

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

| | <i>% Positive</i> | <i>Variance from 2013</i> |
|-----|--|---------------------------|
| 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

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 | 75 |
| Your Line Manager | 74 |
| Your Job | 71 |

| Questions | % Positive |
|--|------------|
| 15d. My line manager treats me with respect | 85 |
| 1. My job makes good use of my skills and abilities | 82 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 |
| 44. Overall I am proud to be a part of this workplace | 79 |
| 7. 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 |
|---|------------|
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 |
| 4. The right amount of approvals are required for routine decisions | 49 |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 50 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 |
| 24. 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 |
|--|------------|--------------------|
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 60 | +39 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | +36 |
| 18b. The senior managers at my workplace have a clear direction for the future | 56 | +34 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | +33 |
| 51. 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 |

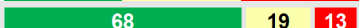



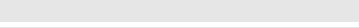






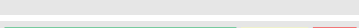
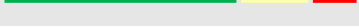


| Questions | % Positive | Variance from 2013 |
|--|------------|--------------------|
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | +5 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | +6 |
| 28. I have received the appropriate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

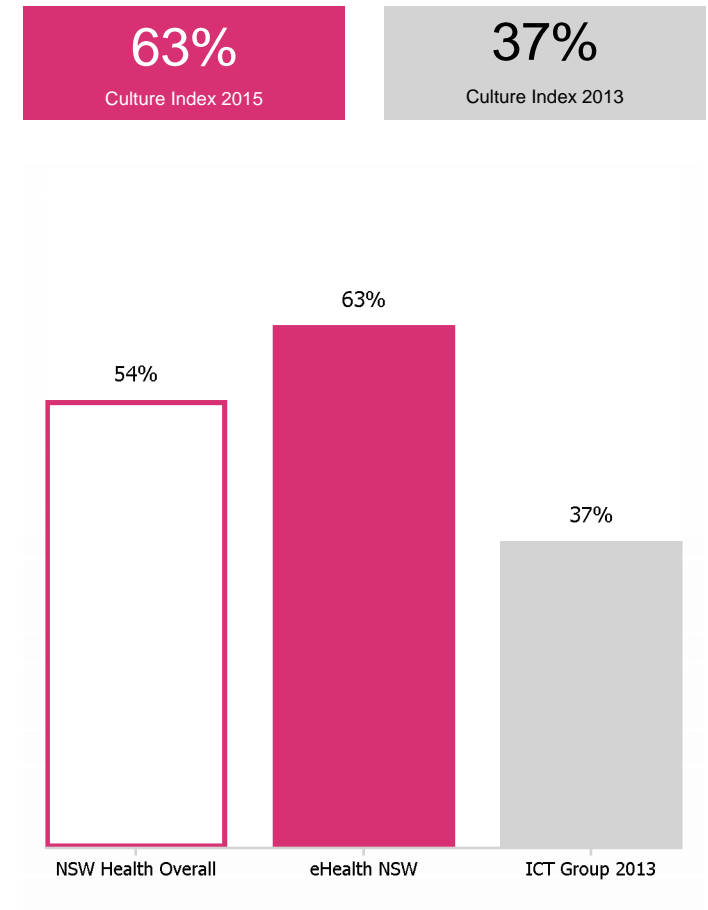
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

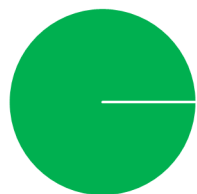
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

| | KEY | % 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

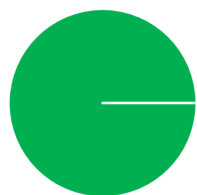
0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

Trend Comparison

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



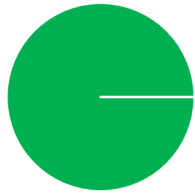
- 100% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 0% ■ Proportion of questions in line with 2013 scores
- 0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

Trend Comparison

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



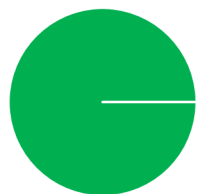
- 100% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 0% ■ Proportion of questions in line with 2013 scores
- 0% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

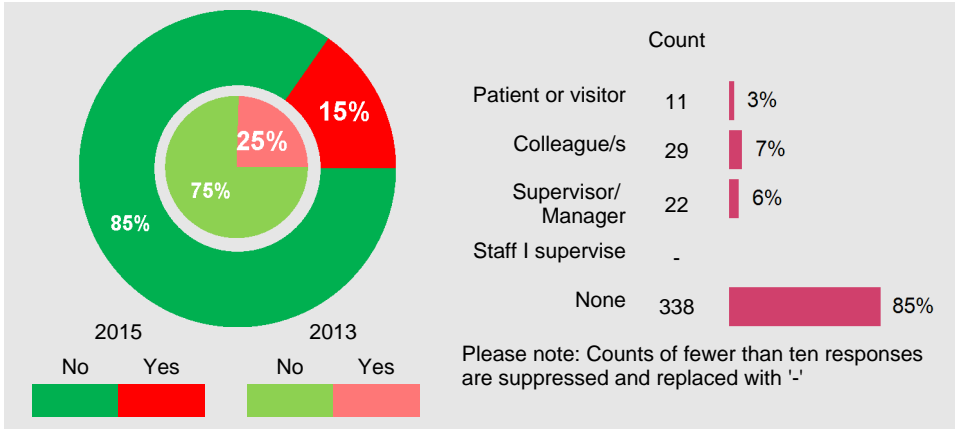
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

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

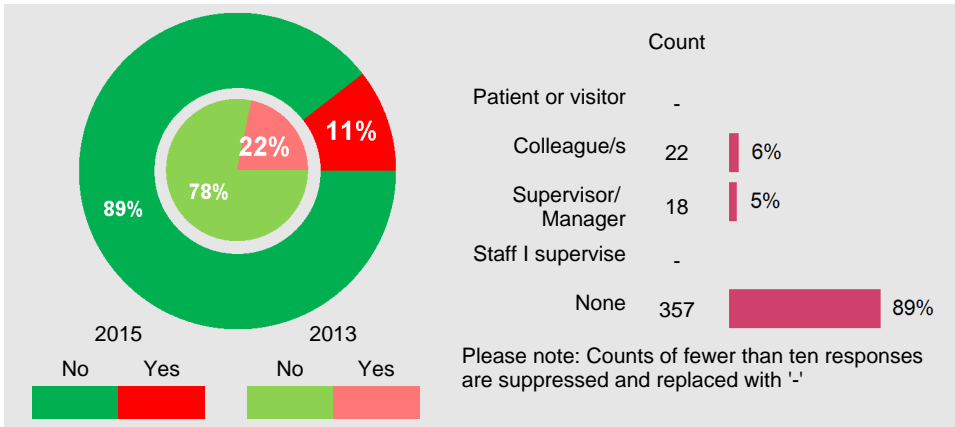
Unacceptable Behaviour

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

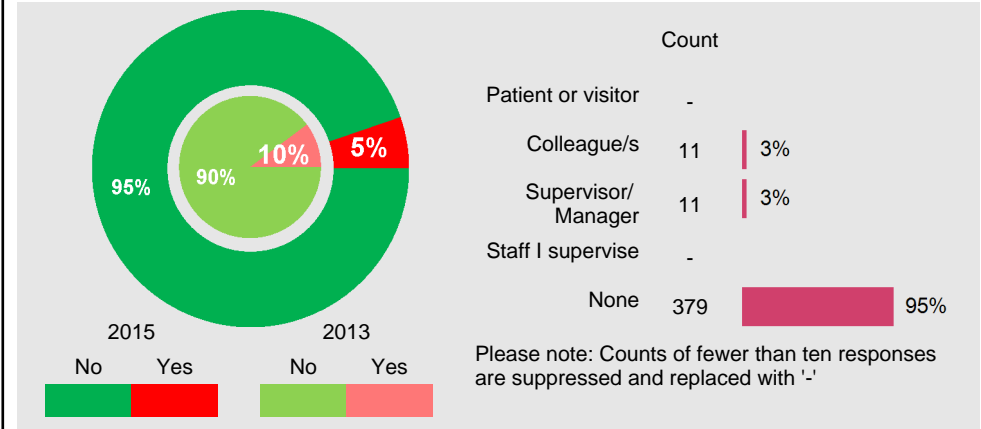
37a. In the last 12 months, I have been verbally abused by a ...



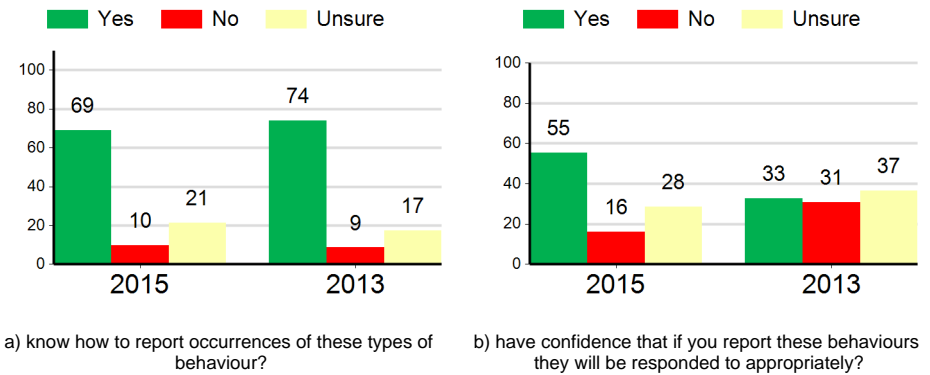
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

■ 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 | 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 |
|--|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 16 | 12 | 72 | 49 | 49 | 63 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 25 | 13 | 62 | 37 | 43 | 57 |
| 14. Staff are treated respectfully regardless of their job | 77 | 14 | 9 | 77 | 50 | 55 | 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 | ICT Group 2013 | ICT Group 2011 | NSW Health Overall |
|-------------|---|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| 15a. | My line manager recognises and acknowledges when I have done my job well | 77 | 16 | 7 | 77 | 67 | 60 | 65 |
| 15b. | My line manager treats all staff in my team fairly | 77 | 12 | 11 | 77 | 64 | 62 | 62 |
| 15c. | My line manager ensures that when issues are raised in the team, they are addressed | 76 | 15 | 9 | 76 | 61 | 59 | 61 |
| 15d. | My line manager treats me with respect | 85 | 10 | 5 | 85 | 75 | 76 | 76 |
| 16. | I receive regular and constructive feedback on my performance | 56 | 25 | 19 | 56 | 37 | 37 | 52 |
| 17. | 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 |
|--------------|--|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| 18a. | The senior managers at my workplace are aware of the issues I face in my job | 50 | 29 | 20 | 50 | 38 | 31 | 46 |
| 18b. | The senior managers at my workplace have a clear direction for the future | 56 | 27 | 17 | 56 | 22 | 19 | 45 |
| 18c. | The senior managers at my workplace lead by example in creating a positive workplace | 60 | 27 | 13 | 60 | 21 | 22 | 45 |
| 19. | There is a positive relationship between senior management and staff in my workplace | 60 | 26 | 14 | 60 | 24 | 29 | 42 |
| 20. | Overall, I have confidence in the decisions made by my senior managers | 59 | 26 | 15 | 59 | 26 | 26 | 46 |
| K 21. | Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 32 | 16 | 52 | - | - | 39 |
| 22. | 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 | |
|----------|-------------|--|--------------------|---------------------|------------|----------------|----------------|--------------------|----|
| | 23. | I am kept well informed about what is happening in my workplace | 54 | 25 | 22 | 54 | 21 | 24 | 50 |
| K | 24. | I have a say in decisions which affect my work | 53 | 30 | 17 | 53 | 31 | 29 | 46 |
| | 25. | I think it is safe to speak up and challenge the way things are done | 62 | 21 | 17 | 62 | 42 | 43 | 51 |
| | 26. | Where I work, we share the lessons learnt when mistakes are made | 66 | 20 | 13 | 66 | 48 | 48 | 59 |
| | 27a. | I am aware of the strategic objectives and direction of the organisation I work for | 64 | 21 | 15 | 64 | 34 | - | 58 |
| | 27b. | 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 |
|---|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 29 | 14 | 57 | 50 | 45 | 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 | 70 | 21 | 10 | 70 | 53 | 63 | 68 |
| 30. 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 |
|----------|---|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| K | 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 |
| K | 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 | Question Text | 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 |
|---|-------|----------|------|------------|----------------|----------------|--------------------|
| 38a. Do you currently know how to report occurrences of these types of behaviour? | 69 | 21 | 10 | 69 | 74 | 64 | 85 |
| 38b. 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 |
|---|---------------------|--------------------|---------------------|------------|----------------|----------------|--------------------|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 26 | 10 | 64 | 42 | 44 | 62 |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | 41 | 6 | 54 | 29 | 34 | 69 |
| 41. My team's objectives/ work plans are clearly outlined | 66 | 21 | 13 | 66 | 35 | 36 | 66 |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | 24 | 10 | 66 | 37 | 36 | 66 |
| 43. 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 |
| K | 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 29 | 8 | 63 | 38 | - | 59 |
| K | 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 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Your Job

| | | | | | | | | | | | | | | |
|--|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 1. My job makes good use of my skills and abilities | 82 | (r) | (r) | 77 | 86 | (r) | (r) | 75 | (r) | (r) | 83 | (r) | (r) | 74 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | (r) | (r) | 77 | 79 | (r) | (r) | 80 | (r) | (r) | 80 | (r) | (r) | 74 |
| 3. Working here makes me want to do the best job I can | 75 | (r) | (r) | 62 | 80 | (r) | (r) | 76 | (r) | (r) | 71 | (r) | (r) | 70 |
| 4. The right amount of approvals are required for routine decisions | 49 | (r) | (r) | 38 | 54 | (r) | (r) | 37 | (r) | (r) | 42 | (r) | (r) | 48 |
| 5. I have sufficient control over my work so I can do my job well | 74 | (r) | (r) | 69 | 82 | (r) | (r) | 78 | (r) | (r) | 65 | (r) | (r) | 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 | (r) | (r) | 38 | 72 | (r) | (r) | 71 | (r) | (r) | 67 | (r) | (r) | 67 |

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 | | | | | | | | | | | | | | |
|---------------------------|-------------|---------|-----------------------|--------------------------|-------------------|---------------|----------------------------|--------------------------|-------------|-----------|----------------|--------------------------|------------------------|-------|--|
| | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 | |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 | |

Your Team

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----------|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|-----------|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | (r) | (r) | 69 | 83 | (r) | (r) | 86 | (r) | (r) | 68 | (r) | (r) | 75 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | (r) | (r) | 62 | 80 | (r) | (r) | 80 | (r) | (r) | 77 | (r) | (r) | 80 |
| 9. People in my team are honest and open | 76 | (r) | (r) | 54 | 76 | (r) | (r) | 86 | (r) | (r) | 79 | (r) | (r) | 72 |
| 10. My team resolves conflict quickly when it arises | 72 | (r) | (r) | 62 | 75 | (r) | (r) | 75 | (r) | (r) | 68 | (r) | (r) | 68 |
| 11. Morale is good in my team | 68 | (r) | (r) | 54 | 74 | (r) | (r) | 71 | (r) | (r) | 66 | (r) | (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 | | | | | | | | | | | | | | |
|---------------------------|-------------|---------|-----------------------|--------------------------|-------------------|---------------|----------------------------|--------------------------|-------------|-----------|----------------|--------------------------|------------------------|-------|--|
| | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 | |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 | |

Being Valued

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----------|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | (r) | (r) | 69 | 79 | (r) | (r) | 65 | (r) | (r) | 67 | (r) | (r) | 70 |
| 13. In my workplace, we recognise our successes and innovations | 62 | (r) | (r) | 38 | 65 | (r) | (r) | 55 | (r) | (r) | 65 | (r) | (r) | 62 |
| 14. Staff are treated respectfully regardless of their job | 77 | (r) | (r) | 77 | 80 | (r) | (r) | 73 | (r) | (r) | 74 | (r) | (r) | 75 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Your Line Manager

| | | | | | | | | | | | | | | |
|--|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | (r) | (r) | 69 | 79 | (r) | (r) | 76 | (r) | (r) | 77 | (r) | (r) | 71 |
| 15b. treats all staff in my team fairly | 77 | (r) | (r) | 62 | 78 | (r) | (r) | 80 | (r) | (r) | 77 | (r) | (r) | 71 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | (r) | (r) | 69 | 78 | (r) | (r) | 86 | (r) | (r) | 72 | (r) | (r) | 68 |
| 15d. treats me with respect | 85 | (r) | (r) | 85 | 88 | (r) | (r) | 94 | (r) | (r) | 83 | (r) | (r) | 76 |
| 16. I receive regular and constructive feedback on my performance | 56 | (r) | (r) | 15 | 59 | (r) | (r) | 59 | (r) | (r) | 58 | (r) | (r) | 53 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | (r) | (r) | 85 | 76 | (r) | (r) | 82 | (r) | (r) | 74 | (r) | (r) | 66 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Senior Managers

| | | | | | | | | | | | | | | |
|--|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 18a. are aware of the issues I face in my job | 50 | (r) | (r) | 31 | 52 | (r) | (r) | 57 | (r) | (r) | 45 | (r) | (r) | 48 |
| 18b. have a clear direction for the future | 56 | (r) | (r) | 38 | 62 | (r) | (r) | 45 | (r) | (r) | 53 | (r) | (r) | 54 |
| 18c. lead by example in creating a positive workplace | 60 | (r) | (r) | 38 | 61 | (r) | (r) | 63 | (r) | (r) | 60 | (r) | (r) | 55 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | (r) | (r) | 31 | 61 | (r) | (r) | 57 | (r) | (r) | 64 | (r) | (r) | 57 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | (r) | (r) | 46 | 60 | (r) | (r) | 55 | (r) | (r) | 61 | (r) | (r) | 59 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | (r) | (r) | 38 | 53 | (r) | (r) | 51 | (r) | (r) | 52 | (r) | (r) | 52 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | (r) | (r) | 31 | 59 | (r) | (r) | 55 | (r) | (r) | 59 | (r) | (r) | 54 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Communication

| | | | | | | | | | | | | | | |
|---|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | (r) | (r) | 46 | 58 | (r) | (r) | 48 | (r) | (r) | 60 | (r) | (r) | 45 |
| 24. I have a say in decisions which affect my work | 53 | (r) | (r) | 31 | 58 | (r) | (r) | 48 | (r) | (r) | 54 | (r) | (r) | 47 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | (r) | (r) | 62 | 62 | (r) | (r) | 65 | (r) | (r) | 61 | (r) | (r) | 61 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | (r) | (r) | 31 | 68 | (r) | (r) | 64 | (r) | (r) | 67 | (r) | (r) | 67 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | (r) | (r) | 54 | 66 | (r) | (r) | 49 | (r) | (r) | 69 | (r) | (r) | 63 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | (r) | (r) | 69 | 71 | (r) | (r) | 62 | (r) | (r) | 69 | (r) | (r) | 69 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Training and Development Opportunities

| | | | | | | | | | | | | | | |
|--|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | (r) | (r) | 69 | 58 | (r) | (r) | 49 | (r) | (r) | 53 | (r) | (r) | 60 |
| 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 | 70 | (r) | (r) | 85 | 71 | (r) | (r) | 60 | (r) | (r) | 72 | (r) | (r) | 71 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | (r) | (r) | 77 | 65 | (r) | (r) | 48 | (r) | (r) | 52 | (r) | (r) | 59 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Work Environment

| | | | | | | | | | | | | | | |
|---|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | (r) | (r) | 46 | 60 | (r) | (r) | 48 | (r) | (r) | 48 | (r) | (r) | 51 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | (r) | (r) | 54 | 76 | (r) | (r) | 76 | (r) | (r) | 71 | (r) | (r) | 77 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | (r) | (r) | 46 | 58 | (r) | (r) | 50 | (r) | (r) | 50 | (r) | (r) | 54 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | (r) | (r) | 62 | 71 | (r) | (r) | 72 | (r) | (r) | 71 | (r) | (r) | 71 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | (r) | (r) | 77 | 73 | (r) | (r) | 68 | (r) | (r) | 62 | (r) | (r) | 62 |
| 36. My workplace enables strong professional leadership | 55 | (r) | (r) | 38 | 56 | (r) | (r) | 54 | (r) | (r) | 56 | (r) | (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 | | | | | | | | | | | | | | |
|---------------------------|-------------|---------|-----------------------|--------------------------|-------------------|---------------|----------------------------|--------------------------|-------------|-----------|----------------|--------------------------|------------------------|-------|--|
| | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 | |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 | |

Unacceptable Behaviour

| | | | | | | | | | | | | | | |
|---|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 38a. know how to report occurrences of these types of behaviour? | 69 | (r) | (r) | 62 | 72 | (r) | (r) | 70 | (r) | (r) | 67 | (r) | (r) | 66 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | (r) | (r) | 31 | 58 | (r) | (r) | 56 | (r) | (r) | 51 | (r) | (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 | | | | | | | | | | | | | | |
|---------------------------|-------------|---------|-----------------------|--------------------------|-------------------|---------------|----------------------------|--------------------------|-------------|-----------|----------------|--------------------------|------------------------|-------|--|
| | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 | |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 | |

Service Delivery

| | | | | | | | | | | | | | | |
|--|----|-----|-----|----|----|-----|-----|----|-----|-----|----|-----|-----|----|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | (r) | (r) | 77 | 69 | (r) | (r) | 59 | (r) | (r) | 56 | (r) | (r) | 62 |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | (r) | (r) | 54 | 53 | (r) | (r) | 57 | (r) | (r) | 49 | (r) | (r) | 53 |
| 41. My team's objectives/ work plans are clearly outlined | 66 | (r) | (r) | 62 | 69 | (r) | (r) | 65 | (r) | (r) | 63 | (r) | (r) | 64 |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | (r) | (r) | 69 | 69 | (r) | (r) | 65 | (r) | (r) | 61 | (r) | (r) | 65 |
| 43. At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | (r) | (r) | 54 | 60 | (r) | (r) | 53 | (r) | (r) | 54 | (r) | (r) | 64 |

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 | eHealth 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 | 485 | 1 | 1 | 13 | 214 | 4 | 0 | 51 | 0 | 0 | 92 | 0 | 0 | 102 |
| Employee Engagement Index | 73 | (r) | (r) | 59 | 77 | (r) | (r) | 70 | (r) | (r) | 71 | (r) | (r) | 69 |

Your Workplace

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----------|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|-----------|
| 44. Overall I am proud to be a part of this workplace | 79 | (r) | (r) | 62 | 85 | (r) | (r) | 73 | (r) | (r) | 77 | (r) | (r) | 74 |
| 45. I would recommend my workplace as a good place to work | 72 | (r) | (r) | 62 | 76 | (r) | (r) | 65 | (r) | (r) | 67 | (r) | (r) | 69 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | (r) | (r) | 54 | 76 | (r) | (r) | 73 | (r) | (r) | 76 | (r) | (r) | 67 |
| 47. I have a strong sense of belonging to my workplace | 66 | (r) | (r) | 46 | 67 | (r) | (r) | 63 | (r) | (r) | 65 | (r) | (r) | 69 |
| 48. Overall I am satisfied to be working here at the present time | 75 | (r) | (r) | 69 | 81 | (r) | (r) | 67 | (r) | (r) | 73 | (r) | (r) | 67 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | (r) | (r) | 46 | 65 | (r) | (r) | 61 | (r) | (r) | 58 | (r) | (r) | 65 |
| 50. There is a positive culture in my workplace | 62 | (r) | (r) | 54 | 64 | (r) | (r) | 67 | (r) | (r) | 64 | (r) | (r) | 55 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | (r) | (r) | 46 | 47 | (r) | (r) | 35 | (r) | (r) | 56 | (r) | (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

Manage staff

eHealth NSW

Yes

No

Respondents 485 124 361

Employee Engagement Index 73 79 72

Your Job

| | | | |
|--|----|----|----|
| 1. My job makes good use of my skills and abilities | 82 | 88 | 80 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 84 | 76 |
| 3. Working here makes me want to do the best job I can | 75 | 80 | 74 |
| 4. The right amount of approvals are required for routine decisions | 49 | 41 | 51 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 73 | 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 | 69 | 77 | 66 |

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

eHealth NSW

Yes

No

| | | | |
|---------------------------|-----|-----|-----|
| Respondents | 485 | 124 | 361 |
| Employee Engagement Index | 73 | 79 | 72 |

Your Team

| | | | |
|---|----|----|----|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | 81 | 78 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 85 | 77 |
| 9. People in my team are honest and open | 76 | 82 | 74 |
| 10. My team resolves conflict quickly when it arises | 72 | 73 | 71 |
| 11. Morale is good in my team | 68 | 73 | 66 |

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

eHealth NSW
Yes No

| | | | |
|---------------------------|-----|-----|-----|
| Respondents | 485 | 124 | 361 |
| Employee Engagement Index | 73 | 79 | 72 |

Being Valued

| | | | |
|---|----|----|----|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 75 | 71 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 65 | 62 |
| 14. Staff are treated respectfully regardless of their job | 77 | 82 | 75 |

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

eHealth NSW

Yes

No

| | | | |
|---------------------------|-----|-----|-----|
| Respondents | 485 | 124 | 361 |
| Employee Engagement Index | 73 | 79 | 72 |

Your Line Manager

| | | | |
|--|----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 77 | 77 |
| 15b. treats all staff in my team fairly | 77 | 77 | 77 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 72 | 77 |
| 15d. treats me with respect | 85 | 87 | 84 |
| 16. I receive regular and constructive feedback on my performance | 56 | 49 | 59 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 73 | 75 |

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

eHealth NSW

Yes

No

Respondents

485 124 361

Employee Engagement Index

73 79 72

Senior Managers

| | | | |
|--|----|----|----|
| 18a. are aware of the issues I face in my job | 50 | 53 | 49 |
| 18b. have a clear direction for the future | 56 | 60 | 55 |
| 18c. lead by example in creating a positive workplace | 60 | 69 | 57 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 64 | 58 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 68 | 56 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 55 | 51 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 62 | 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

Manage staff

eHealth NSW

Yes

No

| Respondents | 485 | 124 | 361 |
|---------------------------|-----|-----|-----|
| Employee Engagement Index | 73 | 79 | 72 |

Communication

| | | | |
|---|----|----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 62 | 51 |
| 24. I have a say in decisions which affect my work | 53 | 60 | 50 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 66 | 61 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 68 | 66 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 66 | 63 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 68 | 69 |

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

eHealth NSW
Yes No

| | | | |
|---------------------------|-----|-----|-----|
| Respondents | 485 | 124 | 361 |
| Employee Engagement Index | 73 | 79 | 72 |

Training and Development Opportunities

| | | | |
|--|----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 56 | 57 |
| 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 | 70 | 67 | 71 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 60 | 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

Manage staff

eHealth NSW

Yes

No

Respondents 485 124 361

Employee Engagement Index 73 79 72

Work Environment

| | | | |
|---|----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 63 | 50 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 67 | 77 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 55 | 53 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 67 | 72 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 76 | 65 |
| 36. My workplace enables strong professional leadership | 55 | 60 | 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

Manage staff

eHealth NSW

| | Respondents | Yes | No |
|---------------------------|-------------|-----|-----|
| Employee Engagement Index | 485 | 124 | 361 |
| | 73 | 79 | 72 |

Unacceptable Behaviour

| | | | |
|--|-----------|-----------|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 79 | 66 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 61 | 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

Manage staff

eHealth NSW

Yes

No

Respondents

485 124 361

Employee Engagement Index

73 79 72

Service Delivery

| | | | | |
|-----|--|----|----|----|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 60 | 66 |
| 40. | In my workplace patient safety is at the centre of all decision making | 54 | 51 | 55 |
| 41. | My team's objectives/ work plans are clearly outlined | 66 | 69 | 65 |
| 42. | Our objectives/work plans help us to deliver a quality service | 66 | 70 | 65 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 59 | 59 |

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

eHealth NSW

Yes

No

| Respondents | 485 | 124 | 361 |
|---------------------------|-----|-----|-----|
| Employee Engagement Index | 73 | 79 | 72 |

Your Workplace

| | | | |
|---|----|----|----|
| 44. Overall I am proud to be a part of this workplace | 79 | 84 | 77 |
| 45. I would recommend my workplace as a good place to work | 72 | 77 | 70 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 80 | 71 |
| 47. I have a strong sense of belonging to my workplace | 66 | 72 | 64 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 78 | 73 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 65 | 62 |
| 50. There is a positive culture in my workplace | 62 | 62 | 62 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 64 | 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

Management Responsibility

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Your Job

| | | | | | |
|--|----|----|----|-----|-----|
| 1. My job makes good use of my skills and abilities | 82 | 91 | 84 | 93 | (r) |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 83 | 82 | 93 | (r) |
| 3. Working here makes me want to do the best job I can | 75 | 78 | 75 | 100 | (r) |
| 4. The right amount of approvals are required for routine decisions | 49 | 50 | 31 | 50 | (r) |
| 5. I have sufficient control over my work so I can do my job well | 74 | 70 | 75 | 87 | (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 | 69 | 70 | 80 | 87 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (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 | 79 | 83 | 75 | 100 | (r) |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 80 | 89 | 93 | (r) |
| 9. People in my team are honest and open | 76 | 78 | 84 | 93 | (r) |
| 10. My team resolves conflict quickly when it arises | 72 | 76 | 69 | 80 | (r) |
| 11. Morale is good in my team | 68 | 80 | 64 | 87 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Being Valued

| | | | | | |
|---|----|----|----|-----|-----|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 76 | 69 | 100 | (r) |
| 13. In my workplace, we recognise our successes and innovations | 62 | 67 | 57 | 87 | (r) |
| 14. Staff are treated respectfully regardless of their job | 77 | 87 | 75 | 93 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Your Line Manager

| | | | | | |
|--|----|----|----|-----|-----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 78 | 70 | 100 | (r) |
| 15b. treats all staff in my team fairly | 77 | 76 | 74 | 93 | (r) |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 67 | 70 | 87 | (r) |
| 15d. treats me with respect | 85 | 89 | 82 | 100 | (r) |
| 16. I receive regular and constructive feedback on my performance | 56 | 50 | 39 | 80 | (r) |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 65 | 74 | 93 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Senior Managers

| | | | | | |
|--|----|----|----|----|-----|
| 18a. are aware of the issues I face in my job | 50 | 54 | 44 | 80 | (r) |
| 18b. have a clear direction for the future | 56 | 67 | 48 | 87 | (r) |
| 18c. lead by example in creating a positive workplace | 60 | 67 | 62 | 93 | (r) |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 57 | 61 | 93 | (r) |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 65 | 62 | 93 | (r) |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 50 | 51 | 80 | (r) |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 59 | 57 | 87 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Communication

| | | | | | |
|---|----|----|----|----|-----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 54 | 60 | 87 | (r) |
| 24. I have a say in decisions which affect my work | 53 | 50 | 62 | 80 | (r) |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 57 | 68 | 86 | (r) |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 72 | 60 | 87 | (r) |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 61 | 63 | 87 | (r) |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 67 | 63 | 87 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Training and Development Opportunities

| | | | | | |
|--|----|----|----|----|-----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 53 | 52 | 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 | 70 | 67 | 66 | 80 | (r) |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 71 | 44 | 86 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Work Environment

| | | | | | |
|---|----|----|----|----|-----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 69 | 54 | 80 | (r) |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 69 | 64 | 80 | (r) |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 61 | 47 | 67 | (r) |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 69 | 60 | 93 | (r) |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 80 | 70 | 87 | (r) |
| 36. My workplace enables strong professional leadership | 55 | 60 | 52 | 93 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Unacceptable Behaviour

| | | | | | |
|--|-----------|-----------|-----------|-----------|-----|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 82 | 77 | 73 | (r) |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 60 | 62 | 60 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Service Delivery

| | | | | | |
|--|----|----|----|----|-----|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 64 | 52 | 73 | (r) |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | 51 | 48 | 53 | (r) |
| 41. My team's objectives/ work plans are clearly outlined | 66 | 60 | 70 | 87 | (r) |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | 64 | 68 | 87 | (r) |
| 43. At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 60 | 53 | 80 | (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

| | eHealth NSW | Front line Manager | Middle Manager | Senior Manager | Executive |
|---------------------------|-------------|--------------------|----------------|----------------|-----------|
| Respondents | 485 | 46 | 61 | 15 | 1 |
| Employee Engagement Index | 73 | 76 | 76 | 93 | (r) |

Your Workplace

| | | | | | |
|---|-----------|-----------|-----------|-----------|-----|
| 44. Overall I am proud to be a part of this workplace | 79 | 84 | 81 | 93 | (r) |
| 45. I would recommend my workplace as a good place to work | 72 | 73 | 76 | 87 | (r) |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 78 | 78 | 93 | (r) |
| 47. I have a strong sense of belonging to my workplace | 66 | 64 | 71 | 93 | (r) |
| 48. Overall I am satisfied to be working here at the present time | 75 | 76 | 76 | 93 | (r) |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 62 | 61 | 87 | (r) |
| 50. There is a positive culture in my workplace | 62 | 49 | 64 | 87 | (r) |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 60 | 59 | 87 | (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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Your Job

| | | | | | | | |
|--|----|----|-----|----|-----|-----|----|
| 1. My job makes good use of my skills and abilities | 82 | 79 | (r) | 79 | (r) | (r) | 87 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 74 | (r) | 77 | (r) | (r) | 84 |
| 3. Working here makes me want to do the best job I can | 75 | 76 | (r) | 69 | (r) | (r) | 80 |
| 4. The right amount of approvals are required for routine decisions | 49 | 52 | (r) | 46 | (r) | (r) | 47 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 75 | (r) | 69 | (r) | (r) | 77 |
| 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 | 65 | (r) | 72 | (r) | (r) | 72 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Your Team

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | 81 | (r) | 73 | (r) | (r) | 79 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 79 | (r) | 81 | (r) | (r) | 79 |
| 9. People in my team are honest and open | 76 | 76 | (r) | 78 | (r) | (r) | 75 |
| 10. My team resolves conflict quickly when it arises | 72 | 72 | (r) | 73 | (r) | (r) | 70 |
| 11. Morale is good in my team | 68 | 64 | (r) | 70 | (r) | (r) | 70 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Being Valued

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 68 | (r) | 71 | (r) | (r) | 78 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 60 | (r) | 65 | (r) | (r) | 65 |
| 14. Staff are treated respectfully regardless of their job | 77 | 78 | (r) | 76 | (r) | (r) | 76 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Your Line Manager

| | | | | | | | |
|--|----|----|-----|----|-----|-----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 74 | (r) | 79 | (r) | (r) | 77 |
| 15b. treats all staff in my team fairly | 77 | 73 | (r) | 75 | (r) | (r) | 81 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 73 | (r) | 73 | (r) | (r) | 80 |
| 15d. treats me with respect | 85 | 84 | (r) | 85 | (r) | (r) | 85 |
| 16. I receive regular and constructive feedback on my performance | 56 | 52 | (r) | 59 | (r) | (r) | 58 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 72 | (r) | 72 | (r) | (r) | 79 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Senior Managers

| | | | | | | | |
|--|----|----|-----|----|-----|-----|----|
| 18a. are aware of the issues I face in my job | 50 | 45 | (r) | 47 | (r) | (r) | 58 |
| 18b. have a clear direction for the future | 56 | 53 | (r) | 55 | (r) | (r) | 61 |
| 18c. lead by example in creating a positive workplace | 60 | 53 | (r) | 61 | (r) | (r) | 66 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 50 | (r) | 66 | (r) | (r) | 66 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 55 | (r) | 61 | (r) | (r) | 64 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 42 | (r) | 54 | (r) | (r) | 62 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 55 | (r) | 58 | (r) | (r) | 58 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Communication

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 50 | (r) | 53 | (r) | (r) | 60 |
| 24. I have a say in decisions which affect my work | 53 | 49 | (r) | 50 | (r) | (r) | 60 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 56 | (r) | 57 | (r) | (r) | 75 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 60 | (r) | 74 | (r) | (r) | 68 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 60 | (r) | 64 | (r) | (r) | 68 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 64 | (r) | 66 | (r) | (r) | 78 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Training and Development Opportunities

| | | | | | | | |
|--|----|----|-----|----|-----|-----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 66 | (r) | 52 | (r) | (r) | 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 | 70 | 79 | (r) | 61 | (r) | (r) | 67 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 69 | (r) | 56 | (r) | (r) | 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

Employment Status

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Work Environment

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 56 | (r) | 55 | (r) | (r) | 51 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 75 | (r) | 77 | (r) | (r) | 71 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 61 | (r) | 54 | (r) | (r) | 44 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 71 | (r) | 65 | (r) | (r) | 73 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 68 | (r) | 70 | (r) | (r) | 65 |
| 36. My workplace enables strong professional leadership | 55 | 51 | (r) | 58 | (r) | (r) | 59 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Unacceptable Behaviour

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 77 | (r) | 69 | (r) | (r) | 60 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 53 | (r) | 57 | (r) | (r) | 57 |

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

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Service Delivery

| | | | | | | | |
|--|----|----|-----|----|-----|-----|----|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 70 | (r) | 67 | (r) | (r) | 58 |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | 57 | (r) | 59 | (r) | (r) | 48 |
| 41. My team's objectives/ work plans are clearly outlined | 66 | 65 | (r) | 64 | (r) | (r) | 68 |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | 68 | (r) | 66 | (r) | (r) | 66 |
| 43. At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 62 | (r) | 54 | (r) | (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

Employment Status

| | eHealth NSW | Permanent/Ongoing Full time | Permanent/Ongoing Part time | Fixed term or temporary contract | Agency | Casual | Contractor |
|---------------------------|-------------|-----------------------------|-----------------------------|----------------------------------|--------|--------|------------|
| Respondents | 485 | 188 | 6 | 113 | 6 | 0 | 172 |
| Employee Engagement Index | 73 | 71 | (r) | 74 | (r) | (r) | 76 |

Your Workplace

| | | | | | | | |
|---|----|----|-----|----|-----|-----|----|
| 44. Overall I am proud to be a part of this workplace | 79 | 76 | (r) | 84 | (r) | (r) | 81 |
| 45. I would recommend my workplace as a good place to work | 72 | 70 | (r) | 72 | (r) | (r) | 73 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 67 | (r) | 79 | (r) | (r) | 77 |
| 47. I have a strong sense of belonging to my workplace | 66 | 64 | (r) | 68 | (r) | (r) | 67 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 74 | (r) | 73 | (r) | (r) | 78 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 60 | (r) | 63 | (r) | (r) | 66 |
| 50. There is a positive culture in my workplace | 62 | 58 | (r) | 61 | (r) | (r) | 67 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 48 | (r) | 46 | (r) | (r) | 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

Length of Service

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Your Job

| | | | | | | |
|--|----|----|----|----|----|----|
| 1. My job makes good use of my skills and abilities | 82 | 84 | 84 | 81 | 75 | 81 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 78 | 86 | 81 | 74 | 73 |
| 3. Working here makes me want to do the best job I can | 75 | 75 | 80 | 78 | 64 | 76 |
| 4. The right amount of approvals are required for routine decisions | 49 | 54 | 43 | 53 | 38 | 48 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 76 | 82 | 75 | 70 | 68 |
| 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave | 69 | 68 | 76 | 74 | 66 | 60 |

Demographics

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

Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

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|---------------------------|-------------|---------------------|--|--|---|------------------|
| Respondents | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Your Team

| | | | | | | |
|---|----|----|----|----|----|----|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | 80 | 86 | 77 | 75 | 78 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 76 | 83 | 83 | 85 | 73 |
| 9. People in my team are honest and open | 76 | 74 | 79 | 80 | 79 | 71 |
| 10. My team resolves conflict quickly when it arises | 72 | 65 | 80 | 76 | 74 | 66 |
| 11. Morale is good in my team | 68 | 67 | 79 | 72 | 66 | 57 |

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

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|---------------------------|-------------|---------------------|--|--|---|------------------|
| Respondents | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Being Valued

| | | | | | | |
|---|----|----|----|----|----|----|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 73 | 88 | 72 | 60 | 66 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 64 | 63 | 64 | 62 | 58 |
| 14. Staff are treated respectfully regardless of their job | 77 | 74 | 87 | 77 | 77 | 72 |

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

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Your Line Manager

| | | | | | | |
|--|----|----|----|----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 79 | 80 | 77 | 74 | 74 |
| 15b. treats all staff in my team fairly | 77 | 81 | 82 | 75 | 74 | 73 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 80 | 79 | 74 | 77 | 69 |
| 15d. treats me with respect | 85 | 86 | 89 | 84 | 85 | 83 |
| 16. I receive regular and constructive feedback on my performance | 56 | 64 | 71 | 53 | 55 | 44 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 80 | 83 | 73 | 72 | 68 |

Demographics

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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

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Senior Managers

| | | | | | | |
|--|----|----|----|----|----|----|
| 18a. are aware of the issues I face in my job | 50 | 59 | 56 | 50 | 46 | 41 |
| 18b. have a clear direction for the future | 56 | 67 | 64 | 53 | 52 | 46 |
| 18c. lead by example in creating a positive workplace | 60 | 66 | 67 | 63 | 52 | 49 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 66 | 70 | 65 | 56 | 43 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 67 | 63 | 63 | 52 | 47 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 65 | 64 | 54 | 42 | 32 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 62 | 72 | 55 | 50 | 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

Length of Service

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Communication

| | | | | | | |
|---|----|----|----|----|----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 60 | 62 | 60 | 44 | 40 |
| 24. I have a say in decisions which affect my work | 53 | 58 | 65 | 55 | 46 | 41 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 68 | 78 | 63 | 56 | 49 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 64 | 80 | 69 | 67 | 56 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 70 | 68 | 66 | 63 | 52 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 78 | 72 | 75 | 60 | 56 |

Demographics

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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

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Training and Development Opportunities

| | | | | | | |
|--|----|----|----|----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 55 | 54 | 54 | 67 | 58 |
| 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 | 70 | 66 | 73 | 71 | 67 | 70 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 55 | 68 | 54 | 63 | 64 |

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

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Work Environment

| | | | | | | |
|---|----|----|----|----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 53 | 64 | 53 | 54 | 49 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 76 | 92 | 74 | 67 | 65 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 52 | 62 | 53 | 46 | 55 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 78 | 88 | 64 | 62 | 66 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 73 | 72 | 67 | 77 | 58 |
| 36. My workplace enables strong professional leadership | 55 | 62 | 65 | 57 | 50 | 42 |

Demographics

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Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Unacceptable Behaviour

| | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 60 | 68 | 67 | 65 | 82 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 63 | 63 | 56 | 50 | 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

Length of Service

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Service Delivery

| | | | | | | |
|--|----|----|----|----|----|----|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 58 | 72 | 63 | 65 | 67 |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | 56 | 64 | 47 | 62 | 49 |
| 41. My team's objectives/ work plans are clearly outlined | 66 | 71 | 69 | 67 | 71 | 54 |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | 65 | 70 | 70 | 71 | 57 |
| 43. At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 63 | 57 | 64 | 60 | 49 |

Demographics

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

Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

| | eHealth 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 | 485 | 109 | 76 | 138 | 53 | 108 |
| Employee Engagement Index | 73 | 76 | 81 | 71 | 71 | 70 |

Your Workplace

| | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| 44. Overall I am proud to be a part of this workplace | 79 | 80 | 85 | 80 | 75 | 75 |
| 45. I would recommend my workplace as a good place to work | 72 | 76 | 78 | 71 | 73 | 64 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 77 | 84 | 69 | 77 | 67 |
| 47. I have a strong sense of belonging to my workplace | 66 | 70 | 68 | 62 | 67 | 65 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 78 | 89 | 69 | 71 | 71 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 62 | 77 | 61 | 65 | 54 |
| 50. There is a positive culture in my workplace | 62 | 67 | 74 | 61 | 60 | 50 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 35 | 57 | 56 | 44 | 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

| | Gender | | | |
|---------------------------|-------------|------|--------|-------------------|
| | eHealth NSW | Male | Female | Prefer not to say |
| Respondents | 485 | 290 | 137 | 28 |
| Employee Engagement Index | 73 | 75 | 75 | 50 |

Your Job

| | | | | |
|--|----|----|----|----|
| 1. My job makes good use of my skills and abilities | 82 | 82 | 84 | 61 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 79 | 79 | 57 |
| 3. Working here makes me want to do the best job I can | 75 | 77 | 77 | 54 |
| 4. The right amount of approvals are required for routine decisions | 49 | 48 | 53 | 32 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 77 | 71 | 50 |
| 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 | 75 | 61 | 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

| | | Gender | | | |
|--|---------------------------|-------------|------|--------|-------------------|
| | | eHealth NSW | Male | Female | Prefer not to say |
| | Respondents | 485 | 290 | 137 | 28 |
| | Employee Engagement Index | 73 | 75 | 75 | 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 | 79 | 83 | 70 | 71 |
| 8. | In my team we generally acknowledge one another's efforts and achievements | 79 | 83 | 75 | 64 |
| 9. | People in my team are honest and open | 76 | 82 | 68 | 54 |
| 10. | My team resolves conflict quickly when it arises | 72 | 75 | 66 | 64 |
| 11. | Morale is good in my team | 68 | 71 | 63 | 54 |

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 | | | |
|---------------------------|---------------|------|--------|-------------------|
| | eHealth NSW | Male | Female | Prefer not to say |
| Respondents | 485 | 290 | 137 | 28 |
| Employee Engagement Index | 73 | 75 | 75 | 50 |

Being Valued

| | | | | |
|---|-----------|-----------|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 76 | 71 | 39 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 64 | 63 | 43 |
| 14. Staff are treated respectfully regardless of their job | 77 | 80 | 74 | 57 |

Demographics

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(r) Where group has less than 10 respondents

| | Gender | | | |
|---------------------------|-------------|------|--------|-------------------|
| | eHealth NSW | Male | Female | Prefer not to say |
| Respondents | 485 | 290 | 137 | 28 |
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Your Line Manager

| | | | | |
|--|----|----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 79 | 76 | 57 |
| 15b. treats all staff in my team fairly | 77 | 79 | 80 | 46 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 80 | 73 | 46 |
| 15d. treats me with respect | 85 | 87 | 87 | 61 |
| 16. I receive regular and constructive feedback on my performance | 56 | 60 | 53 | 36 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 78 | 73 | 50 |

Demographics

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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 | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|--------|-------------|------|--------|-------------------|
| Respondents | | 485 | 290 | 137 | 28 |
| Employee Engagement Index | | 73 | 75 | 75 | 50 |

Senior Managers

| | | | | |
|--|----|----|----|----|
| 18a. are aware of the issues I face in my job | 50 | 53 | 48 | 37 |
| 18b. have a clear direction for the future | 56 | 55 | 57 | 52 |
| 18c. lead by example in creating a positive workplace | 60 | 63 | 57 | 41 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 64 | 54 | 44 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 61 | 57 | 48 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 56 | 47 | 30 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 59 | 57 | 30 |

Demographics

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At least 1 percentage points greater than overall score



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| | Gender | | | |
|---------------------------|-------------|------|--------|-------------------|
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Communication

| | | | | |
|---|----|----|----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 58 | 49 | 26 |
| 24. I have a say in decisions which affect my work | 53 | 57 | 49 | 22 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 67 | 56 | 41 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 71 | 62 | 37 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 64 | 62 | 52 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 70 | 65 | 74 |

Demographics

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(r) Where group has less than 10 respondents

Gender

| | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|-------------|------|--------|-------------------|
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Training and Development Opportunities

| | | | | |
|--|----|----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 59 | 60 | 33 |
| 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 | 70 | 72 | 68 | 63 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 62 | 63 | 19 |

Demographics

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(r) Where group has less than 10 respondents

Gender

| | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|-------------|------|--------|-------------------|
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Work Environment

| | | | | |
|---|----|----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 60 | 43 | 30 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 79 | 68 | 48 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 55 | 57 | 27 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 74 | 67 | 52 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 71 | 64 | 59 |
| 36. My workplace enables strong professional leadership | 55 | 59 | 54 | 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

| | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|-------------|------|--------|-------------------|
| Respondents | 485 | 290 | 137 | 28 |
| Employee Engagement Index | 73 | 75 | 75 | 50 |

Unacceptable Behaviour

| | | | | |
|--|-----------|-----------|-----------|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 69 | 71 | 59 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 62 | 50 | 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

| | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|-------------|------|--------|-------------------|
| Respondents | 485 | 290 | 137 | 28 |
| Employee Engagement Index | 73 | 75 | 75 | 50 |

Service Delivery

| | | | | | |
|-----|--|----|----|----|----|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 67 | 67 | 30 |
| 40. | In my workplace patient safety is at the centre of all decision making | 54 | 53 | 57 | 37 |
| 41. | My team's objectives/ work plans are clearly outlined | 66 | 68 | 64 | 52 |
| 42. | Our objectives/work plans help us to deliver a quality service | 66 | 69 | 64 | 41 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 61 | 58 | 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

Gender

| | eHealth NSW | Male | Female | Prefer not to say |
|---------------------------|-------------|------|--------|-------------------|
| Respondents | 485 | 290 | 137 | 28 |
| Employee Engagement Index | 73 | 75 | 75 | 50 |

Your Workplace

| | | | | |
|---|----|----|----|----|
| 44. Overall I am proud to be a part of this workplace | 79 | 82 | 79 | 52 |
| 45. I would recommend my workplace as a good place to work | 72 | 73 | 74 | 48 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 72 | 77 | 59 |
| 47. I have a strong sense of belonging to my workplace | 66 | 69 | 66 | 37 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 77 | 76 | 48 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 67 | 55 | 52 |
| 50. There is a positive culture in my workplace | 62 | 67 | 52 | 48 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 49 | 47 | 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

Age Group

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Your Job

| | | | | | | | | | | | |
|--|-----------|----|----|----|----|----|----|----|----|----|----|
| 1. My job makes good use of my skills and abilities | 82 | 92 | 90 | 87 | 84 | 85 | 77 | 81 | 79 | 76 | 62 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 92 | 83 | 81 | 74 | 83 | 75 | 79 | 82 | 82 | 62 |
| 3. Working here makes me want to do the best job I can | 75 | 92 | 83 | 78 | 71 | 78 | 73 | 74 | 76 | 82 | 62 |
| 4. The right amount of approvals are required for routine decisions | 49 | 77 | 50 | 54 | 49 | 44 | 47 | 52 | 53 | 35 | 38 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 85 | 73 | 84 | 74 | 74 | 72 | 76 | 71 | 65 | 62 |
| 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 | 85 | 80 | 76 | 70 | 75 | 60 | 64 | 66 | 76 | 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

Age Group

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 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 | 79 | 69 | 80 | 85 | 75 | 85 | 78 | 74 | 79 | 71 | 74 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 92 | 83 | 84 | 76 | 84 | 78 | 78 | 76 | 88 | 62 |
| 9. People in my team are honest and open | 76 | 85 | 83 | 78 | 75 | 82 | 72 | 74 | 79 | 76 | 62 |
| 10. My team resolves conflict quickly when it arises | 72 | 85 | 90 | 76 | 68 | 81 | 63 | 67 | 66 | 71 | 56 |
| 11. Morale is good in my team | 68 | 77 | 77 | 73 | 73 | 70 | 57 | 65 | 61 | 76 | 56 |

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

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Being Valued

| | | | | | | | | | | | |
|---|----|-----|----|----|----|----|----|----|----|----|----|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 100 | 83 | 79 | 71 | 81 | 65 | 69 | 61 | 71 | 50 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 92 | 73 | 61 | 59 | 67 | 60 | 57 | 66 | 71 | 47 |
| 14. Staff are treated respectfully regardless of their job | 77 | 92 | 80 | 76 | 74 | 84 | 78 | 67 | 82 | 88 | 59 |

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 | | | | | | | | | | |
|---------------------------|-------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|
| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Your Line Manager

| | | | | | | | | | | | |
|--|----|-----|----|----|----|----|----|----|----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 92 | 83 | 85 | 74 | 84 | 63 | 74 | 74 | 94 | 59 |
| 15b. treats all staff in my team fairly | 77 | 92 | 80 | 83 | 73 | 85 | 72 | 74 | 76 | 82 | 56 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 92 | 80 | 83 | 73 | 83 | 68 | 72 | 82 | 71 | 53 |
| 15d. treats me with respect | 85 | 100 | 93 | 91 | 79 | 91 | 83 | 86 | 82 | 88 | 65 |
| 16. I receive regular and constructive feedback on my performance | 56 | 69 | 73 | 67 | 54 | 60 | 43 | 51 | 61 | 65 | 32 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 92 | 80 | 79 | 69 | 82 | 65 | 77 | 82 | 82 | 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

Age Group

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Senior Managers

| | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|
| 18a. are aware of the issues I face in my job | 50 | 54 | 63 | 58 | 54 | 55 | 38 | 44 | 50 | 53 | 32 |
| 18b. have a clear direction for the future | 56 | 62 | 70 | 61 | 54 | 56 | 55 | 51 | 61 | 65 | 38 |
| 18c. lead by example in creating a positive workplace | 60 | 77 | 73 | 66 | 53 | 62 | 53 | 54 | 63 | 88 | 39 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 77 | 70 | 67 | 58 | 65 | 52 | 49 | 63 | 75 | 41 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 92 | 67 | 64 | 54 | 61 | 53 | 53 | 68 | 81 | 35 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 77 | 60 | 62 | 53 | 55 | 48 | 42 | 47 | 69 | 24 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 85 | 77 | 62 | 53 | 59 | 52 | 53 | 61 | 63 | 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

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Communication

| | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | 75 | 63 | 63 | 54 | 52 | 50 | 54 | 57 | 50 | 26 |
| 24. I have a say in decisions which affect my work | 53 | 75 | 63 | 65 | 52 | 52 | 55 | 49 | 45 | 50 | 29 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 83 | 63 | 75 | 62 | 60 | 62 | 53 | 63 | 81 | 44 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 92 | 83 | 65 | 72 | 70 | 62 | 53 | 63 | 88 | 47 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 92 | 73 | 66 | 63 | 58 | 73 | 60 | 66 | 63 | 41 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | 92 | 80 | 78 | 65 | 68 | 73 | 58 | 66 | 81 | 56 |

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

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Training and Development Opportunities

| | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 58 | 67 | 71 | 53 | 51 | 57 | 53 | 61 | 63 | 38 |
| 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 | 70 | 83 | 63 | 72 | 71 | 65 | 82 | 62 | 74 | 75 | 62 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | 83 | 70 | 65 | 62 | 65 | 53 | 54 | 68 | 56 | 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

Age Group

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Work Environment

| | | | | | | | | | | | |
|---|----|-----|----|----|----|----|----|----|----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 83 | 59 | 60 | 53 | 55 | 52 | 44 | 61 | 75 | 29 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 92 | 86 | 77 | 76 | 81 | 67 | 69 | 68 | 88 | 56 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 83 | 72 | 62 | 52 | 57 | 48 | 46 | 50 | 75 | 24 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 83 | 83 | 69 | 70 | 79 | 66 | 67 | 70 | 75 | 59 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 92 | 76 | 80 | 67 | 75 | 60 | 58 | 55 | 69 | 62 |
| 36. My workplace enables strong professional leadership | 55 | 100 | 69 | 62 | 51 | 58 | 48 | 46 | 53 | 75 | 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

Age Group

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Unacceptable Behaviour

| | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|----|----|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 67 | 59 | 65 | 65 | 67 | 68 | 79 | 84 | 94 | 59 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 83 | 59 | 54 | 52 | 57 | 58 | 48 | 62 | 81 | 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

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Service Delivery

| | | | | | | | | | | | |
|--|----|-----|----|----|----|----|----|----|----|----|----|
| 39. My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 83 | 83 | 63 | 67 | 66 | 60 | 61 | 68 | 75 | 38 |
| 40. In my workplace patient safety is at the centre of all decision making | 54 | 67 | 76 | 54 | 48 | 57 | 55 | 40 | 50 | 81 | 47 |
| 41. My team's objectives/ work plans are clearly outlined | 66 | 83 | 69 | 68 | 63 | 65 | 63 | 64 | 68 | 88 | 56 |
| 42. Our objectives/work plans help us to deliver a quality service | 66 | 100 | 69 | 72 | 63 | 67 | 61 | 61 | 68 | 94 | 44 |
| 43. At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 75 | 66 | 66 | 61 | 63 | 57 | 49 | 63 | 69 | 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

| | eHealth 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 | 485 | 13 | 30 | 67 | 80 | 88 | 60 | 58 | 38 | 17 | 34 |
| Employee Engagement Index | 73 | 89 | 83 | 80 | 72 | 78 | 71 | 66 | 70 | 90 | 50 |

Your Workplace

| | | | | | | | | | | | |
|---|----|-----|----|----|----|----|----|----|----|-----|----|
| 44. Overall I am proud to be a part of this workplace | 79 | 100 | 90 | 85 | 78 | 83 | 85 | 61 | 82 | 94 | 56 |
| 45. I would recommend my workplace as a good place to work | 72 | 92 | 83 | 82 | 72 | 77 | 68 | 56 | 68 | 100 | 44 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 75 | 86 | 83 | 76 | 76 | 69 | 67 | 61 | 94 | 53 |
| 47. I have a strong sense of belonging to my workplace | 66 | 83 | 76 | 71 | 63 | 76 | 61 | 63 | 61 | 81 | 35 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 92 | 83 | 83 | 73 | 78 | 68 | 72 | 71 | 88 | 53 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 75 | 69 | 77 | 58 | 63 | 59 | 49 | 68 | 81 | 47 |
| 50. There is a positive culture in my workplace | 62 | 100 | 76 | 68 | 53 | 66 | 58 | 51 | 66 | 75 | 47 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 58 | 48 | 54 | 44 | 57 | 45 | 40 | 45 | 69 | 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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Your Job

| | | | | | |
|--|-----------|-----|-----|-----------|-----------|
| 1. My job makes good use of my skills and abilities | 82 | (r) | (r) | 83 | 62 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | (r) | (r) | 79 | 76 |
| 3. Working here makes me want to do the best job I can | 75 | (r) | (r) | 77 | 66 |
| 4. The right amount of approvals are required for routine decisions | 49 | (r) | (r) | 50 | 34 |
| 5. I have sufficient control over my work so I can do my job well | 74 | (r) | (r) | 75 | 69 |
| 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 | (r) | (r) | 70 | 62 |

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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Your Team

| | | | | | | |
|-----|--|----|-----|-----|----|----|
| 7. | The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | (r) | (r) | 79 | 76 |
| 8. | In my team we generally acknowledge one another's efforts and achievements | 79 | (r) | (r) | 80 | 72 |
| 9. | People in my team are honest and open | 76 | (r) | (r) | 77 | 66 |
| 10. | My team resolves conflict quickly when it arises | 72 | (r) | (r) | 72 | 66 |
| 11. | Morale is good in my team | 68 | (r) | (r) | 69 | 59 |

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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Being Valued

| | | | | | |
|---|-----------|-----|-----|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | (r) | (r) | 73 | 52 |
| 13. In my workplace, we recognise our successes and innovations | 62 | (r) | (r) | 65 | 45 |
| 14. Staff are treated respectfully regardless of their job | 77 | (r) | (r) | 78 | 66 |

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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Your Line Manager

| | | | | | |
|--|-----------|-----|-----|-----------|-----------|
| 15a. recognises and acknowledges when I have done my job well | 77 | (r) | (r) | 77 | 66 |
| 15b. treats all staff in my team fairly | 77 | (r) | (r) | 78 | 55 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | (r) | (r) | 77 | 59 |
| 15d. treats me with respect | 85 | (r) | (r) | 87 | 66 |
| 16. I receive regular and constructive feedback on my performance | 56 | (r) | (r) | 58 | 34 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | (r) | (r) | 76 | 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

Australian Aboriginal

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Senior Managers

| | | | | | |
|--|----|-----|-----|----|----|
| 18a. are aware of the issues I face in my job | 50 | (r) | (r) | 51 | 45 |
| 18b. have a clear direction for the future | 56 | (r) | (r) | 58 | 34 |
| 18c. lead by example in creating a positive workplace | 60 | (r) | (r) | 61 | 43 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | (r) | (r) | 60 | 48 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | (r) | (r) | 61 | 34 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | (r) | (r) | 53 | 34 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | (r) | (r) | 57 | 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

Australian Aboriginal

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Communication

| | | | | | |
|---|-----------|-----|-----|-----------|-----------|
| 23. I am kept well informed about what is happening in my workplace | 54 | (r) | (r) | 55 | 34 |
| 24. I have a say in decisions which affect my work | 53 | (r) | (r) | 53 | 48 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | (r) | (r) | 63 | 52 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | (r) | (r) | 67 | 59 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | (r) | (r) | 64 | 48 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | (r) | (r) | 70 | 59 |

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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Training and Development Opportunities

| | | | | | |
|--|-----------|-----|-----|-----------|-----------|
| 28. I have received the appropriate training and development to do my job effectively | 57 | (r) | (r) | 57 | 52 |
| 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 | 70 | (r) | (r) | 70 | 59 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | (r) | (r) | 62 | 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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Work Environment

| | | | | | |
|---|----|-----|-----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | (r) | (r) | 55 | 41 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | (r) | (r) | 76 | 52 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | (r) | (r) | 55 | 22 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | (r) | (r) | 72 | 55 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | (r) | (r) | 69 | 52 |
| 36. My workplace enables strong professional leadership | 55 | (r) | (r) | 57 | 24 |

Demographics

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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

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Unacceptable Behaviour

| | | | | | |
|--|-----------|-----|-----|-----------|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | (r) | (r) | 70 | 59 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | (r) | (r) | 57 | 38 |

Demographics

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| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Service Delivery

| | | | | | | |
|-----|--|----|-----|-----|----|----|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 64 | (r) | (r) | 66 | 32 |
| 40. | In my workplace patient safety is at the centre of all decision making | 54 | (r) | (r) | 55 | 34 |
| 41. | My team's objectives/ work plans are clearly outlined | 66 | (r) | (r) | 66 | 62 |
| 42. | Our objectives/work plans help us to deliver a quality service | 66 | (r) | (r) | 68 | 41 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | (r) | (r) | 61 | 34 |

Demographics

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

Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

| | eHealth NSW | Australian Aboriginal Origin | Torres Strait Islander | None of the above | Prefer not to say |
|---------------------------|-------------|------------------------------|------------------------|-------------------|-------------------|
| Respondents | 485 | 2 | 0 | 449 | 29 |
| Employee Engagement Index | 73 | (r) | (r) | 75 | 55 |

Your Workplace

| | | | | | |
|---|-----------|-----|-----|-----------|-----------|
| 44. Overall I am proud to be a part of this workplace | 79 | (r) | (r) | 81 | 59 |
| 45. I would recommend my workplace as a good place to work | 72 | (r) | (r) | 73 | 55 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | (r) | (r) | 75 | 59 |
| 47. I have a strong sense of belonging to my workplace | 66 | (r) | (r) | 69 | 34 |
| 48. Overall I am satisfied to be working here at the present time | 75 | (r) | (r) | 76 | 55 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | (r) | (r) | 64 | 48 |
| 50. There is a positive culture in my workplace | 62 | (r) | (r) | 63 | 52 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | (r) | (r) | 50 | 25 |

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

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Your Job

| | | | | |
|--|-----------|-----|-----------|-----------|
| 1. My job makes good use of my skills and abilities | 82 | (r) | 83 | 43 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | (r) | 79 | 71 |
| 3. Working here makes me want to do the best job I can | 75 | (r) | 76 | 57 |
| 4. The right amount of approvals are required for routine decisions | 49 | (r) | 49 | 36 |
| 5. I have sufficient control over my work so I can do my job well | 74 | (r) | 75 | 71 |
| 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 | (r) | 70 | 57 |

Demographics

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

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Disability

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Your Team

| | | | | |
|---|-----------|-----|-----------|-----------|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 79 | (r) | 80 | 64 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | (r) | 80 | 50 |
| 9. People in my team are honest and open | 76 | (r) | 77 | 57 |
| 10. My team resolves conflict quickly when it arises | 72 | (r) | 72 | 57 |
| 11. Morale is good in my team | 68 | (r) | 68 | 50 |

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

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Disability

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Being Valued

| | | | | |
|---|-----------|-----|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | (r) | 73 | 43 |
| 13. In my workplace, we recognise our successes and innovations | 62 | (r) | 63 | 43 |
| 14. Staff are treated respectfully regardless of their job | 77 | (r) | 78 | 50 |

Demographics

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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

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Your Line Manager

| | | | | |
|--|----|-----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | (r) | 77 | 54 |
| 15b. treats all staff in my team fairly | 77 | (r) | 78 | 38 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | (r) | 77 | 31 |
| 15d. treats me with respect | 85 | (r) | 86 | 46 |
| 16. I receive regular and constructive feedback on my performance | 56 | (r) | 57 | 23 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | (r) | 76 | 46 |

Demographics

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

Key



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| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Senior Managers

| | | | | |
|--|----|-----|----|----|
| 18a. are aware of the issues I face in my job | 50 | (r) | 51 | 38 |
| 18b. have a clear direction for the future | 56 | (r) | 58 | 23 |
| 18c. lead by example in creating a positive workplace | 60 | (r) | 61 | 31 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | (r) | 61 | 23 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | (r) | 61 | 23 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | (r) | 53 | 23 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | (r) | 58 | 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

Disability

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Communication

| | | | | |
|---|----|-----|----|----|
| 23. I am kept well informed about what is happening in my workplace | 54 | (r) | 55 | 15 |
| 24. I have a say in decisions which affect my work | 53 | (r) | 53 | 38 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | (r) | 63 | 46 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | (r) | 67 | 38 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | (r) | 65 | 31 |
| 27b. I am aware of how my work contributes to the overall strategic objectives of my organisation | 69 | (r) | 69 | 62 |

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

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Training and Development Opportunities

| | | | | |
|--|----|-----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | (r) | 57 | 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 | 70 | (r) | 70 | 69 |
| 30. I am encouraged to take opportunities to learn new skills and have new experiences | 60 | (r) | 61 | 15 |

Demographics

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

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| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Work Environment

| | | | | |
|---|----|-----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | (r) | 55 | 38 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | (r) | 76 | 38 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | (r) | 55 | 0 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | (r) | 73 | 31 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | (r) | 69 | 38 |
| 36. My workplace enables strong professional leadership | 55 | (r) | 57 | 15 |

Demographics

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

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Disability

| | eHealth NSW | Yes | No | Prefer not to say |
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| Respondents | 485 | 4 | 464 | 14 |
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Unacceptable Behaviour

| | | | | |
|---|-----------|-----|----|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | (r) | 69 | 62 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | (r) | 56 | 46 |

Demographics

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| | eHealth NSW | Yes | No | Prefer not to say |
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| Respondents | 485 | 4 | 464 | 14 |
| Employee Engagement Index | 73 | (r) | 74 | 53 |

Service Delivery

| | | | | | |
|-----|--|----|-----|----|----|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 64 | (r) | 66 | 31 |
| 40. | In my workplace patient safety is at the centre of all decision making | 54 | (r) | 54 | 38 |
| 41. | My team's objectives/ work plans are clearly outlined | 66 | (r) | 66 | 54 |
| 42. | Our objectives/work plans help us to deliver a quality service | 66 | (r) | 67 | 38 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | (r) | 60 | 23 |

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| Respondents | 485 | 4 | 464 | 14 |
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Your Workplace

| | | | | |
|---|-----------|-----|-----------|-----------|
| 44. Overall I am proud to be a part of this workplace | 79 | (r) | 80 | 69 |
| 45. I would recommend my workplace as a good place to work | 72 | (r) | 73 | 54 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | (r) | 74 | 54 |
| 47. I have a strong sense of belonging to my workplace | 66 | (r) | 67 | 31 |
| 48. Overall I am satisfied to be working here at the present time | 75 | (r) | 75 | 54 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | (r) | 63 | 38 |
| 50. There is a positive culture in my workplace | 62 | (r) | 62 | 46 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | (r) | 49 | 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

English Speaking Background

| | eHealth NSW | Yes | No | Prefer not to say |
|---------------------------|-------------|-----|-----|-------------------|
| Respondents | 485 | 305 | 150 | 27 |
| Employee Engagement Index | 73 | 72 | 79 | 61 |

Your Job

| | | | | |
|--|-----------|-----------|-----------|-----------|
| 1. My job makes good use of my skills and abilities | 82 | 82 | 85 | 59 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 78 | 77 | 81 | 74 |
| 3. Working here makes me want to do the best job I can | 75 | 73 | 81 | 70 |
| 4. The right amount of approvals are required for routine decisions | 49 | 45 | 60 | 33 |
| 5. I have sufficient control over my work so I can do my job well | 74 | 73 | 76 | 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 | 69 | 70 | 69 | 59 |

Demographics

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| Respondents | 485 | 305 | 150 | 27 |
| Employee Engagement Index | 73 | 72 | 79 | 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 | 79 | 79 | 79 | 78 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 79 | 78 | 84 | 70 |
| 9. People in my team are honest and open | 76 | 78 | 75 | 67 |
| 10. My team resolves conflict quickly when it arises | 72 | 68 | 81 | 67 |
| 11. Morale is good in my team | 68 | 66 | 72 | 63 |

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Being Valued

| | | | | |
|---|-----------|-----------|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 72 | 72 | 76 | 59 |
| 13. In my workplace, we recognise our successes and innovations | 62 | 61 | 68 | 48 |
| 14. Staff are treated respectfully regardless of their job | 77 | 76 | 81 | 63 |

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Your Line Manager

| | | | | |
|--|----|----|----|----|
| 15a. recognises and acknowledges when I have done my job well | 77 | 74 | 83 | 70 |
| 15b. treats all staff in my team fairly | 77 | 77 | 80 | 59 |
| 15c. ensures that when issues are raised in the team, they are addressed | 76 | 75 | 80 | 59 |
| 15d. treats me with respect | 85 | 85 | 87 | 70 |
| 16. I receive regular and constructive feedback on my performance | 56 | 52 | 67 | 44 |
| 17. Overall, I have confidence in the decisions made by my line manager | 75 | 75 | 75 | 67 |

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Senior Managers

| | | | | |
|--|----|----|----|----|
| 18a. are aware of the issues I face in my job | 50 | 48 | 58 | 37 |
| 18b. have a clear direction for the future | 56 | 54 | 64 | 37 |
| 18c. lead by example in creating a positive workplace | 60 | 59 | 64 | 50 |
| 19. There is a positive relationship between senior management and staff in my workplace | 60 | 59 | 64 | 44 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 59 | 57 | 67 | 37 |
| 21. Senior managers in my organisation are honest, open and transparent in their dealings with staff | 52 | 50 | 59 | 30 |
| 22. My organisation is making the necessary decisions to meet our future challenges | 57 | 53 | 65 | 48 |

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Communication

| | | | | |
|---|-----------|-----------|-----------|-----------|
| 23. I am kept well informed about what is happening in my workplace | 54 | 52 | 62 | 30 |
| 24. I have a say in decisions which affect my work | 53 | 52 | 56 | 41 |
| 25. I think it is safe to speak up and challenge the way things are done | 62 | 64 | 61 | 52 |
| 26. Where I work, we share the lessons learnt when mistakes are made | 66 | 65 | 72 | 52 |
| 27a. I am aware of the strategic objectives and direction of the organisation I work for | 64 | 62 | 70 | 52 |
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Training and Development Opportunities

| | | | | |
|--|----|----|----|----|
| 28. I have received the appropriate training and development to do my job effectively | 57 | 54 | 62 | 54 |
| 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 | 70 | 66 | 77 | 70 |
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Work Environment

| | | | | |
|---|----|----|----|----|
| 31. I have confidence in the processes that my workplace uses to resolve staff conflict | 54 | 50 | 64 | 42 |
| 32. I am able to achieve a healthy work/life balance most of the time | 74 | 72 | 82 | 62 |
| 33. There are mechanisms in place to support me if I experience stress or pressure | 54 | 52 | 61 | 28 |
| 34. Reasonable expectations are placed on staff according to their position | 71 | 67 | 81 | 54 |
| 35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 68 | 65 | 74 | 62 |
| 36. My workplace enables strong professional leadership | 55 | 52 | 64 | 38 |

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Unacceptable Behaviour

| | | | | |
|--|-----------|-----------|-----------|-----------|
| 38a. know how to report occurrences of these types of behaviour? | 69 | 72 | 64 | 58 |
| 38b. have confidence that if you report these behaviours they will be responded to appropriately? | 55 | 57 | 55 | 42 |

Demographics

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

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Service Delivery

| | | | | | |
|-----|--|----|----|----|----|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 64 | 62 | 73 | 46 |
| 40. | In my workplace patient safety is at the centre of all decision making | 54 | 48 | 66 | 50 |
| 41. | My team's objectives/ work plans are clearly outlined | 66 | 63 | 72 | 58 |
| 42. | Our objectives/work plans help us to deliver a quality service | 66 | 63 | 75 | 50 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 59 | 56 | 68 | 42 |

Demographics

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| Respondents | 485 | 305 | 150 | 27 |
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Your Workplace

| | | | | |
|---|-----------|-----------|-----------|-----------|
| 44. Overall I am proud to be a part of this workplace | 79 | 79 | 80 | 68 |
| 45. I would recommend my workplace as a good place to work | 72 | 70 | 77 | 60 |
| 46. I feel motivated to contribute more than what is normally required at work | 73 | 72 | 78 | 64 |
| 47. I have a strong sense of belonging to my workplace | 66 | 64 | 76 | 40 |
| 48. Overall I am satisfied to be working here at the present time | 75 | 73 | 80 | 64 |
| 49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 63 | 60 | 70 | 52 |
| 50. There is a positive culture in my workplace | 62 | 59 | 70 | 56 |
| 51. Overall, I believe the culture at my workplace has improved in the last 12 months | 48 | 43 | 61 | 32 |

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 |

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

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Celebrate!

What three things are working well?

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| 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

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