negative response			
Service Delivery							
39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	22	24	54	42	62
40.	In my workplace patient safety is at the centre of all decision making	57	21	22	57	48	69
41.	My team's objectives/ work plans are clearly outlined	56	27	17	56	48	66
42.	Our objectives/work plans help us to deliver a quality service	52	29	19	52	39	66
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	35	31	34	26	54

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Workplace

	% Positive response	% Neutral response	% Negative response	% Positive	Ambulance Service of NSW 2013	NSW Health Overall
44. Overall I am proud to be a part of this workplace	76	14	10	76	59	73
45. I would recommend my workplace as a good place to work	59	20	21	59	39	64
46. I feel motivated to contribute more than what is normally required at work	55	20	24	55	40	67
47. I have a strong sense of belonging to my workplace	60	21	19	60	48	65
48. Overall I am satisfied to be working here at the present time	64	17	19	64	45	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	27	20	53	47	59
K 50. There is a positive culture in my workplace	41	24	36	41	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	31	37	32	18	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
	Respondents	1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
	Employee Engagement Index	63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Your Job

1.	My job makes good use of my skills and abilities	70	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	70	84	59	(r)	73
2.	I feel I am able to suggest ideas to improve our ways of doing things	44	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	40	77	27	(r)	57
3.	Working here makes me want to do the best job I can	65	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	64	71	64	(r)	80
4.	The right amount of approvals are required for routine decisions	36	(r)	(r)	(r)	39	(r)	(r)	(r)	(r)	36	39	32	(r)	44
5.	I have sufficient control over my work so I can do my job well	59	(r)	(r)	(r)	66	(r)	(r)	(r)	(r)	58	68	41	(r)	74
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	53	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	53	71	41	(r)	48

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	68	94	64	(r)	68
8.	In my team we generally acknowledge one another's efforts and achievements	71	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	71	87	68	(r)	57
9.	People in my team are honest and open	64	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	64	77	64	(r)	52
10.	My team resolves conflict quickly when it arises	47	(r)	(r)	(r)	66	(r)	(r)	(r)	(r)	45	71	27	(r)	49
11.	Morale is good in my team	43	(r)	(r)	(r)	51	(r)	(r)	(r)	(r)	43	71	23	(r)	46

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	41	61	41	(r)	53
13. In my workplace, we recognise our successes and innovations	38	(r)	(r)	(r)	51	(r)	(r)	(r)	(r)	37	71	27	(r)	36
14. Staff are treated respectfully regardless of their job	48	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	46	65	45	(r)	55

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index	63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	54	81	50	(r)	60
15b. treats all staff in my team fairly	59	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	58	71	45	(r)	60
15c. ensures that when issues are raised in the team, they are addressed	55	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	53	70	36	(r)	59
15d. treats me with respect	74	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	73	84	73	(r)	62
16. I receive regular and constructive feedback on my performance	33	(r)	(r)	(r)	55	(r)	(r)	(r)	(r)	30	61	23	(r)	44
17. Overall, I have confidence in the decisions made by my line manager	53	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	51	71	36	(r)	60

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index	63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Senior Managers

18a. are aware of the issues I face in my job	42	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	42	39	52	(r)	40
18b. have a clear direction for the future	31	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	29	65	19	(r)	32
18c. lead by example in creating a positive workplace	30	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	28	55	38	(r)	43
19. There is a positive relationship between senior management and staff in my workplace	26	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	24	65	19	(r)	40
20. Overall, I have confidence in the decisions made by my senior managers	29	(r)	(r)	(r)	45	(r)	(r)	(r)	(r)	27	55	33	(r)	42
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	(r)	(r)	(r)	34	(r)	(r)	(r)	(r)	19	52	38	(r)	40
22. My organisation is making the necessary decisions to meet our future challenges	29	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	27	55	14	(r)	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Communication

23. I am kept well informed about what is happening in my workplace	37	(r)	(r)	(r)	40	(r)	(r)	(r)	(r)	36	48	10	(r)	47
24. I have a say in decisions which affect my work	20	(r)	(r)	(r)	39	(r)	(r)	(r)	(r)	17	68	5	(r)	41
25. I think it is safe to speak up and challenge the way things are done	31	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	28	61	33	(r)	33
26. Where I work, we share the lessons learnt when mistakes are made	52	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	51	55	43	(r)	55
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	(r)	(r)	(r)	66	(r)	(r)	(r)	(r)	49	73	24	(r)	59
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	(r)	(r)	(r)	62	(r)	(r)	(r)	(r)	46	61	38	(r)	55

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	(r)	(r)	(r)	51	(r)	(r)	(r)	(r)	62	84	86	(r)	53
29. 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	42	(r)	(r)	(r)	47	(r)	(r)	(r)	(r)	42	52	33	(r)	38
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	39	81	38	(r)	53

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	34	55	33	(r)	33
32. I am able to achieve a healthy work/life balance most of the time	59	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	58	87	67	(r)	62
33. There are mechanisms in place to support me if I experience stress or pressure	60	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	60	87	71	(r)	51
34. Reasonable expectations are placed on staff according to their position	51	(r)	(r)	(r)	57	(r)	(r)	(r)	(r)	50	77	48	(r)	43
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	58	77	71	(r)	62
36. My workplace enables strong professional leadership	35	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	34	61	24	(r)	40

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1808	1	7	6	131	3	3	7	0	1527	31	22	6	48	
Employee Engagement Index	63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	91	77	90	(r)	77
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	(r)	(r)	(r)	45	(r)	(r)	(r)	(r)	30	58	29	(r)	47

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	(r)	(r)	(r)	53	(r)	(r)	(r)	(r)	54	61	33	(r)	61
40.	In my workplace patient safety is at the centre of all decision making	57	(r)	(r)	(r)	57	(r)	(r)	(r)	(r)	56	68	57	(r)	55
41.	My team's objectives/ work plans are clearly outlined	56	(r)	(r)	(r)	51	(r)	(r)	(r)	(r)	56	61	48	(r)	60
42.	Our objectives/work plans help us to deliver a quality service	52	(r)	(r)	(r)	55	(r)	(r)	(r)	(r)	52	58	24	(r)	69
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	32	65	19	(r)	47

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Ambulance Service of NSW	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1808	1	7	6	131	3	3	7	0	1527	31	22	6	48
Employee Engagement Index		63	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	63	74	57	(r)	68

Your Workplace

44. Overall I am proud to be a part of this workplace	76	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	76	81	76	(r)	76
45. I would recommend my workplace as a good place to work	59	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	60	74	52	(r)	53
46. I feel motivated to contribute more than what is normally required at work	55	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	54	77	52	(r)	70
47. I have a strong sense of belonging to my workplace	60	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	59	71	52	(r)	61
48. Overall I am satisfied to be working here at the present time	64	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	64	71	48	(r)	67
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	(r)	(r)	(r)	55	(r)	(r)	(r)	(r)	53	68	48	(r)	42
50. There is a positive culture in my workplace	41	(r)	(r)	(r)	47	(r)	(r)	(r)	(r)	40	68	29	(r)	43
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	(r)	(r)	(r)	37	(r)	(r)	(r)	(r)	32	39	14	(r)	37

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Your Job

1. My job makes good use of my skills and abilities	70	75	69
2. I feel I am able to suggest ideas to improve our ways of doing things	44	56	40
3. Working here makes me want to do the best job I can	65	66	64
4. The right amount of approvals are required for routine decisions	36	34	37
5. I have sufficient control over my work so I can do my job well	59	48	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	53	64	49

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	67	69
8. In my team we generally acknowledge one another's efforts and achievements	71	77	68
9. People in my team are honest and open	64	65	64
10. My team resolves conflict quickly when it arises	47	51	46
11. Morale is good in my team	43	51	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	49	41
13. In my workplace, we recognise our successes and innovations	38	44	37
14. Staff are treated respectfully regardless of their job	48	61	43

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	62	54
15b. treats all staff in my team fairly	59	63	58
15c. ensures that when issues are raised in the team, they are addressed	55	56	55
15d. treats me with respect	74	75	73
16. I receive regular and constructive feedback on my performance	33	39	31
17. Overall, I have confidence in the decisions made by my line manager	53	56	52

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Senior Managers

18a. are aware of the issues I face in my job	42	42	41
18b. have a clear direction for the future	31	37	29
18c. lead by example in creating a positive workplace	30	32	29
19. There is a positive relationship between senior management and staff in my workplace	26	28	25
20. Overall, I have confidence in the decisions made by my senior managers	29	33	28
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	25	20
22. My organisation is making the necessary decisions to meet our future challenges	29	34	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Communication

23. I am kept well informed about what is happening in my workplace	37	37	37
24. I have a say in decisions which affect my work	20	28	18
25. I think it is safe to speak up and challenge the way things are done	31	37	28
26. Where I work, we share the lessons learnt when mistakes are made	52	56	50
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	64	45
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	55	44

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	57	63
29. 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	42	43	42
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	47	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	43	32
32. I am able to achieve a healthy work/life balance most of the time	59	60	59
33. There are mechanisms in place to support me if I experience stress or pressure	60	66	58
34. Reasonable expectations are placed on staff according to their position	51	53	50
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	65	57
36. My workplace enables strong professional leadership	35	41	33

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	94	87
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	38	30

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	54	55	54
40. In my workplace patient safety is at the centre of all decision making	57	61	55
41. My team's objectives/ work plans are clearly outlined	56	61	54
42. Our objectives/work plans help us to deliver a quality service	52	55	51
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	39	32

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Ambulance Service of NSW

	Respondents	Yes	No
Employee Engagement Index	1808	469	1336
	63	68	61

Your Workplace

44. Overall I am proud to be a part of this workplace	76	82	74
45. I would recommend my workplace as a good place to work	59	65	57
46. I feel motivated to contribute more than what is normally required at work	55	62	53
47. I have a strong sense of belonging to my workplace	60	67	57
48. Overall I am satisfied to be working here at the present time	64	68	63
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	58	52
50. There is a positive culture in my workplace	41	42	40
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	39	30

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Your Job

1. My job makes good use of my skills and abilities	70	73	74	87	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	44	51	64	73	(r)
3. Working here makes me want to do the best job I can	65	66	64	73	(r)
4. The right amount of approvals are required for routine decisions	36	31	37	34	(r)
5. I have sufficient control over my work so I can do my job well	59	49	45	57	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	53	63	65	73	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	64	70	90	(r)
8. In my team we generally acknowledge one another's efforts and achievements	71	74	83	93	(r)
9. People in my team are honest and open	64	63	65	87	(r)
10. My team resolves conflict quickly when it arises	47	48	54	80	(r)
11. Morale is good in my team	43	49	51	70	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	46	50	63	(r)
13. In my workplace, we recognise our successes and innovations	38	41	43	67	(r)
14. Staff are treated respectfully regardless of their job	48	60	62	70	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	63	52	83	(r)
15b. treats all staff in my team fairly	59	63	61	70	(r)
15c. ensures that when issues are raised in the team, they are addressed	55	54	55	70	(r)
15d. treats me with respect	74	76	71	87	(r)
16. I receive regular and constructive feedback on my performance	33	37	39	57	(r)
17. Overall, I have confidence in the decisions made by my line manager	53	54	56	70	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Senior Managers

18a. are aware of the issues I face in my job	42	40	38	57	(r)
18b. have a clear direction for the future	31	34	40	53	(r)
18c. lead by example in creating a positive workplace	30	29	31	60	(r)
19. There is a positive relationship between senior management and staff in my workplace	26	24	33	53	(r)
20. Overall, I have confidence in the decisions made by my senior managers	29	29	37	57	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	20	33	53	(r)
22. My organisation is making the necessary decisions to meet our future challenges	29	29	40	50	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Communication

23. I am kept well informed about what is happening in my workplace	37	34	42	53	(r)
24. I have a say in decisions which affect my work	20	20	43	55	(r)
25. I think it is safe to speak up and challenge the way things are done	31	34	42	57	(r)
26. Where I work, we share the lessons learnt when mistakes are made	52	55	53	77	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	58	77	86	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	52	61	70	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	58	44	87	(r)
29. 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	42	41	43	57	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	44	48	73	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	41	42	67	(r)
32. I am able to achieve a healthy work/life balance most of the time	59	60	57	70	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	60	66	64	83	(r)
34. Reasonable expectations are placed on staff according to their position	51	52	49	67	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	64	68	80	(r)
36. My workplace enables strong professional leadership	35	39	37	67	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	95	94	90	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	34	38	67	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	54	55	51	63	(r)
40. In my workplace patient safety is at the centre of all decision making	57	61	59	67	(r)
41. My team's objectives/ work plans are clearly outlined	56	60	57	77	(r)
42. Our objectives/work plans help us to deliver a quality service	52	53	55	67	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	37	36	63	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Ambulance Service of NSW	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1808	326	98	30	7
Employee Engagement Index	63	68	67	76	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	76	82	78	93	(r)
45. I would recommend my workplace as a good place to work	59	65	62	73	(r)
46. I feel motivated to contribute more than what is normally required at work	55	62	61	63	(r)
47. I have a strong sense of belonging to my workplace	60	66	67	73	(r)
48. Overall I am satisfied to be working here at the present time	64	67	67	80	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	56	58	77	(r)
50. There is a positive culture in my workplace	41	40	40	63	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	39	33	57	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Your Job

1. My job makes good use of my skills and abilities	70	70	73	78	75	73	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	44	44	35	65	53	33	(r)
3. Working here makes me want to do the best job I can	65	64	66	70	89	67	(r)
4. The right amount of approvals are required for routine decisions	36	36	32	57	55	27	(r)
5. I have sufficient control over my work so I can do my job well	59	58	63	74	68	60	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	53	54	45	52	61	53	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	69	63	77	53	60	(r)
8. In my team we generally acknowledge one another's efforts and achievements	71	72	65	70	67	53	(r)
9. People in my team are honest and open	64	65	55	61	65	60	(r)
10. My team resolves conflict quickly when it arises	47	48	39	61	74	27	(r)
11. Morale is good in my team	43	43	40	61	61	33	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	43	30	70	79	47	(r)
13. In my workplace, we recognise our successes and innovations	38	39	22	65	68	27	(r)
14. Staff are treated respectfully regardless of their job	48	48	38	74	84	33	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	56	49	83	74	40	(r)
15b. treats all staff in my team fairly	59	60	43	83	79	40	(r)
15c. ensures that when issues are raised in the team, they are addressed	55	55	46	74	75	27	(r)
15d. treats me with respect	74	74	66	83	89	80	(r)
16. I receive regular and constructive feedback on my performance	33	33	20	61	58	13	(r)
17. Overall, I have confidence in the decisions made by my line manager	53	54	40	74	84	33	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Senior Managers

18a. are aware of the issues I face in my job	42	41	39	57	53	53	(r)
18b. have a clear direction for the future	31	30	33	52	47	47	(r)
18c. lead by example in creating a positive workplace	30	29	26	61	61	27	(r)
19. There is a positive relationship between senior management and staff in my workplace	26	26	20	64	61	13	(r)
20. Overall, I have confidence in the decisions made by my senior managers	29	29	24	57	67	27	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	20	16	52	67	20	(r)
22. My organisation is making the necessary decisions to meet our future challenges	29	28	30	61	72	27	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Communication

23. I am kept well informed about what is happening in my workplace	37	36	34	65	74	53	(r)
24. I have a say in decisions which affect my work	20	20	15	57	44	7	(r)
25. I think it is safe to speak up and challenge the way things are done	31	30	26	50	63	33	(r)
26. Where I work, we share the lessons learnt when mistakes are made	52	52	40	70	67	40	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	50	42	65	72	53	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	47	47	57	78	40	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	61	64	57	74	73	(r)
29. 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	42	42	45	48	47	47	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	41	31	65	74	40	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	35	34	61	42	40	(r)
32. I am able to achieve a healthy work/life balance most of the time	59	58	71	74	68	87	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	60	60	57	83	53	60	(r)
34. Reasonable expectations are placed on staff according to their position	51	50	54	83	61	60	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	60	58	65	68	53	(r)
36. My workplace enables strong professional leadership	35	35	29	65	53	13	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	89	88	74	68	100	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	31	34	65	65	27	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	54	52	61	58	67	(r)
40.	In my workplace patient safety is at the centre of all decision making	57	57	56	52	53	73	(r)
41.	My team's objectives/ work plans are clearly outlined	56	56	47	52	63	60	(r)
42.	Our objectives/work plans help us to deliver a quality service	52	52	54	57	63	53	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	33	34	52	53	33	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Ambulance Service of NSW	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1808	1642	96	23	20	15	9
Employee Engagement Index	63	63	61	71	81	59	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	76	76	75	78	84	73	(r)
45. I would recommend my workplace as a good place to work	59	59	56	70	79	53	(r)
46. I feel motivated to contribute more than what is normally required at work	55	55	49	74	83	53	(r)
47. I have a strong sense of belonging to my workplace	60	60	56	65	72	33	(r)
48. Overall I am satisfied to be working here at the present time	64	64	63	70	79	73	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	53	47	65	72	53	(r)
50. There is a positive culture in my workplace	41	40	31	65	75	33	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	32	30	48	50	47	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Your Job

1. My job makes good use of my skills and abilities	70	80	87	72	75	66
2. I feel I am able to suggest ideas to improve our ways of doing things	44	57	50	42	43	43
3. Working here makes me want to do the best job I can	65	85	81	74	67	58
4. The right amount of approvals are required for routine decisions	36	54	50	45	33	32
5. I have sufficient control over my work so I can do my job well	59	69	65	67	68	52
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	53	57	59	54	56	51

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	79	74	73	70	66
8. In my team we generally acknowledge one another's efforts and achievements	71	74	75	72	71	70
9. People in my team are honest and open	64	75	73	67	62	62
10. My team resolves conflict quickly when it arises	47	56	58	53	47	44
11. Morale is good in my team	43	60	65	47	46	38

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	63	74	50	42	36
13. In my workplace, we recognise our successes and innovations	38	62	65	44	38	33
14. Staff are treated respectfully regardless of their job	48	65	69	52	51	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	71	70	59	57	52
15b. treats all staff in my team fairly	59	72	77	61	59	56
15c. ensures that when issues are raised in the team, they are addressed	55	70	74	63	55	50
15d. treats me with respect	74	87	84	79	74	70
16. I receive regular and constructive feedback on my performance	33	56	48	33	31	30
17. Overall, I have confidence in the decisions made by my line manager	53	71	75	64	53	47

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Senior Managers

18a. are aware of the issues I face in my job	42	57	56	55	45	34
18b. have a clear direction for the future	31	54	49	36	31	25
18c. lead by example in creating a positive workplace	30	57	59	42	30	22
19. There is a positive relationship between senior management and staff in my workplace	26	57	43	34	26	20
20. Overall, I have confidence in the decisions made by my senior managers	29	63	54	42	29	21
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	54	42	29	20	15
22. My organisation is making the necessary decisions to meet our future challenges	29	55	54	35	29	23

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Communication

23. I am kept well informed about what is happening in my workplace	37	65	49	41	39	31
24. I have a say in decisions which affect my work	20	34	26	27	20	17
25. I think it is safe to speak up and challenge the way things are done	31	46	40	33	29	29
26. Where I work, we share the lessons learnt when mistakes are made	52	67	76	58	53	46
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	69	64	50	48	48
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	67	64	48	50	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	69	77	69	67	55
29. 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	42	47	48	47	47	38
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	61	65	50	39	36

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	53	41	41	37	31
32. I am able to achieve a healthy work/life balance most of the time	59	76	69	65	64	53
33. There are mechanisms in place to support me if I experience stress or pressure	60	76	67	68	65	54
34. Reasonable expectations are placed on staff according to their position	51	72	68	57	57	43
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	71	71	67	62	54
36. My workplace enables strong professional leadership	35	59	52	47	37	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	74	73	88	91	91
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	56	47	35	31	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	54	73	59	60	60	48
40. In my workplace patient safety is at the centre of all decision making	57	70	61	63	56	53
41. My team's objectives/ work plans are clearly outlined	56	61	67	62	61	51
42. Our objectives/work plans help us to deliver a quality service	52	67	61	60	56	46
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	56	47	41	36	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Ambulance Service of NSW	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	10 years or more
Respondents	1808	104	84	232	413	972
Employee Engagement Index	63	78	79	69	65	58

Your Workplace

44. Overall I am proud to be a part of this workplace	76	89	91	80	78	71
45. I would recommend my workplace as a good place to work	59	76	79	66	62	53
46. I feel motivated to contribute more than what is normally required at work	55	77	72	66	58	49
47. I have a strong sense of belonging to my workplace	60	63	72	61	60	57
48. Overall I am satisfied to be working here at the present time	64	76	81	69	66	59
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	71	68	62	48	51
50. There is a positive culture in my workplace	41	63	59	50	41	34
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	25	50	38	34	30

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Your Job

1. My job makes good use of my skills and abilities	70	68	75	50
2. I feel I am able to suggest ideas to improve our ways of doing things	44	41	49	23
3. Working here makes me want to do the best job I can	65	62	67	63
4. The right amount of approvals are required for routine decisions	36	34	39	25
5. I have sufficient control over my work so I can do my job well	59	56	65	40
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	53	52	56	31

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents	1808	1048	649	40
Employee Engagement Index	63	60	67	48

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	69	69	61
8. In my team we generally acknowledge one another's efforts and achievements	71	71	70	55
9. People in my team are honest and open	64	66	61	53
10. My team resolves conflict quickly when it arises	47	48	45	34
11. Morale is good in my team	43	41	47	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents	1808	1048	649	40
Employee Engagement Index	63	60	67	48

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	41	47	18
13. In my workplace, we recognise our successes and innovations	38	36	41	26
14. Staff are treated respectfully regardless of their job	48	46	52	32

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	54	60	45
15b. treats all staff in my team fairly	59	58	62	47
15c. ensures that when issues are raised in the team, they are addressed	55	53	58	47
15d. treats me with respect	74	71	77	63
16. I receive regular and constructive feedback on my performance	33	32	35	32
17. Overall, I have confidence in the decisions made by my line manager	53	50	58	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Senior Managers

18a. are aware of the issues I face in my job	42	39	45	19
18b. have a clear direction for the future	31	27	36	18
18c. lead by example in creating a positive workplace	30	26	36	11
19. There is a positive relationship between senior management and staff in my workplace	26	22	33	5
20. Overall, I have confidence in the decisions made by my senior managers	29	25	36	8
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	19	24	8
22. My organisation is making the necessary decisions to meet our future challenges	29	27	33	13

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents	1808	1048	649	40
Employee Engagement Index	63	60	67	48

Communication

23. I am kept well informed about what is happening in my workplace	37	33	43	21
24. I have a say in decisions which affect my work	20	19	23	8
25. I think it is safe to speak up and challenge the way things are done	31	28	36	11
26. Where I work, we share the lessons learnt when mistakes are made	52	51	53	39
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	49	54	21
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	45	52	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents	1808	1048	649	40
Employee Engagement Index	63	60	67	48

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	60	65	49
29. 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	42	41	45	32
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	38	45	27

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	35	35	13
32. I am able to achieve a healthy work/life balance most of the time	59	56	64	53
33. There are mechanisms in place to support me if I experience stress or pressure	60	58	64	34
34. Reasonable expectations are placed on staff according to their position	51	48	56	26
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	58	62	39
36. My workplace enables strong professional leadership	35	33	40	11

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

	Respondents	1808	1048	649	40
Employee Engagement Index	63	60	67	48	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	90	88	78
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	31	35	5

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	51	59	41
40.	In my workplace patient safety is at the centre of all decision making	57	55	61	42
41.	My team's objectives/ work plans are clearly outlined	56	54	58	43
42.	Our objectives/work plans help us to deliver a quality service	52	49	58	35
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	30	39	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Ambulance Service of NSW

Male

Female

Prefer not to say

Respondents

1808

1048

649

40

Employee Engagement Index

63

60

67

48

Your Workplace

44. Overall I am proud to be a part of this workplace	76	73	80	63
45. I would recommend my workplace as a good place to work	59	56	64	42
46. I feel motivated to contribute more than what is normally required at work	55	52	60	41
47. I have a strong sense of belonging to my workplace	60	58	62	34
48. Overall I am satisfied to be working here at the present time	64	61	68	45
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	54	53	37
50. There is a positive culture in my workplace	41	38	44	18
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	30	36	18

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Your Job

1. My job makes good use of my skills and abilities	70	84	71	71	68	71	72	66	70	82	52
2. I feel I am able to suggest ideas to improve our ways of doing things	44	53	45	41	40	41	53	41	47	48	25
3. Working here makes me want to do the best job I can	65	82	70	67	62	61	64	60	64	77	61
4. The right amount of approvals are required for routine decisions	36	61	45	38	33	33	30	34	37	47	31
5. I have sufficient control over my work so I can do my job well	59	68	67	67	56	57	58	59	49	61	45
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	53	65	54	61	53	51	56	49	48	49	43

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	87	74	71	59	70	71	67	68	70	53
8. In my team we generally acknowledge one another's efforts and achievements	71	79	73	72	68	73	73	68	71	69	54
9. People in my team are honest and open	64	75	70	66	56	66	64	63	66	64	50
10. My team resolves conflict quickly when it arises	47	66	54	50	42	47	45	44	47	52	41
11. Morale is good in my team	43	66	53	51	43	45	40	35	36	36	29

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	64	54	41	39	40	44	41	40	44	31
13. In my workplace, we recognise our successes and innovations	38	70	47	37	35	34	41	35	37	34	33
14. Staff are treated respectfully regardless of their job	48	64	58	50	46	47	51	42	42	46	40

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group											
	Respondents	Ambulance Service of NSW	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
Employee Engagement Index	63	63	78	69	67	61	63	64	59	57	70	51

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	67	62	57	57	53	59	52	52	52	49
15b. treats all staff in my team fairly	59	77	69	63	58	56	59	56	52	54	55
15c. ensures that when issues are raised in the team, they are addressed	55	75	62	62	55	53	53	51	45	51	54
15d. treats me with respect	74	88	85	75	74	70	72	71	66	78	71
16. I receive regular and constructive feedback on my performance	33	60	33	30	32	30	36	33	33	23	35
17. Overall, I have confidence in the decisions made by my line manager	53	77	63	57	54	51	54	47	40	48	49

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Senior Managers

18a. are aware of the issues I face in my job	42	59	55	42	42	37	39	42	33	48	31
18b. have a clear direction for the future	31	51	38	36	28	28	31	28	21	31	24
18c. lead by example in creating a positive workplace	30	66	43	37	27	24	27	26	19	31	23
19. There is a positive relationship between senior management and staff in my workplace	26	54	37	33	22	23	24	20	20	28	19
20. Overall, I have confidence in the decisions made by my senior managers	29	51	42	39	26	26	30	21	19	30	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	46	32	25	17	18	22	17	14	26	15
22. My organisation is making the necessary decisions to meet our future challenges	29	49	38	33	28	24	33	27	21	25	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Communication

23. I am kept well informed about what is happening in my workplace	37	61	47	42	31	38	39	33	25	34	22
24. I have a say in decisions which affect my work	20	29	27	19	16	20	24	18	16	25	17
25. I think it is safe to speak up and challenge the way things are done	31	34	35	32	27	26	33	31	31	43	20
26. Where I work, we share the lessons learnt when mistakes are made	52	73	61	57	50	50	53	44	43	56	46
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	64	56	54	51	45	54	46	47	52	31
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	59	58	50	45	46	50	44	37	53	27

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	78	70	65	58	58	62	58	59	67	50
29. 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	42	59	41	45	40	41	45	42	38	40	33
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	66	46	43	33	40	42	40	35	52	35

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	46	48	38	36	31	39	35	23	33	18
32. I am able to achieve a healthy work/life balance most of the time	59	71	67	66	56	57	58	57	51	59	57
33. There are mechanisms in place to support me if I experience stress or pressure	60	73	70	64	65	60	61	54	48	57	41
34. Reasonable expectations are placed on staff according to their position	51	69	66	59	50	49	47	47	42	46	35
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	71	67	65	64	56	60	54	46	74	45
36. My workplace enables strong professional leadership	35	56	56	41	32	31	32	33	27	28	18

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	71	83	91	91	92	94	86	86	93	79
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	41	32	36	29	33	38	29	24	38	20

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	54	76	62	57	53	53	54	50	48	55	42
40. In my workplace patient safety is at the centre of all decision making	57	74	65	57	58	51	55	55	56	62	44
41. My team's objectives/ work plans are clearly outlined	56	76	67	61	54	57	54	50	44	57	48
42. Our objectives/work plans help us to deliver a quality service	52	72	63	59	50	52	47	51	45	49	38
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	71	42	37	28	29	34	33	27	43	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Ambulance Service of NSW	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	1808	62	171	227	229	320	281	253	151	61	52
Employee Engagement Index	63	78	69	67	61	63	64	59	57	70	51

Your Workplace

44. Overall I am proud to be a part of this workplace	76	86	82	79	76	76	77	71	68	82	63
45. I would recommend my workplace as a good place to work	59	78	68	65	56	62	58	55	48	59	45
46. I feel motivated to contribute more than what is normally required at work	55	75	65	57	52	53	57	51	48	64	47
47. I have a strong sense of belonging to my workplace	60	71	60	62	59	64	62	53	56	64	35
48. Overall I am satisfied to be working here at the present time	64	78	67	70	61	62	63	60	58	75	53
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	73	62	56	50	53	54	51	44	56	42
50. There is a positive culture in my workplace	41	69	54	43	40	36	42	38	31	39	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	49	35	37	34	31	37	27	22	28	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Your Job

1. My job makes good use of my skills and abilities	70	71	(r)	71	63
2. I feel I am able to suggest ideas to improve our ways of doing things	44	38	(r)	45	26
3. Working here makes me want to do the best job I can	65	62	(r)	66	49
4. The right amount of approvals are required for routine decisions	36	31	(r)	37	18
5. I have sufficient control over my work so I can do my job well	59	58	(r)	60	41
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	53	60	(r)	53	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	60	(r)	69	66
8. In my team we generally acknowledge one another's efforts and achievements	71	73	(r)	71	66
9. People in my team are honest and open	64	58	(r)	64	61
10. My team resolves conflict quickly when it arises	47	42	(r)	48	39
11. Morale is good in my team	43	42	(r)	44	31

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	44	(r)	44	23
13. In my workplace, we recognise our successes and innovations	38	44	(r)	39	26
14. Staff are treated respectfully regardless of their job	48	47	(r)	49	36

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	62	(r)	56	45
15b. treats all staff in my team fairly	59	53	(r)	60	53
15c. ensures that when issues are raised in the team, they are addressed	55	51	(r)	55	49
15d. treats me with respect	74	68	(r)	74	66
16. I receive regular and constructive feedback on my performance	33	33	(r)	34	24
17. Overall, I have confidence in the decisions made by my line manager	53	51	(r)	54	38

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Senior Managers

18a. are aware of the issues I face in my job	42	36	(r)	42	32
18b. have a clear direction for the future	31	22	(r)	32	18
18c. lead by example in creating a positive workplace	30	16	(r)	31	17
19. There is a positive relationship between senior management and staff in my workplace	26	27	(r)	27	13
20. Overall, I have confidence in the decisions made by my senior managers	29	22	(r)	30	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	13	(r)	22	9
22. My organisation is making the necessary decisions to meet our future challenges	29	16	(r)	30	15

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Communication

23. I am kept well informed about what is happening in my workplace	37	27	(r)	38	19
24. I have a say in decisions which affect my work	20	13	(r)	21	7
25. I think it is safe to speak up and challenge the way things are done	31	31	(r)	31	16
26. Where I work, we share the lessons learnt when mistakes are made	52	42	(r)	52	44
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	49	(r)	51	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	64	(r)	48	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	58	(r)	63	46
29. 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	42	42	(r)	43	37
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	33	(r)	42	29

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	27	(r)	36	21
32. I am able to achieve a healthy work/life balance most of the time	59	44	(r)	60	49
33. There are mechanisms in place to support me if I experience stress or pressure	60	51	(r)	61	44
34. Reasonable expectations are placed on staff according to their position	51	42	(r)	52	34
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	53	(r)	60	52
36. My workplace enables strong professional leadership	35	27	(r)	36	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	89	(r)	89	79
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	22	(r)	33	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	54	42	(r)	55	41
40. In my workplace patient safety is at the centre of all decision making	57	44	(r)	57	49
41. My team's objectives/ work plans are clearly outlined	56	40	(r)	57	44
42. Our objectives/work plans help us to deliver a quality service	52	36	(r)	54	34
43. At my workplace there is a good balance between delivering services and monitoring service delivery	34	29	(r)	35	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Ambulance Service of NSW	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1808	45	3	1657	94
Employee Engagement Index	63	58	(r)	64	50

Your Workplace

44. Overall I am proud to be a part of this workplace	76	71	(r)	77	64
45. I would recommend my workplace as a good place to work	59	53	(r)	60	51
46. I feel motivated to contribute more than what is normally required at work	55	44	(r)	57	40
47. I have a strong sense of belonging to my workplace	60	58	(r)	61	43
48. Overall I am satisfied to be working here at the present time	64	58	(r)	64	55
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	44	(r)	54	48
50. There is a positive culture in my workplace	41	40	(r)	41	35
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	29	(r)	33	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Your Job

1. My job makes good use of my skills and abilities	70	58	71	53
2. I feel I am able to suggest ideas to improve our ways of doing things	44	39	44	15
3. Working here makes me want to do the best job I can	65	45	65	53
4. The right amount of approvals are required for routine decisions	36	30	37	8
5. I have sufficient control over my work so I can do my job well	59	36	60	28
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	53	52	53	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	64	69	69
8.	In my team we generally acknowledge one another's efforts and achievements	71	55	71	67
9.	People in my team are honest and open	64	58	65	56
10.	My team resolves conflict quickly when it arises	47	52	48	38
11.	Morale is good in my team	43	36	44	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	33	44	13
13. In my workplace, we recognise our successes and innovations	38	39	39	18
14. Staff are treated respectfully regardless of their job	48	42	49	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	45	56	41
15b. treats all staff in my team fairly	59	55	59	54
15c. ensures that when issues are raised in the team, they are addressed	55	45	55	49
15d. treats me with respect	74	61	74	67
16. I receive regular and constructive feedback on my performance	33	33	33	33
17. Overall, I have confidence in the decisions made by my line manager	53	45	53	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Senior Managers

18a. are aware of the issues I face in my job	42	36	42	21
18b. have a clear direction for the future	31	30	31	10
18c. lead by example in creating a positive workplace	30	30	30	10
19. There is a positive relationship between senior management and staff in my workplace	26	30	26	10
20. Overall, I have confidence in the decisions made by my senior managers	29	24	30	8
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	15	22	5
22. My organisation is making the necessary decisions to meet our future challenges	29	33	30	10

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Communication

23. I am kept well informed about what is happening in my workplace	37	27	38	13
24. I have a say in decisions which affect my work	20	6	21	3
25. I think it is safe to speak up and challenge the way things are done	31	24	31	18
26. Where I work, we share the lessons learnt when mistakes are made	52	42	52	36
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	42	51	23
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	39	48	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	52	62	42
29. 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	42	27	43	37
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	33	42	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	24	36	8
32. I am able to achieve a healthy work/life balance most of the time	59	48	60	36
33. There are mechanisms in place to support me if I experience stress or pressure	60	52	61	33
34. Reasonable expectations are placed on staff according to their position	51	30	52	23
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	42	60	38
36. My workplace enables strong professional leadership	35	24	36	13

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
Employee Engagement Index	1808	33	1730	40
	63	54	64	49

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	88	89	87
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	27	33	10

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	34	55	32
40.	In my workplace patient safety is at the centre of all decision making	57	58	57	41
41.	My team's objectives/ work plans are clearly outlined	56	52	56	37
42.	Our objectives/work plans help us to deliver a quality service	52	45	53	32
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	27	34	11

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	33	1730	40
Employee Engagement Index	63	54	64	49

Your Workplace

44. Overall I am proud to be a part of this workplace	76	70	76	62
45. I would recommend my workplace as a good place to work	59	48	60	49
46. I feel motivated to contribute more than what is normally required at work	55	39	56	45
47. I have a strong sense of belonging to my workplace	60	58	60	38
48. Overall I am satisfied to be working here at the present time	64	61	64	49
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	52	54	44
50. There is a positive culture in my workplace	41	36	41	33
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	48	32	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Your Job

1. My job makes good use of my skills and abilities	70	71	69	54
2. I feel I am able to suggest ideas to improve our ways of doing things	44	43	58	21
3. Working here makes me want to do the best job I can	65	64	75	46
4. The right amount of approvals are required for routine decisions	36	36	45	21
5. I have sufficient control over my work so I can do my job well	59	59	69	42
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	53	52	68	48

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	68	78	70
8. In my team we generally acknowledge one another's efforts and achievements	71	70	84	70
9. People in my team are honest and open	64	64	68	57
10. My team resolves conflict quickly when it arises	47	46	64	48
11. Morale is good in my team	43	42	65	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Being Valued

12. I believe I am valued for what I can offer at my workplace	43	42	59	22
13. In my workplace, we recognise our successes and innovations	38	38	49	30
14. Staff are treated respectfully regardless of their job	48	47	68	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Your Line Manager

15a. recognises and acknowledges when I have done my job well	56	56	59	48
15b. treats all staff in my team fairly	59	59	65	61
15c. ensures that when issues are raised in the team, they are addressed	55	55	60	61
15d. treats me with respect	74	73	74	74
16. I receive regular and constructive feedback on my performance	33	32	44	43
17. Overall, I have confidence in the decisions made by my line manager	53	53	55	52

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Senior Managers

18a. are aware of the issues I face in my job	42	41	54	23
18b. have a clear direction for the future	31	31	37	9
18c. lead by example in creating a positive workplace	30	29	41	18
19. There is a positive relationship between senior management and staff in my workplace	26	26	39	14
20. Overall, I have confidence in the decisions made by my senior managers	29	29	43	9
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	21	21	33	9
22. My organisation is making the necessary decisions to meet our future challenges	29	29	39	9

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Communication

23. I am kept well informed about what is happening in my workplace	37	37	49	14
24. I have a say in decisions which affect my work	20	20	33	5
25. I think it is safe to speak up and challenge the way things are done	31	30	43	24
26. Where I work, we share the lessons learnt when mistakes are made	52	52	56	43
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	50	56	14
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	47	47	54	10

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	62	62	63	40
29. 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	42	42	51	30
30. I am encouraged to take opportunities to learn new skills and have new experiences	41	40	59	30

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	35	40	14
32. I am able to achieve a healthy work/life balance most of the time	59	59	72	48
33. There are mechanisms in place to support me if I experience stress or pressure	60	60	62	38
34. Reasonable expectations are placed on staff according to their position	51	51	61	29
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	59	65	38
36. My workplace enables strong professional leadership	35	34	51	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Ambulance Service of NSW	Yes	No	Prefer not to say
Respondents	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	90	76	90
38b. have confidence that if you report these behaviours they will be responded to appropriately?	32	32	42	14

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	54	54	69	35
40.	In my workplace patient safety is at the centre of all decision making	57	56	72	33
41.	My team's objectives/ work plans are clearly outlined	56	55	72	30
42.	Our objectives/work plans help us to deliver a quality service	52	52	66	20
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	34	33	53	10

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

Ambulance Service of NSW

	Respondents	Yes	No	Prefer not to say
	1808	1687	96	24
Employee Engagement Index	63	63	76	50

Your Workplace

44. Overall I am proud to be a part of this workplace	76	75	86	67
45. I would recommend my workplace as a good place to work	59	59	75	48
46. I feel motivated to contribute more than what is normally required at work	55	55	70	50
47. I have a strong sense of belonging to my workplace	60	59	74	38
48. Overall I am satisfied to be working here at the present time	64	63	74	52
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	53	67	52
50. There is a positive culture in my workplace	41	40	61	33
51. Overall, I believe the culture at my workplace has improved in the last 12 months	32	31	47	29

Guide to 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 30th March to 24th April 2015. Paper surveys were accepted until the 1st of May 2015. 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.

Comparative data

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

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%.

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 fifty respondents from each demographic.

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.

Rounding

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at April 2015. 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).

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

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

$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$	
$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$	

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.

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

Action Planning

Asking our employees for their feedback is the first step towards improving the employee experience. The next step is to implement changes. Please use the information in this report to help decide what you and your team need to change.

This simple form is one way you can record the actions and changes you plan to make within your team.

Top 3 areas to focus on

Celebrate!

What three things are working well?

1. _____ _____
2. _____ _____
3. _____ _____

What needs to be improved?

How will this be achieved?

Who is going to make this happen?

When will this be achieved?

