

**73%**

2013: 48%

**ENGAGEMENT INDEX**

**63%**

2013: 37%

**WORKPLACE CULTURE INDEX**

**485**

2013: 107

**ACTUAL RESPONSES**

**75%**

2013: 31%  
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      **79**      **+28**

45. I would recommend my workplace as a good place to work      **72**      **+32**

### Stay

47. I have a strong sense of belonging to my workplace      **66**      **+21**

48. Overall I am satisfied to be working here at the present time      **75**      **+28**

### Strive

3. Working here makes me want to do the best job I can      **75**      **+23**

46. I feel motivated to contribute more than what is normally required at work      **73**      **+21**

## Key Questions to focus on

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

*% Positive*      *Variance from 2013*

36. My workplace enables strong professional leadership      **55**      **-**

50. There is a positive culture in my workplace      **62**      **-**

24. I have a say in decisions which affect my work      **53**      **+21**

21. Senior managers in my organisation are honest, open and transparent in their dealings with staff      **52**      **-**

49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour      **63**      **+24**

31. I have confidence in the processes that my workplace uses to resolve staff conflict      **54**      **+15**

## 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

### 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	75
Your Line Manager	74
Your Job	71

Questions	% Positive
<b>15d.</b> My line manager treats me with respect	85
<b>1.</b> My job makes good use of my skills and abilities	82
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	79
<b>44.</b> Overall I am proud to be a part of this workplace	79
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	79

### Lowlights

Sections	% Positive
Senior Managers	56
Communication	61
Service Delivery	62

Questions	% Positive
<b>51.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	48
<b>4.</b> The right amount of approvals are required for routine decisions	49
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	50
<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	52
<b>24.</b> I have a say in decisions which affect my work	53

## 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
Senior Managers	56	+30
Service Delivery	62	+26
Your Workplace	67	+26

Questions	% Positive	Variance from 2013
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	60	+39
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	60	+36
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	56	+34
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	59	+33
<b>51.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	48	+33

### Least improved

Sections	% Positive	Variance from 2013
Work Environment	63	+11
Your Team	75	+11
Training and Development Opportunities	62	+12

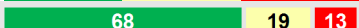



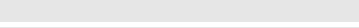






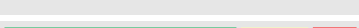
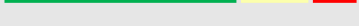


Questions	% Positive	Variance from 2013
<b>32.</b> I am able to achieve a healthy work/life balance most of the time	74	+5
<b>33.</b> There are mechanisms in place to support me if I experience stress or pressure	54	+6
<b>28.</b> I have received the appropriate training and development to do my job effectively	57	+6
<b>10.</b> My team resolves conflict quickly when it arises	72	+7
<b>9.</b> People in my team are honest and open	76	+7

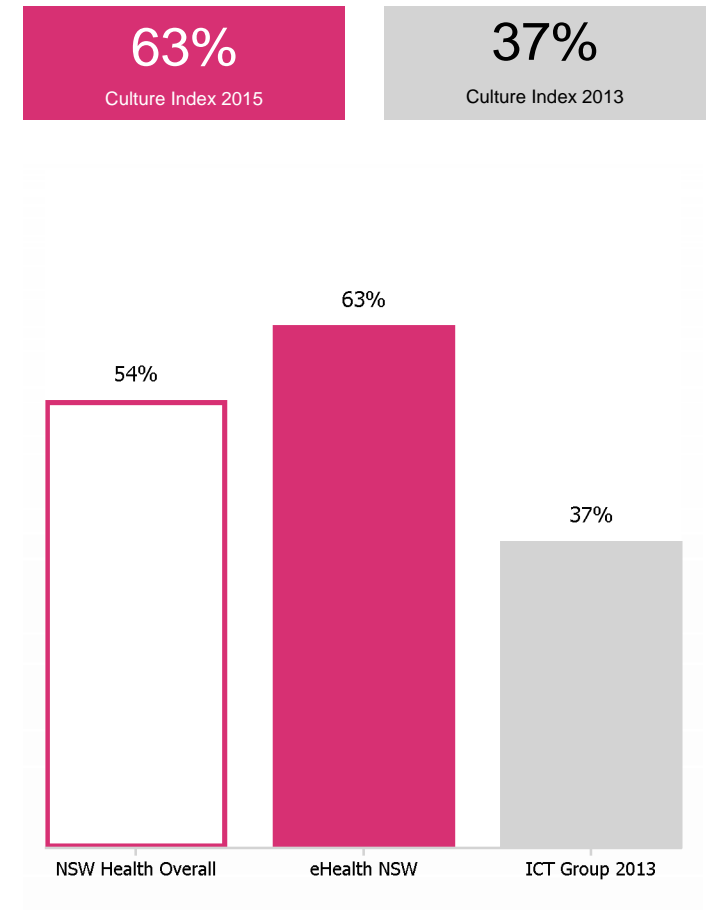
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# Employee Workplace Culture Index

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

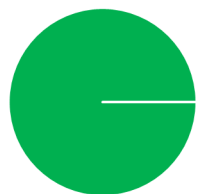
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		68	19	13	+23
12. I believe I am valued for what I can offer at my workplace		72	16	12	+24
13. In my workplace, we recognise our successes and innovations		62	25	13	+26
14. Staff are treated respectfully regardless of their job		77	14	9	+27
17. Overall, I have confidence in the decisions made by my line manager		75	16	9	+17
18b. The senior managers at my workplace have a clear direction for the future		56	27	17	+34
18c. The senior managers at my workplace lead by example in creating a positive workplace		60	27	13	+39
20. Overall, I have confidence in the decisions made by my senior managers		59	26	15	+33
24. I have a say in decisions which affect my work		53	30	17	+21
25. I think it is safe to speak up and challenge the way things are done		62	21	17	+20
26. Where I work, we share the lessons learnt when mistakes are made		66	20	13	+18
31. I have confidence in the processes that my workplace uses to resolve staff conflict		54	33	13	+15
41. My team's objectives/ work plans are clearly outlined		66	21	13	+31
42. Our objectives/work plans help us to deliver a quality service		66	24	10	+29
51. Overall, I believe the culture at my workplace has improved in the last 12 months		48	38	15	+33



# Trend Comparison

This section shows comparisons between eHealth NSW and the 2013 survey results for ICT Group



100% ■ Proportion of questions above 2013 scores by 1 or more percentage points

0% ■ Proportion of questions in line with 2013 scores

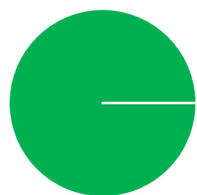
0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

		<i>% Positive</i>	<i>Variance from 2013</i>
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	<b>60</b>	 +39
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	<b>60</b>	 +36
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	<b>56</b>	 +34
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	<b>59</b>	 +33
<b>51.</b>	Overall, I believe the culture at my workplace has improved in the last 12 months	<b>48</b>	 +33
<b>23.</b>	I am kept well informed about what is happening in my workplace	<b>54</b>	 +33
<b>45.</b>	I would recommend my workplace as a good place to work	<b>72</b>	 +32
<b>41.</b>	My team's objectives/ work plans are clearly outlined	<b>66</b>	 +31
<b>27a.</b>	I am aware of the strategic objectives and direction of the organisation I work for	<b>64</b>	 +30
<b>42.</b>	Our objectives/work plans help us to deliver a quality service	<b>66</b>	 +29
<b>48.</b>	Overall I am satisfied to be working here at the present time	<b>75</b>	 +28
<b>44.</b>	Overall I am proud to be a part of this workplace	<b>79</b>	 +28

# Trend Comparison

This section shows comparisons between eHealth NSW and the 2013 survey results for ICT Group



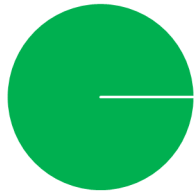
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- 0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
14. Staff are treated respectfully regardless of their job	<b>77</b>	+27
13. In my workplace, we recognise our successes and innovations	<b>62</b>	+26
43. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>59</b>	+25
5. I have sufficient control over my work so I can do my job well	<b>74</b>	+25
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>69</b>	+25
40. In my workplace patient safety is at the centre of all decision making	<b>54</b>	+24
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>63</b>	+24
12. I believe I am valued for what I can offer at my workplace	<b>72</b>	+24
11. Morale is good in my team	<b>68</b>	+23
39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>64</b>	+23
3. Working here makes me want to do the best job I can	<b>75</b>	+23
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>68</b>	+22
24. I have a say in decisions which affect my work	<b>53</b>	+21

# Trend Comparison

This section shows comparisons between eHealth NSW and the 2013 survey results for ICT Group



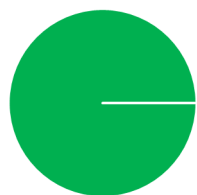
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- 0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	% Positive	Variance from 2013
47. I have a strong sense of belonging to my workplace	<b>66</b>	+21
46. I feel motivated to contribute more than what is normally required at work	<b>73</b>	+21
25. I think it is safe to speak up and challenge the way things are done	<b>62</b>	+20
4. The right amount of approvals are required for routine decisions	<b>49</b>	+20
16. I receive regular and constructive feedback on my performance	<b>56</b>	+19
1. My job makes good use of my skills and abilities	<b>82</b>	+19
26. Where I work, we share the lessons learnt when mistakes are made	<b>66</b>	+18
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>69</b>	+18
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	<b>70</b>	+17
17. Overall, I have confidence in the decisions made by my line manager	<b>75</b>	+17
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>78</b>	+17
34. Reasonable expectations are placed on staff according to their position	<b>71</b>	+16
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>54</b>	+15

# Trend Comparison

This section shows comparisons between eHealth NSW and the 2013 survey results for ICT Group



100% ■ Proportion of questions above 2013 scores by 1 or more percentage points

0% ■ Proportion of questions in line with 2013 scores

0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

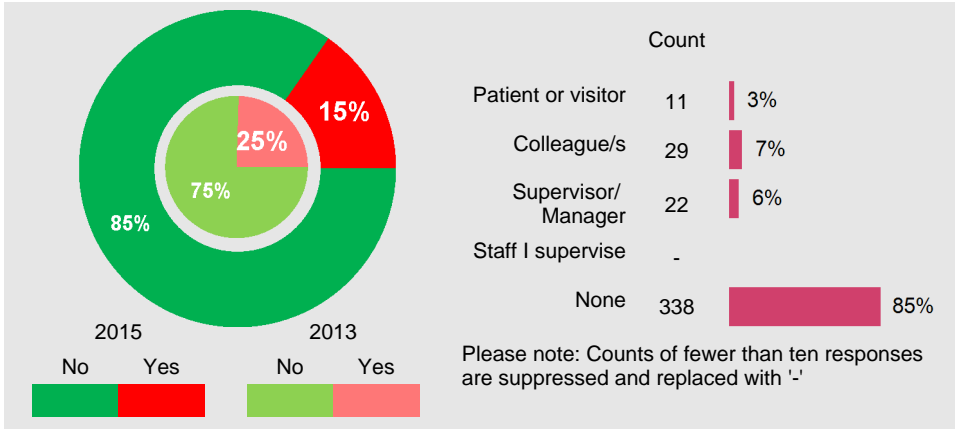
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>76</b>	+15
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>60</b>	+14
15b. My line manager treats all staff in my team fairly	<b>77</b>	+13
18a. The senior managers at my workplace are aware of the issues I face in my job	<b>50</b>	+12
15d. My line manager treats me with respect	<b>85</b>	+10
8. In my team we generally acknowledge one another's efforts and achievements	<b>79</b>	+10
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>79</b>	+10
15a. My line manager recognises and acknowledges when I have done my job well	<b>77</b>	+9
9. People in my team are honest and open	<b>76</b>	+7
10. My team resolves conflict quickly when it arises	<b>72</b>	+7
28. I have received the appropriate training and development to do my job effectively	<b>57</b>	+6
33. There are mechanisms in place to support me if I experience stress or pressure	<b>54</b>	+6
32. I am able to achieve a healthy work/life balance most of the time	<b>74</b>	+5

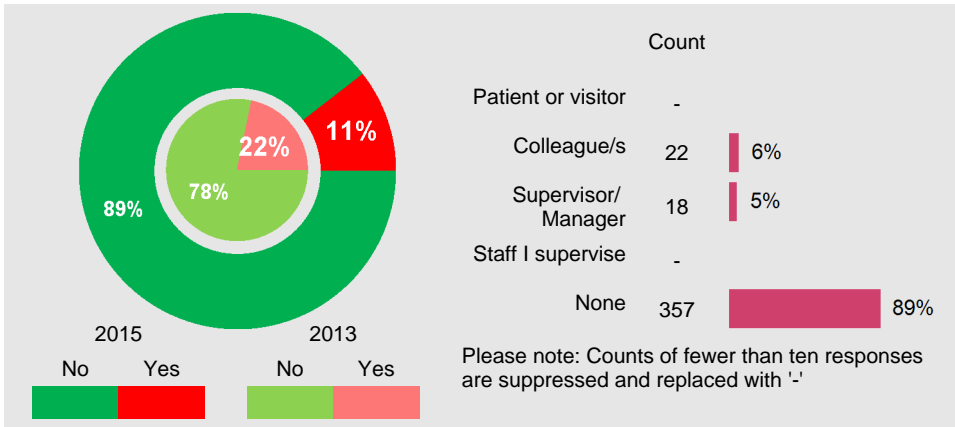
# Unacceptable Behaviour

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

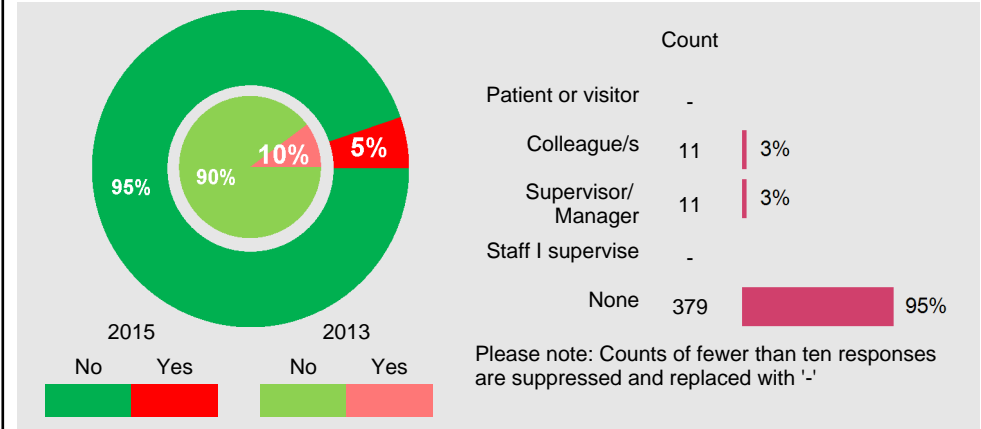
37a. In the last 12 months, I have been verbally abused by a ...



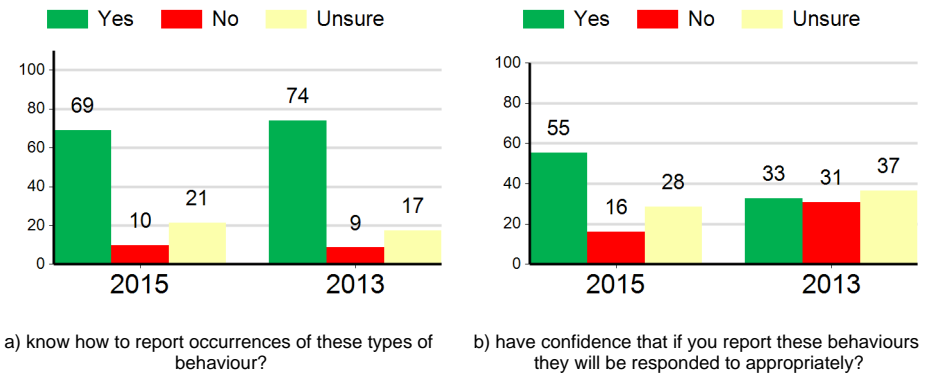
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 ...

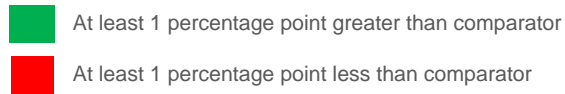




# All Questions

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

**Key** **K** Key Driver Question



## Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	ICT Group 2013	ICT Group 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	82	7	11	82	63	66	81
2. I feel I am able to suggest ideas to improve our ways of doing things	78	13	8	78	62	57	69
3. Working here makes me want to do the best job I can	75	18	7	75	53	46	72
4. The right amount of approvals are required for routine decisions	49	26	25	49	29	-	52
5. I have sufficient control over my work so I can do my job well	74	14	12	74	49	51	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	69	20	11	69	51	47	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	ICT Group 2013	ICT Group 2011	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	79	12	9	79	69	66	69
8. In my team we generally acknowledge one another's efforts and achievements	79	13	8	79	69	69	70
9. People in my team are honest and open	76	16	8	76	69	65	64
10. My team resolves conflict quickly when it arises	72	20	8	72	64	59	53
11. Morale is good in my team	68	19	13	68	45	46	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

## Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>12.</b> I believe I am valued for what I can offer at my workplace	72	16	12	<b>72</b>	<b>49</b>	<b>49</b>	<b>63</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	62	25	13	<b>62</b>	<b>37</b>	<b>43</b>	<b>57</b>
<b>14.</b> Staff are treated respectfully regardless of their job	77	14	9	<b>77</b>	<b>50</b>	<b>55</b>	<b>62</b>

# 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	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	77	16	7	77	67	60	65
<b>15b.</b> My line manager treats all staff in my team fairly	77	12	11	77	64	62	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	76	15	9	76	61	59	61
<b>15d.</b> My line manager treats me with respect	85	10	5	85	75	76	76
<b>16.</b> I receive regular and constructive feedback on my performance	56	25	19	56	37	37	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	75	16	9	75	58	57	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

## Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	50	29	20	50	38	31	46
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	56	27	17	56	22	19	45
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	60	27	13	60	21	22	45
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	60	26	14	60	24	29	42
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	59	26	15	59	26	26	46
<b>K 21.</b>	Senior managers in my organisation are honest, open and transparent in their dealings with staff	52	32	16	52	-	-	39
<b>22.</b>	My organisation is making the necessary decisions to meet our future challenges	57	31	13	57	-	-	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	ICT Group 2013	ICT Group 2011	NSW Health Overall	
	<b>23.</b>	I am kept well informed about what is happening in my workplace	54	25	22	54	21	24	50
<b>K</b>	<b>24.</b>	I have a say in decisions which affect my work	53	30	17	53	31	29	46
	<b>25.</b>	I think it is safe to speak up and challenge the way things are done	62	21	17	62	42	43	51
	<b>26.</b>	Where I work, we share the lessons learnt when mistakes are made	66	20	13	66	48	48	59
	<b>27a.</b>	I am aware of the strategic objectives and direction of the organisation I work for	64	21	15	64	34	-	58
	<b>27b.</b>	I am aware of how my work contributes to the overall strategic objectives of my organisation	69	21	10	69	44	-	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	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>28.</b>	I have received the appropriate training and development to do my job effectively	57	29	14	57	50	45	73
<b>29.</b>	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	70	21	10	70	53	63	68
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	60	26	15	60	46	47	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	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>K</b>	31. I have confidence in the processes that my workplace uses to resolve staff conflict	54	33	13	54	38	33	44
	32. I am able to achieve a healthy work/life balance most of the time	74	16	9	74	69	68	65
	33. There are mechanisms in place to support me if I experience stress or pressure	54	33	13	54	48	39	56
	34. Reasonable expectations are placed on staff according to their position	71	20	9	71	55	48	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	31		68	46	52	69
<b>K</b>	36. My workplace enables strong professional leadership	55	32	13	55	-	-	52



# All Questions

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

## Unacceptable Behaviour

ICT Group 2013

Question ID	Description	Response Category	Count	Percentage	ICT Group 2013
37a.	In the last 12 months, I have been verbally abused by a...	Patient or visitor	11	3%	-
		Colleague/s	29	7%	12%
		Supervisor/ Manager	22	6%	13%
		Staff I supervise	-	-	-
		None	338	85%	75%
37b.	In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a...	Patient or visitor	-	-	-
		Colleague/s	22	6%	-
		Supervisor/ Manager	18	5%	14%
		Staff I supervise	-	-	-
		None	357	89%	78%
37c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, gender, homosexuality, transgender or carers' responsibilities by a...	Patient or visitor	-	-	-
		Colleague/s	11	3%	-
		Supervisor/ Manager	11	3%	-
		Staff I supervise	-	-	-
		None	379	95%	90%

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

# 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	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	69	21	10	69	74	64	85
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	55	28	16	55	33	38	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

## Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	ICT Group 2013	ICT Group 2011	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	64	26	10	64	42	44	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	54	41	6	54	29	34	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	66	21	13	66	35	36	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	66	24	10	66	37	36	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	59	29	12	59	33	-	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	ICT Group 2013	ICT Group 2011	NSW Health Overall
44.	Overall I am proud to be a part of this workplace	79	15	6	79	51	57	73
45.	I would recommend my workplace as a good place to work	72	17	11	72	39	47	64
46.	I feel motivated to contribute more than what is normally required at work	73	19	8	73	52	46	67
47.	I have a strong sense of belonging to my workplace	66	22	12	66	45	45	65
48.	Overall I am satisfied to be working here at the present time	75	16	9	75	47	51	69
<b>K</b>	49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	29	8	63	38	-	59
<b>K</b>	50. There is a positive culture in my workplace	62	25	13	62	-	-	53
51.	Overall, I believe the culture at my workplace has improved in the last 12 months	48	38	15	48	15	24	39

# 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:	Count	Calculation
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486$ Part time
Agency (4)	132	
Casual (5)	975	
Contractor (6)	203	
TOTAL answering Q51	29474	
TOTAL number of respondents to the survey	31493	

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

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

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

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

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

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

# 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?

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## How will this be achieved?

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## Who is going to make this happen?

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## When will this be achieved?

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