

**72%**

2013: 66%

**ENGAGEMENT INDEX**

**58%**

2013: 53%

**WORKPLACE CULTURE INDEX**

**546**

2013: 434

**ACTUAL RESPONSES**

**60%**

2013: 61%  
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	<b>74</b>	<b>+5</b>
45.	I would recommend my workplace as a good place to work	<b>65</b>	<b>+6</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>69</b>	<b>+6</b>
48.	Overall I am satisfied to be working here at the present time	<b>74</b>	<b>+6</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>78</b>	<b>+5</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>72</b>	<b>+5</b>

## 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>
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>40</b>	-
50. There is a positive culture in my workplace	<b>57</b>	-
19. There is a positive relationship between senior management and staff in my workplace	<b>40</b>	<b>+1</b>
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>44</b>	<b>+5</b>
36. My workplace enables strong professional leadership	<b>57</b>	-
22. My organisation is making the necessary decisions to meet our future challenges	<b>46</b>	-

## In this report

### HEADLINES

A top line summary of key insights

### COMPARISONS

Score summary against selected comparators

### ALL QUESTIONS

Detailed results for the entire question set

### GUIDE

A guide on how to interpret the results

### ACTION

Initiatives for maintaining and improving engagement

## Highlights and lowlights

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

### Highlights

Sections	% Positive
Your Job	72
Service Delivery	70
Training and Development Opportunities	67

Questions	% Positive
1. My job makes good use of my skills and abilities	84
15d. My line manager treats me with respect	79
3. Working here makes me want to do the best job I can	78
2. I feel I am able to suggest ideas to improve our ways of doing things	77
8. In my team we generally acknowledge one another's efforts and achievements	75

### Lowlights

Sections	% Positive
Senior Managers	44
Communication	59
Work Environment	61

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	40
19. There is a positive relationship between senior management and staff in my workplace	40
18c. The senior managers at my workplace lead by example in creating a positive workplace	44
20. Overall, I have confidence in the decisions made by my senior managers	44
18b. The senior managers at my workplace have a clear direction for the future	45

## 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
Your Team	67	+8
Being Valued	66	+7
Your Workplace	65	+6

Questions	% Positive	Variance from 2013
11. Morale is good in my team	59	+12
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	+11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	74	+10
13. In my workplace, we recognise our successes and innovations	64	+9
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	68	+9

### Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	67	-2
Work Environment	61	0
Your Line Manager	67	+2

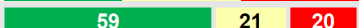


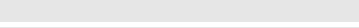

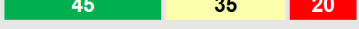

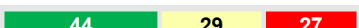


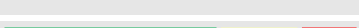
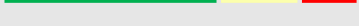


Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	-16
34. Reasonable expectations are placed on staff according to their position	58	-4
32. I am able to achieve a healthy work/life balance most of the time	69	-1
26. Where I work, we share the lessons learnt when mistakes are made	61	-1
17. Overall, I have confidence in the decisions made by my line manager	65	-1

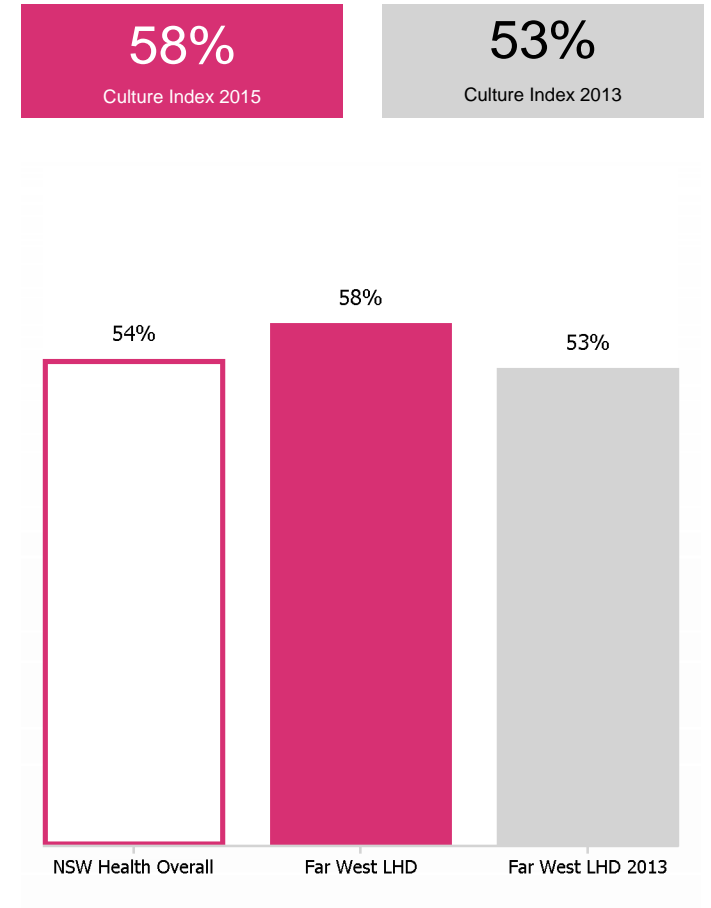
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# Employee Workplace Culture Index

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

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

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		59	21	20	+12
12. I believe I am valued for what I can offer at my workplace		69	13	17	+6
13. In my workplace, we recognise our successes and innovations		64	22	14	+9
14. Staff are treated respectfully regardless of their job		64	18	18	+5
17. Overall, I have confidence in the decisions made by my line manager		65	20	14	-1
18b. The senior managers at my workplace have a clear direction for the future		45	35	20	+6
18c. The senior managers at my workplace lead by example in creating a positive workplace		44	27	29	+5
20. Overall, I have confidence in the decisions made by my senior managers		44	29	27	+2
24. I have a say in decisions which affect my work		54	23	23	+5
25. I think it is safe to speak up and challenge the way things are done		56	17	27	+2
26. Where I work, we share the lessons learnt when mistakes are made		61	23	17	-1
31. I have confidence in the processes that my workplace uses to resolve staff conflict		49	27	24	+6
41. My team's objectives/ work plans are clearly outlined		72	19	9	+7
42. Our objectives/work plans help us to deliver a quality service		72	20	8	+5
51. Overall, I believe the culture at my workplace has improved in the last 12 months		45	33	21	+9



# Trend Comparison

This section shows comparisons between Far West LHD and the 2013 survey results for Far West LHD



84% ■ Proportion of questions above 2013 scores by 1 or more percentage points

6% ■ Proportion of questions in line with 2013 scores

10% ■ 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>
11. Morale is good in my team	<b>59</b>	<span style="color: green;">■</span> +12
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>62</b>	<span style="color: green;">■</span> +11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>74</b>	<span style="color: green;">■</span> +10
13. In my workplace, we recognise our successes and innovations	<b>64</b>	<span style="color: green;">■</span> +9
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>68</b>	<span style="color: green;">■</span> +9
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>45</b>	<span style="color: green;">■</span> +9
10. My team resolves conflict quickly when it arises	<b>59</b>	<span style="color: green;">■</span> +8
39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>70</b>	<span style="color: green;">■</span> +7
41. My team's objectives/ work plans are clearly outlined	<b>72</b>	<span style="color: green;">■</span> +7
48. Overall I am satisfied to be working here at the present time	<b>74</b>	<span style="color: green;">■</span> +6
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>61</b>	<span style="color: green;">■</span> +6
47. I have a strong sense of belonging to my workplace	<b>69</b>	<span style="color: green;">■</span> +6

# Trend Comparison

This section shows comparisons between Far West LHD and the 2013 survey results for Far West LHD



- 84% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 6% ■ Proportion of questions in line with 2013 scores
- 10% ■ 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>
12. I believe I am valued for what I can offer at my workplace	<b>69</b>	+6
9. People in my team are honest and open	<b>67</b>	+6
45. I would recommend my workplace as a good place to work	<b>65</b>	+6
18b. The senior managers at my workplace have a clear direction for the future	<b>45</b>	+6
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>49</b>	+6
3. Working here makes me want to do the best job I can	<b>78</b>	+5
14. Staff are treated respectfully regardless of their job	<b>64</b>	+5
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>64</b>	+5
43. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>61</b>	+5
44. Overall I am proud to be a part of this workplace	<b>74</b>	+5
42. Our objectives/work plans help us to deliver a quality service	<b>72</b>	+5
24. I have a say in decisions which affect my work	<b>54</b>	+5
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>67</b>	+5

# Trend Comparison

This section shows comparisons between Far West LHD and the 2013 survey results for Far West LHD



84% ■ Proportion of questions above 2013 scores by 1 or more percentage points

6% ■ Proportion of questions in line with 2013 scores

10% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>44</b>	<span style="color: green;">■</span> +5
<b>46.</b> I feel motivated to contribute more than what is normally required at work	<b>72</b>	<span style="color: green;">■</span> +5
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>70</b>	<span style="color: green;">■</span> +4
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	<b>75</b>	<span style="color: green;">■</span> +4
<b>16.</b> I receive regular and constructive feedback on my performance	<b>57</b>	<span style="color: green;">■</span> +4
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>64</b>	<span style="color: green;">■</span> +4
<b>28.</b> I have received the appropriate training and development to do my job effectively	<b>73</b>	<span style="color: green;">■</span> +4
<b>4.</b> The right amount of approvals are required for routine decisions	<b>57</b>	<span style="color: green;">■</span> +4
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	<b>77</b>	<span style="color: green;">■</span> +3
<b>1.</b> My job makes good use of my skills and abilities	<b>84</b>	<span style="color: green;">■</span> +3
<b>23.</b> I am kept well informed about what is happening in my workplace	<b>52</b>	<span style="color: green;">■</span> +3
<b>35.</b> My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>71</b>	<span style="color: green;">■</span> +2
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>44</b>	<span style="color: green;">■</span> +2

# Trend Comparison

This section shows comparisons between Far West LHD and the 2013 survey results for Far West LHD



- 84% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 6% ■ Proportion of questions in line with 2013 scores
- 10% ■ Proportion of questions below 2013 scores by 1 or more percentage points

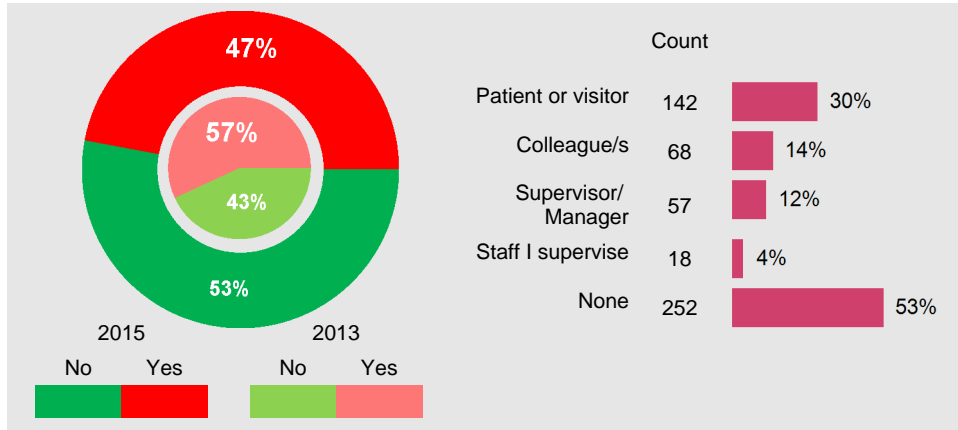
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
25. I think it is safe to speak up and challenge the way things are done	56	+2
40. In my workplace patient safety is at the centre of all decision making	72	+2
15b. My line manager treats all staff in my team fairly	64	+1
19. There is a positive relationship between senior management and staff in my workplace	40	+1
33. There are mechanisms in place to support me if I experience stress or pressure	61	+1
5. I have sufficient control over my work so I can do my job well	68	0
15d. My line manager treats me with respect	79	0
18a. The senior managers at my workplace are aware of the issues I face in my job	47	0
17. Overall, I have confidence in the decisions made by my line manager	65	-1
26. Where I work, we share the lessons learnt when mistakes are made	61	-1
32. I am able to achieve a healthy work/life balance most of the time	69	-1
34. Reasonable expectations are placed on staff according to their position	58	-4
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	64	-16

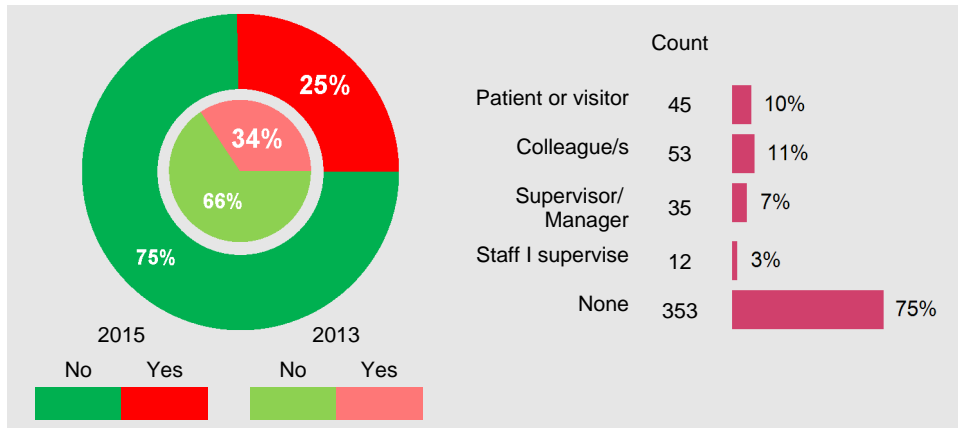
# Unacceptable Behaviour

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

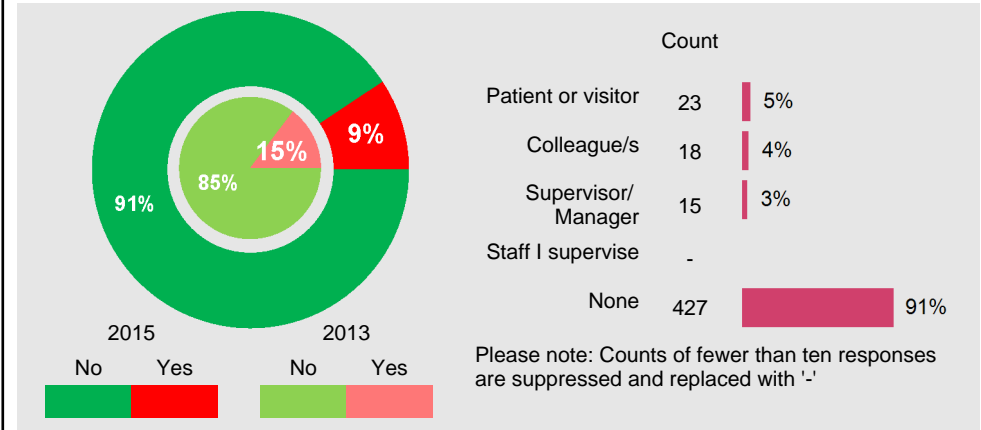
37a. In the last 12 months, I have been verbally abused by a ...



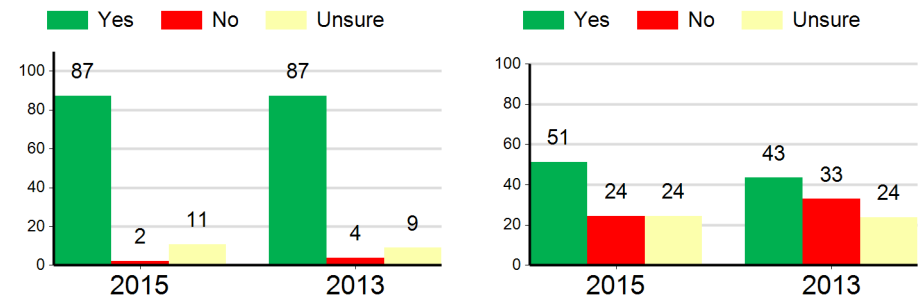
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



37c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...



38. Do you currently ...



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

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



# All Questions

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

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

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

## Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	84	8	8	84	81	81	81
2. I feel I am able to suggest ideas to improve our ways of doing things	77	10	13	77	73	67	69
3. Working here makes me want to do the best job I can	78	13	9	78	72	69	72
4. The right amount of approvals are required for routine decisions	57	24	19	57	54	-	52
5. I have sufficient control over my work so I can do my job well	68	15	16	68	68	61	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	67	18	16	67	62	56	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	Far West LHD 2013	Far West LHD 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	74	14	12	74	64	63	69
8.	In my team we generally acknowledge one another's efforts and achievements	75	14	10	75	71	68	70
9.	People in my team are honest and open	67	21	12	67	61	58	64
10.	My team resolves conflict quickly when it arises	59	25	16	59	52	46	53
11.	Morale is good in my team	59	21	20	59	48	45	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>12.</b> I believe I am valued for what I can offer at my workplace	69	13	17	69	63	62	63
<b>13.</b> In my workplace, we recognise our successes and innovations	64	22	14	64	55	51	57
<b>14.</b> Staff are treated respectfully regardless of their job	64	18	18	64	59	53	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>15a.</b>	My line manager recognises and acknowledges when I have done my job well	70	17	13	70	66	62	65
<b>15b.</b>	My line manager treats all staff in my team fairly	64	19	17	64	63	56	62
<b>15c.</b>	My line manager ensures that when issues are raised in the team, they are addressed	64	20	16	64	60	57	61
<b>15d.</b>	My line manager treats me with respect	79	14	7	79	78	73	76
<b>16.</b>	I receive regular and constructive feedback on my performance	57	23	20	57	53	47	52
<b>17.</b>	Overall, I have confidence in the decisions made by my line manager	65	20	14	65	66	59	63

# All Questions

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

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

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

		% Positive response	% Neutral response	% Negative response	% Positive	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>Senior Managers</b>		<span style="color: green;">47</span>	<span style="color: yellow;">25</span>	<span style="color: red;">28</span>	<b>47</b>	<b>47</b>	<b>44</b>	<b>46</b>
	<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<span style="color: green;">47</span>	<span style="color: yellow;">25</span>	<span style="color: red;">28</span>	<b>47</b>	<b>47</b>	<b>44</b>	<b>46</b>
	<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<span style="color: green;">45</span>	<span style="color: yellow;">35</span>	<span style="color: red;">20</span>	<b>45</b>	<b>39</b>	<b>35</b>	<b>45</b>
<b>K</b>	<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<span style="color: green;">44</span>	<span style="color: yellow;">27</span>	<span style="color: red;">29</span>	<b>44</b>	<b>39</b>	<b>35</b>	<b>45</b>
<b>K</b>	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<span style="color: green;">40</span>	<span style="color: yellow;">30</span>	<span style="color: red;">30</span>	<b>40</b>	<b>39</b>	<b>33</b>	<b>42</b>
	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<span style="color: green;">44</span>	<span style="color: yellow;">29</span>	<span style="color: red;">27</span>	<b>44</b>	<b>42</b>	<b>37</b>	<b>46</b>
<b>K</b>	<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	<span style="color: green;">40</span>	<span style="color: yellow;">30</span>	<span style="color: red;">31</span>	<b>40</b>	-	-	<b>39</b>
<b>K</b>	<b>22.</b> My organisation is making the necessary decisions to meet our future challenges	<span style="color: green;">46</span>	<span style="color: yellow;">35</span>	<span style="color: red;">20</span>	<b>46</b>	-	-	<b>43</b>

# All Questions

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

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

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

## Communication

	% Positive response	% Neutral response	% Negative response	% Positive	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>23.</b> I am kept well informed about what is happening in my workplace	52	23	25	52	49	46	50
<b>24.</b> I have a say in decisions which affect my work	54	23	23	54	49	48	46
<b>25.</b> I think it is safe to speak up and challenge the way things are done	56	17	27	56	54	52	51
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	61	23	17	61	62	56	59
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	61	25	14	61	55	-	58
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	68	21	11	68	59	-	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>28.</b> I have received the appropriate training and development to do my job effectively	73	12	15	73	69	71	73
<b>29.</b> I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	64	15	20	64	81	82	68
<b>30.</b> I am encouraged to take opportunities to learn new skills and have new experiences	64	20	16	64	59	62	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>31.</b>	I have confidence in the processes that my workplace uses to resolve staff conflict	49	27	24	49	44	40	44
<b>32.</b>	I am able to achieve a healthy work/life balance most of the time	69	18	13	69	70	65	65
<b>33.</b>	There are mechanisms in place to support me if I experience stress or pressure	61	23	16	61	61	56	56
<b>34.</b>	Reasonable expectations are placed on staff according to their position	58	17	25	58	62	54	57
<b>35.</b>	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	18	12	71	68	67	69
<b>K 36.</b>	My workplace enables strong professional leadership	57	26	17	57	-	-	52

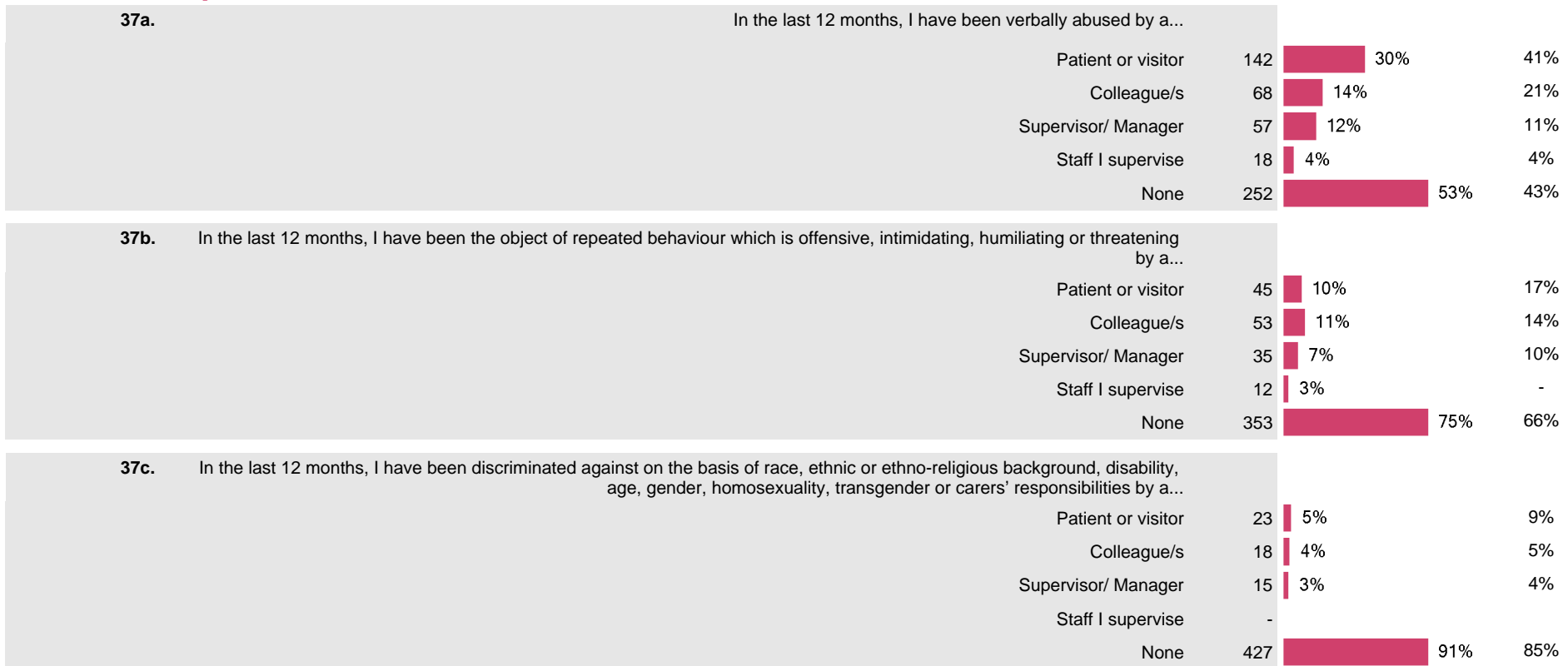


# All Questions

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

## Unacceptable Behaviour

Far West LHD 2013



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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	87	11		87	87	88	85
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	51	24	24	51	43	44	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	70	16	13	70	63	59	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	72	17	10	72	71	68	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	72	19	9	72	66	64	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	72	20	8	72	67	65	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	61	26	13	61	56	-	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	Far West LHD 2013	Far West LHD 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	74	17	9	74	69	68	73
45. I would recommend my workplace as a good place to work	65	22	13	65	59	59	64
46. I feel motivated to contribute more than what is normally required at work	72	19	10	72	67	61	67
47. I have a strong sense of belonging to my workplace	69	18	13	69	63	62	65
48. Overall I am satisfied to be working here at the present time	74	15	11	74	67	64	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	23	15	62	51	-	59
<b>K</b> 50. There is a positive culture in my workplace	57	23	20	57	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	33	21	45	37	32	39

# Guide to this Report

## Methodology

The YourSay survey was delivered as an online and paper based survey to meet the operational needs of a workforce that operates 24 hours a day, 7 days a week.

## Questionnaire design

The questionnaire was designed by ORC International in conjunction with the NSW Health workplace culture project team, the Department of Health Workplace Culture Survey Reference Group and Chief Executives of all NSW Health organisations. The questionnaire was designed to be succinct and provide actionable results to help inform the organisation and highlight areas for improvement.

## Data Collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were also made available. All staff were given the opportunity to complete the survey between 30th March to 24th April 2015. Paper surveys were accepted until the 1st of May 2015. ORC International set up and hosted the online survey. Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

## Comparative data

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

## Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question. Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

## Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall. Summary responses for each question by demographic data is not provided where there are less than fifty respondents from each demographic.

## Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population. If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

## Rounding

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at April 2015. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate. The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to "Q5. Which of the following best describes your current employment status?" A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).

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

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

$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full 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


## Celebrate!

## What three things are working well?

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

## What needs to be improved?

## How will this be achieved?

## Who is going to make this happen?

## When will this be achieved?

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____