

**68%**

2013: 67%

**ENGAGEMENT INDEX**

**54%**

2013: 52%

**WORKPLACE CULTURE INDEX**

**55,935**

2013: 43324

**ACTUAL RESPONSES**

**41%**

2013: 32%  
0% 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>73</b>	<b>+2</b>
45.	I would recommend my workplace as a good place to work	<b>64</b>	<b>+2</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>65</b>	<b>+2</b>
48.	Overall I am satisfied to be working here at the present time	<b>69</b>	<b>+1</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>72</b>	<b>+1</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>67</b>	<b>+2</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>
12.	I believe I am valued for what I can offer at my workplace	<b>63</b> <b>+2</b>
50.	There is a positive culture in my workplace	<b>53</b> -
36.	My workplace enables strong professional leadership	<b>52</b> -
39.	My work environment allows me to deliver the best possible services (patient care or support services)	<b>62</b> <b>+3</b>
34.	Reasonable expectations are placed on staff according to their position	<b>57</b> <b>+1</b>
15d.	My line manager treats me with respect	<b>76</b> <b>+1</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
Training and Development Opportunities	67
Your Job	67
Service Delivery	64

Questions	% Positive
1. My job makes good use of my skills and abilities	81
15d. My line manager treats me with respect	76
44. Overall I am proud to be a part of this workplace	73
28. I have received the appropriate training and development to do my job effectively	73
3. Working here makes me want to do the best job I can	72

### Lowlights

Sections	% Positive
Senior Managers	44
Communication	54
Work Environment	57

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39
19. There is a positive relationship between senior management and staff in my workplace	42
22. My organisation is making the necessary decisions to meet our future challenges	43
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44

## 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
Service Delivery	64	+2
Being Valued	61	+2
Your Job	67	+2

Questions	% Positive	Variance from 2013
18b. The senior managers at my workplace have a clear direction for the future	45	+4
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	+4
16. I receive regular and constructive feedback on my performance	52	+4
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	+3
4. The right amount of approvals are required for routine decisions	52	+3

### Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	67	-2
Work Environment	57	0
Your Workplace	61	+1

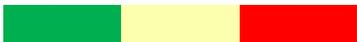
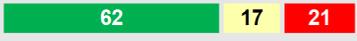
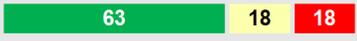
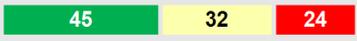
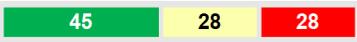
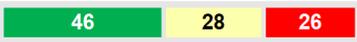
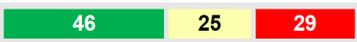
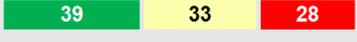
Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	-8
23. I am kept well informed about what is happening in my workplace	50	0
25. I think it is safe to speak up and challenge the way things are done	51	0
8. In my team we generally acknowledge one another's efforts and achievements	70	0
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+1

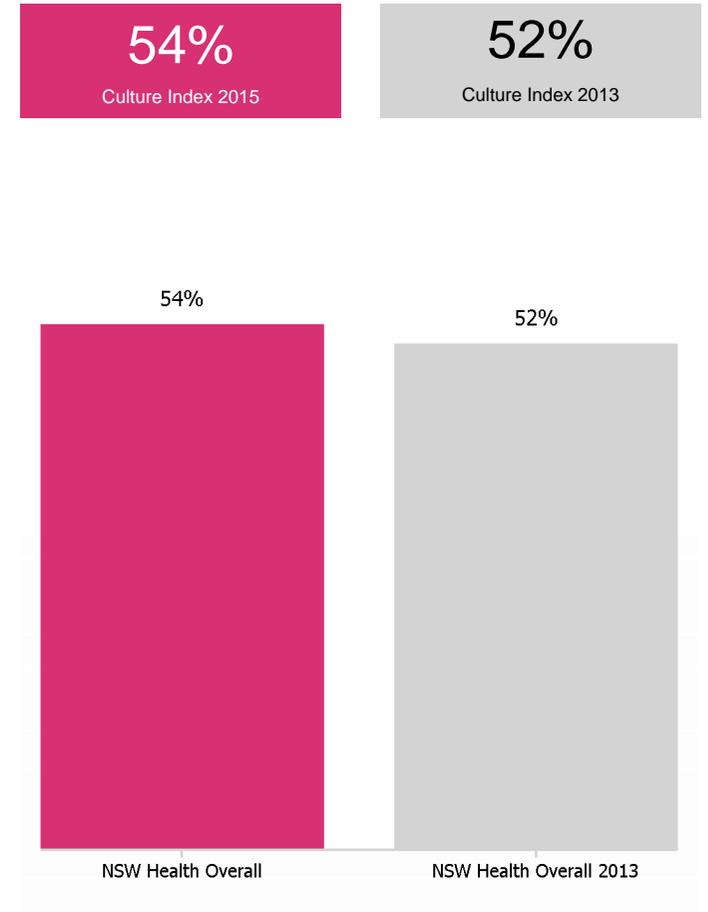
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# 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		53	21	27	+2
12. I believe I am valued for what I can offer at my workplace		63	17	20	+2
13. In my workplace, we recognise our successes and innovations		57	23	20	+2
14. Staff are treated respectfully regardless of their job		62	17	21	+2
17. Overall, I have confidence in the decisions made by my line manager		63	18	18	+2
18b. The senior managers at my workplace have a clear direction for the future		45	32	24	+4
18c. The senior managers at my workplace lead by example in creating a positive workplace		45	28	28	+3
20. Overall, I have confidence in the decisions made by my senior managers		46	28	26	+3
24. I have a say in decisions which affect my work		46	25	29	+1
25. I think it is safe to speak up and challenge the way things are done		51	20	29	0
26. Where I work, we share the lessons learnt when mistakes are made		59	22	19	+2
31. I have confidence in the processes that my workplace uses to resolve staff conflict		44	27	29	+3
41. My team's objectives/ work plans are clearly outlined		66	21	13	+2
42. Our objectives/work plans help us to deliver a quality service		66	22	12	+2
51. Overall, I believe the culture at my workplace has improved in the last 12 months		39	33	28	+4



# Trend Comparison

This section shows comparisons between NSW Health Overall and the 2013 survey results for NSW Health Overall



- 92% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 6% ■ Proportion of questions in line with 2013 scores
- 2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>45</b>	<span style="color: green;">■</span> +4
<b>51.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>39</b>	<span style="color: green;">■</span> +4
<b>16.</b> I receive regular and constructive feedback on my performance	<b>52</b>	<span style="color: green;">■</span> +4
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>45</b>	<span style="color: green;">■</span> +3
<b>4.</b> The right amount of approvals are required for routine decisions	<b>52</b>	<span style="color: green;">■</span> +3
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>46</b>	<span style="color: green;">■</span> +3
<b>49.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b>	<span style="color: green;">■</span> +3
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>62</b>	<span style="color: green;">■</span> +3
<b>31.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	<b>44</b>	<span style="color: green;">■</span> +3
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	<b>54</b>	<span style="color: green;">■</span> +2
<b>6.</b> 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>62</b>	<span style="color: green;">■</span> +2
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>62</b>	<span style="color: green;">■</span> +2

# Trend Comparison

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6% ■ Proportion of questions in line with 2013 scores

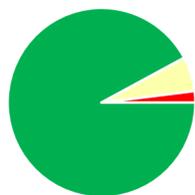
2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	% Positive	Variance from 2013
45. I would recommend my workplace as a good place to work	<b>64</b>	<span style="color: green;">■</span> +2
14. Staff are treated respectfully regardless of their job	<b>62</b>	<span style="color: green;">■</span> +2
19. There is a positive relationship between senior management and staff in my workplace	<b>42</b>	<span style="color: green;">■</span> +2
13. In my workplace, we recognise our successes and innovations	<b>57</b>	<span style="color: green;">■</span> +2
11. Morale is good in my team	<b>53</b>	<span style="color: green;">■</span> +2
44. Overall I am proud to be a part of this workplace	<b>73</b>	<span style="color: green;">■</span> +2
42. Our objectives/work plans help us to deliver a quality service	<b>66</b>	<span style="color: green;">■</span> +2
40. In my workplace patient safety is at the centre of all decision making	<b>69</b>	<span style="color: green;">■</span> +2
33. There are mechanisms in place to support me if I experience stress or pressure	<b>56</b>	<span style="color: green;">■</span> +2
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>58</b>	<span style="color: green;">■</span> +2
5. I have sufficient control over my work so I can do my job well	<b>65</b>	<span style="color: green;">■</span> +2
46. I feel motivated to contribute more than what is normally required at work	<b>67</b>	<span style="color: green;">■</span> +2
17. Overall, I have confidence in the decisions made by my line manager	<b>63</b>	<span style="color: green;">■</span> +2

# Trend Comparison

This section shows comparisons between NSW Health Overall and the 2013 survey results for NSW Health Overall



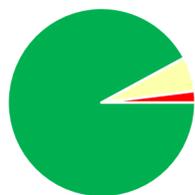
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NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
26. Where I work, we share the lessons learnt when mistakes are made	<b>59</b>	+2
41. My team's objectives/ work plans are clearly outlined	<b>66</b>	+2
47. I have a strong sense of belonging to my workplace	<b>65</b>	+2
12. I believe I am valued for what I can offer at my workplace	<b>63</b>	+2
10. My team resolves conflict quickly when it arises	<b>53</b>	+2
48. Overall I am satisfied to be working here at the present time	<b>69</b>	+1
3. Working here makes me want to do the best job I can	<b>72</b>	+1
1. My job makes good use of my skills and abilities	<b>81</b>	+1
28. I have received the appropriate training and development to do my job effectively	<b>73</b>	+1
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>69</b>	+1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>69</b>	+1
15a. My line manager recognises and acknowledges when I have done my job well	<b>65</b>	+1
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>61</b>	+1

# Trend Comparison

This section shows comparisons between NSW Health Overall and the 2013 survey results for NSW Health Overall



- 92% ■ Proportion of questions above 2013 scores by 1 or more percentage points
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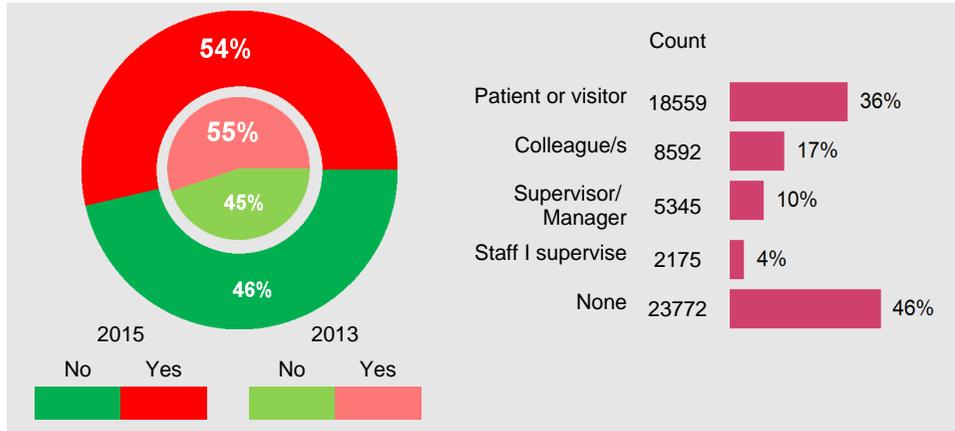
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	+1
15d. My line manager treats me with respect	76	+1
34. Reasonable expectations are placed on staff according to their position	57	+1
15b. My line manager treats all staff in my team fairly	62	+1
9. People in my team are honest and open	64	+1
24. I have a say in decisions which affect my work	46	+1
32. I am able to achieve a healthy work/life balance most of the time	65	+1
18a. The senior managers at my workplace are aware of the issues I face in my job	46	+1
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+1
8. In my team we generally acknowledge one another's efforts and achievements	70	0
25. I think it is safe to speak up and challenge the way things are done	51	0
23. I am kept well informed about what is happening in my workplace	50	0
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	-8

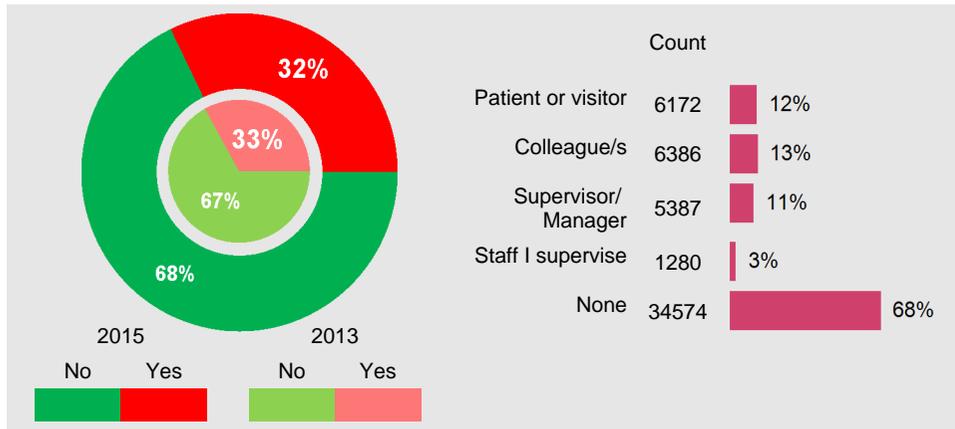
# Unacceptable Behaviour

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

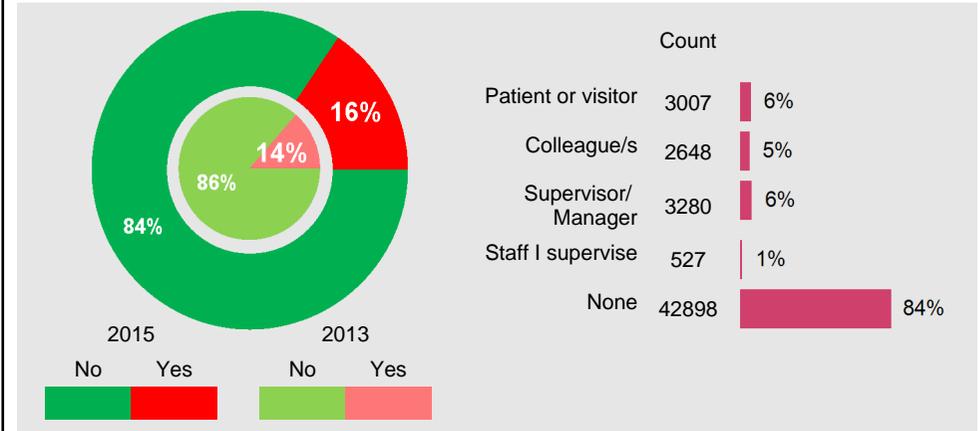
37a. In the last 12 months, I have been verbally abused by a ...



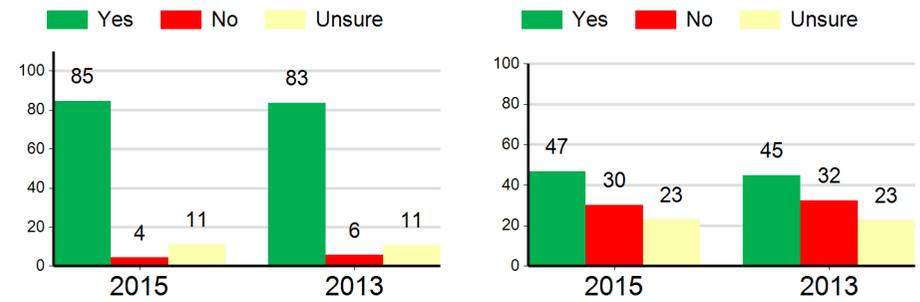
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	NSW Health Overall 2013	NSW Health Overall 2011
1. My job makes good use of my skills and abilities	81	9	11	81	79	76
2. I feel I am able to suggest ideas to improve our ways of doing things	69	14	17	69	68	65
3. Working here makes me want to do the best job I can	72	16	11	72	71	67
4. The right amount of approvals are required for routine decisions	52	24	24	52	48	-
5. I have sufficient control over my work so I can do my job well	65	16	18	65	64	60
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	62	20	18	62	60	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 Team

		% Positive response	% Neutral response	% Negative response	% Positive	NSW Health Overall 2013	NSW Health Overall 2011
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	15	16	69	68	65
8.	In my team we generally acknowledge one another's efforts and achievements	70	15	15	70	69	66
9.	People in my team are honest and open	64	20	16	64	63	60
10.	My team resolves conflict quickly when it arises	53	25	23	53	51	47
11.	Morale is good in my team	53	21	27	53	51	46

# 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	NSW Health Overall 2013	NSW Health Overall 2011
<b>K</b>	<b>12.</b> I believe I am valued for what I can offer at my workplace	63	17	20	63	61	58
	<b>13.</b> In my workplace, we recognise our successes and innovations	57	23	20	57	55	50
	<b>14.</b> Staff are treated respectfully regardless of their job	62	17	21	62	60	55

# 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	NSW Health Overall 2013	NSW Health Overall 2011
<b>15a.</b>	My line manager recognises and acknowledges when I have done my job well	65	17	18	65	64	60
<b>15b.</b>	My line manager treats all staff in my team fairly	62	16	21	62	62	58
<b>15c.</b>	My line manager ensures that when issues are raised in the team, they are addressed	61	18	21	61	60	56
<b>K 15d.</b>	My line manager treats me with respect	76	13	11	76	75	73
<b>16.</b>	I receive regular and constructive feedback on my performance	52	22	25	52	49	44
<b>17.</b>	Overall, I have confidence in the decisions made by my line manager	63	18	18	63	62	58

# 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	NSW Health Overall 2013	NSW Health Overall 2011
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	46	24	30	46	46	40
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	45	32	24	45	40	32
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	45	28	28	45	41	34
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	42	28	30	42	40	34
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	46	28	26	46	42	36
<b>21.</b>	Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	30	31	39	-	-
<b>22.</b>	My organisation is making the necessary decisions to meet our future challenges	43	34	23	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	NSW Health Overall 2013	NSW Health Overall 2011
<b>23.</b> I am kept well informed about what is happening in my workplace	50	23	27	50	50	45
<b>24.</b> I have a say in decisions which affect my work	46	25	29	46	46	41
<b>25.</b> I think it is safe to speak up and challenge the way things are done	51	20	29	51	51	46
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	59	22	19	59	58	53
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	58	23	19	58	56	-
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	62	23	16	62	59	-

# 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	NSW Health Overall 2013	NSW Health Overall 2011
<b>28.</b>	I have received the appropriate training and development to do my job effectively	73	15	12	73	71	68
<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	68	14	18	68	76	76
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	60	20	20	60	59	55

# 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	NSW Health Overall 2013	NSW Health Overall 2011
		<span style="color: green;">■</span>	<span style="color: yellow;">■</span>	<span style="color: red;">■</span>			
	31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	27	29	44	42	37
	32. I am able to achieve a healthy work/life balance most of the time	65	17	18	65	65	60
	33. There are mechanisms in place to support me if I experience stress or pressure	56	23	20	56	54	49
<b>K</b>	34. Reasonable expectations are placed on staff according to their position	57	20	24	57	56	52
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	19	12	69	68	65
<b>K</b>	36. My workplace enables strong professional leadership	52	27	21	52	-	-

# All Questions

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

## Unacceptable Behaviour

NSW Health Overall 2013

Question	Response	Count	Percentage	Overall 2013
<b>37a.</b> In the last 12 months, I have been verbally abused by a...	Patient or visitor	18559	36%	38%
	Colleague/s	8592	17%	18%
	Supervisor/ Manager	5345	10%	11%
	Staff I supervise	2175	4%	4%
	None	23772	46%	45%
	<b>37b.</b> 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	6172	12%
Colleague/s		6386	13%	13%
Supervisor/ Manager		5387	11%	11%
Staff I supervise		1280	3%	2%
None		34574	68%	67%
<b>37c.</b> 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	3007	6%
	Colleague/s	2648	5%	5%
	Supervisor/ Manager	3280	6%	5%
	Staff I supervise	527	1%	1%
	None	42898	84%	86%

# 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	NSW Health Overall 2013	NSW Health Overall 2011
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	85	11	4	85	83	83
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	47	23	30	47	45	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

## Service Delivery

		% Positive response	% Neutral response	% Negative response	% Positive	NSW Health Overall 2013	NSW Health Overall 2011
<b>K</b>	<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	62	20	18	62	59	54
	<b>40.</b> In my workplace patient safety is at the centre of all decision making	69	19	12	69	67	64
	<b>41.</b> My team's objectives/ work plans are clearly outlined	66	21	13	66	65	60
	<b>42.</b> Our objectives/work plans help us to deliver a quality service	66	22	12	66	64	60
	<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	54	28	18	54	52	-

# 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	NSW Health Overall 2013	NSW Health Overall 2011
44. Overall I am proud to be a part of this workplace	73	17	10	73	71	68
45. I would recommend my workplace as a good place to work	64	20	16	64	62	58
46. I feel motivated to contribute more than what is normally required at work	67	18	15	67	65	61
47. I have a strong sense of belonging to my workplace	65	20	15	65	64	61
48. Overall I am satisfied to be working here at the present time	69	16	15	69	67	64
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	25	16	59	56	-
<b>K</b> 50. There is a positive culture in my workplace	53	23	24	53	-	-
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	33	28	39	36	29

# Guide to this Report

## Methodology

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

## Questionnaire design

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

## Data Collection

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

## Comparative data

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

## Results

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

## Anonymity

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

## Confidence Intervals

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

## Rounding

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

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

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

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

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

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

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

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

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

# Action Planning

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

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

## Top 3 areas to focus on


## Celebrate!

## What three things are working well?

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

## What needs to be improved?

## How will this be achieved?

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## Who is going to make this happen?

## When will this be achieved?

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