

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	73	+2
45.	I would recommend my workplace as a good place to work	64	+2

Stay

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

Strive

3.	Working here makes me want to do the best job I can	72	+1
46.	I feel motivated to contribute more than what is normally required at work	67	+2

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	63 +2
50.	There is a positive culture in my workplace	53 -
36.	My workplace enables strong professional leadership	52 -
39.	My work environment allows me to deliver the best possible services (patient care or support services)	62 +3
34.	Reasonable expectations are placed on staff according to their position	57 +1
15d.	My line manager treats me with respect	76 +1

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
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




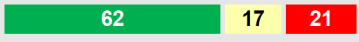
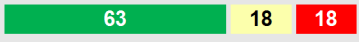

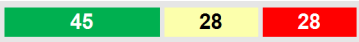







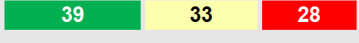
Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	-8
23. I am kept well informed about what is happening in my workplace	50	0
25. I think it is safe 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

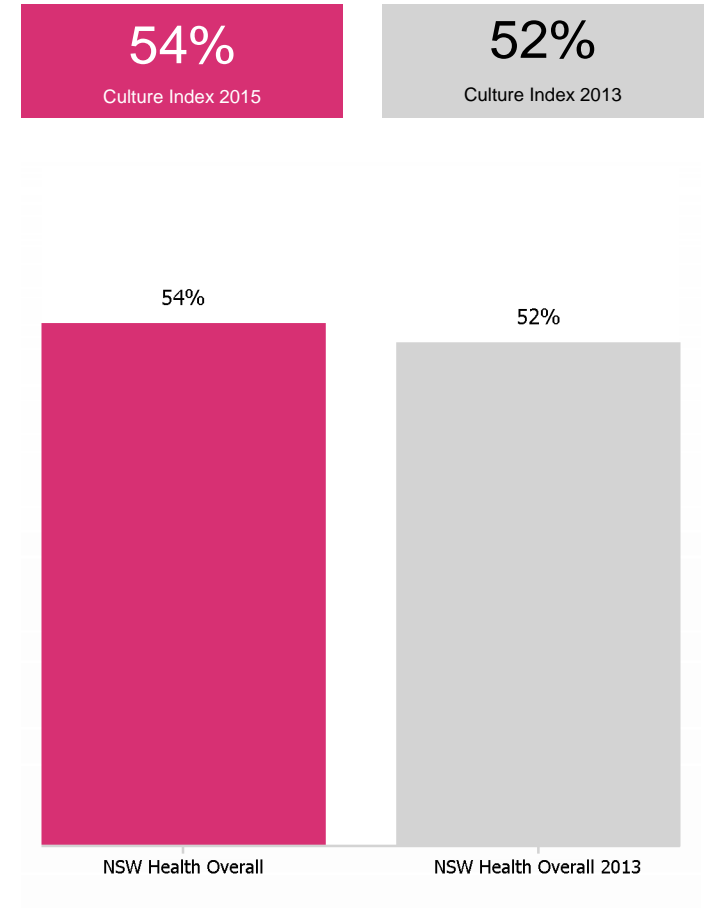
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

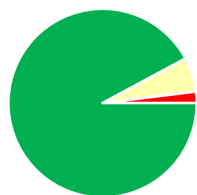
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

	KEY	% 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>
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
20. Overall, I have confidence in the decisions made by my senior managers	46	■ +3
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	■ +3
39. My work environment allows me to deliver the best possible services (patient care or support services)	62	■ +3
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	■ +3
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	■ +2
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	■ +2
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	■ +2

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

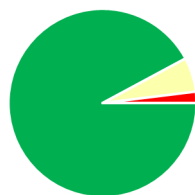
2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

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>
26. Where I work, we share the lessons learnt when mistakes are made	59	■ +2
41. My team's objectives/ work plans are clearly outlined	66	■ +2
47. I have a strong sense of belonging to my workplace	65	■ +2
12. I believe I am valued for what I can offer at my workplace	63	■ +2
10. My team resolves conflict quickly when it arises	53	■ +2
48. Overall I am satisfied to be working here at the present time	69	■ +1
3. Working here makes me want to do the best job I can	72	■ +1
1. My job makes good use of my skills and abilities	81	■ +1
28. I have received the appropriate training and development to do my job effectively	73	■ +1
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	■ +1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	■ +1
15a. My line manager recognises and acknowledges when I have done my job well	65	■ +1
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	■ +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
- 6% ■ Proportion of questions in line with 2013 scores
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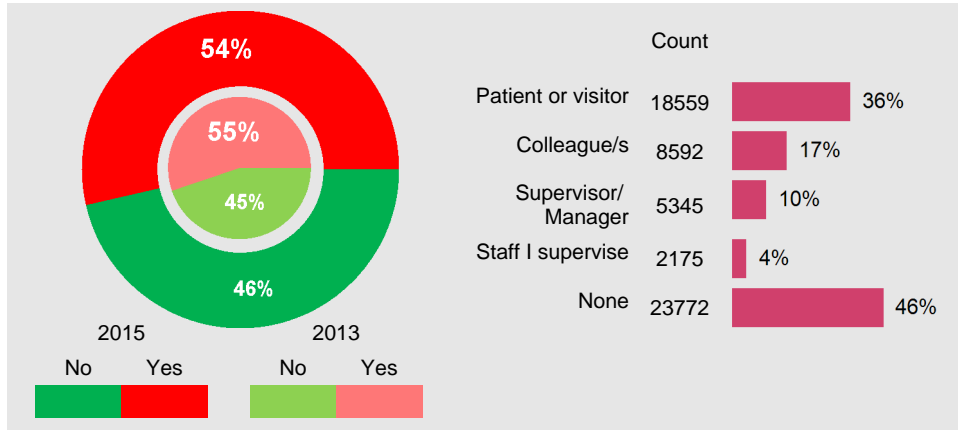
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% 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

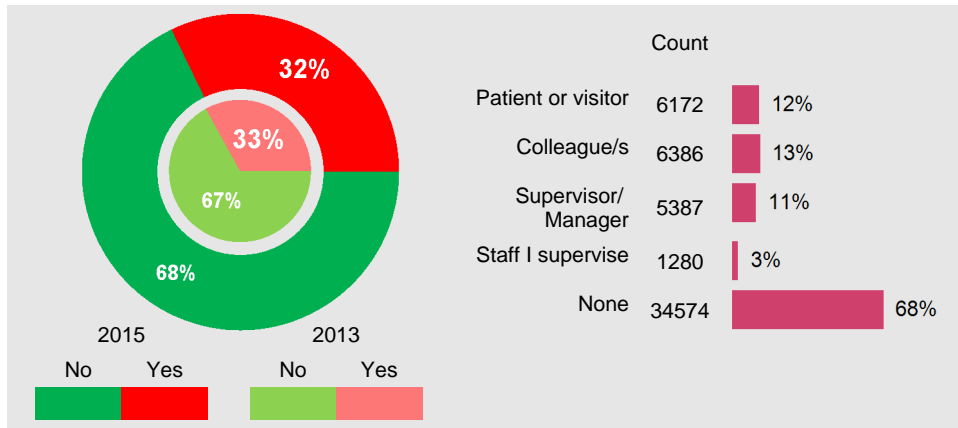
Unacceptable Behaviour

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

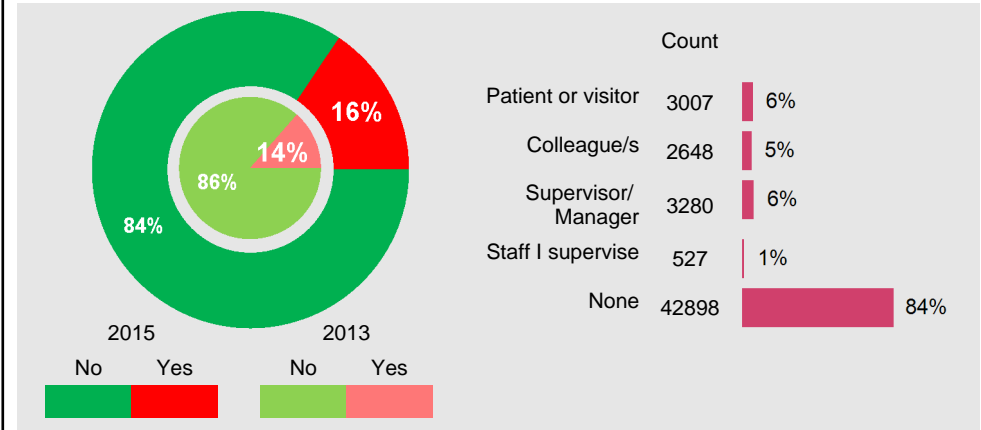
37a. In the last 12 months, I have been verbally abused by a ...



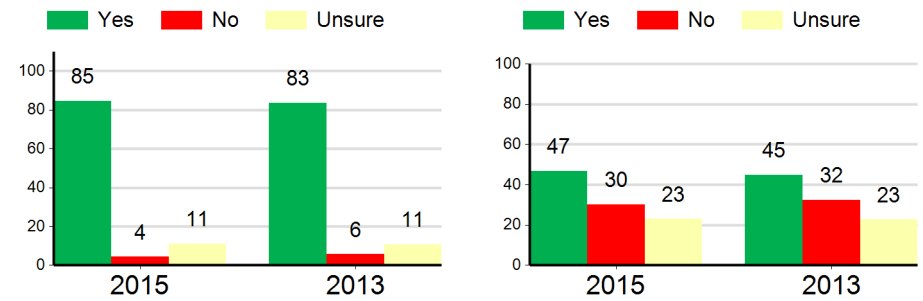
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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
K	12. I believe I am valued for what I can offer at my workplace	63	17	20	63	61	58
	13. In my workplace, we recognise our successes and innovations	57	23	20	57	55	50
	14. 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
15a.	My line manager recognises and acknowledges when I have done my job well	65	17	18	65	64	60
15b.	My line manager treats all staff in my team fairly	62	16	21	62	62	58
15c.	My line manager ensures that when issues are raised in the team, they are addressed	61	18	21	61	60	56
K 15d.	My line manager treats me with respect	76	13	11	76	75	73
16.	I receive regular and constructive feedback on my performance	52	22	25	52	49	44
17.	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
18a.	The senior managers at my workplace are aware of the issues I face in my job	46	24	30	46	46	40
18b.	The senior managers at my workplace have a clear direction for the future	45	32	24	45	40	32
18c.	The senior managers at my workplace lead by example in creating a positive workplace	45	28	28	45	41	34
19.	There is a positive relationship between senior management and staff in my workplace	42	28	30	42	40	34
20.	Overall, I have confidence in the decisions made by my senior managers	46	28	26	46	42	36
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	30	31	39	-	-
22.	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
23. I am kept well informed about what is happening in my workplace	50	23	27	50	50	45
24. I have a say in decisions which affect my work	46	25	29	46	46	41
25. I think it is safe to speak up and challenge the way things are done	51	20	29	51	51	46
26. Where I work, we share the lessons learnt when mistakes are made	59	22	19	59	58	53
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	23	19	58	56	-
27b. 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
28.	I have received the appropriate training and development to do my job effectively	73	15	12	73	71	68
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	68	14	18	68	76	76
30.	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
		■	■	■			
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
K 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
K 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
37a. 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%
	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	6172	12%
Colleague/s		6386	13%	13%
Supervisor/ Manager		5387	11%	11%
Staff I supervise		1280	3%	2%
None		34574	68%	67%
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	3007	6%
	Colleague/s	2648	5%	5%
	Supervisor/ Manager	3280	6%	5%
	Staff I supervise	527	1%	1%
	None	42898	84%	86%

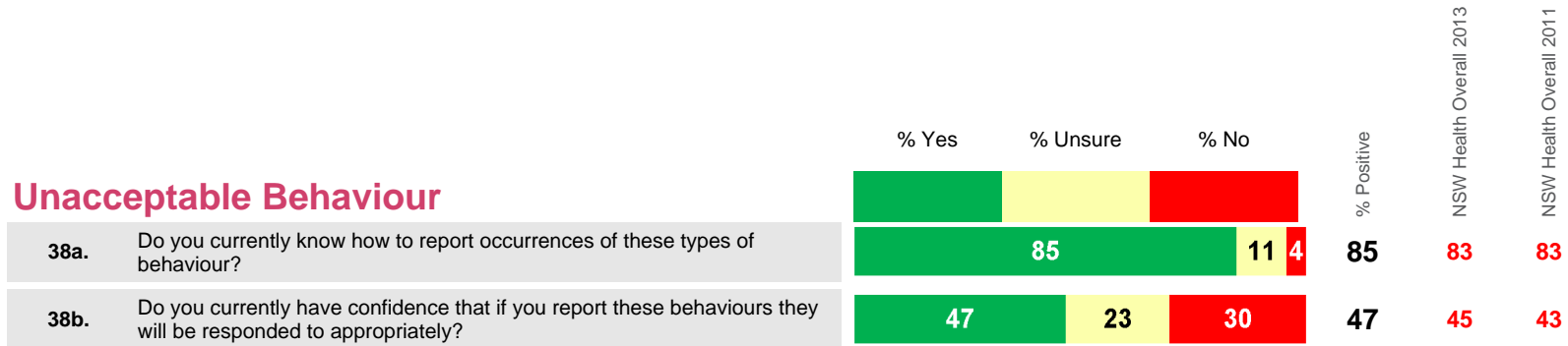
All Questions

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



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
K	39. My work environment allows me to deliver the best possible services (patient care or support services)	62	20	18	62	59	54
	40. In my workplace patient safety is at the centre of all decision making	69	19	12	69	67	64
	41. My team's objectives/ work plans are clearly outlined	66	21	13	66	65	60
	42. Our objectives/work plans help us to deliver a quality service	66	22	12	66	64	60
	43. 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	-
K 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

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	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Your Job

1. My job makes good use of my skills and abilities	81	86	83	74	79	86	81	76	72	70	83	71	76	75
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	68	68	76	75	74	65	55	41	82	62	69	68
3. Working here makes me want to do the best job I can	72	73	73	71	74	76	78	66	62	64	77	67	68	71
4. The right amount of approvals are required for routine decisions	52	45	52	54	55	50	53	50	48	36	51	55	48	53
5. I have sufficient control over my work so I can do my job well	65	60	62	69	73	70	72	64	57	58	69	66	62	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	62	65	61	59	66	67	67	57	52	53	74	55	54	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	NSW Health Overall	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		55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index		68	72	67	68	72	72	73	62	62	63	75	64	64	67

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	76	68	63	72	76	72	63	64	69	80	53	67	67
8. In my team we generally acknowledge one another's efforts and achievements	70	79	69	62	73	76	78	61	60	71	83	54	67	66
9. People in my team are honest and open	64	78	63	57	68	72	71	57	51	64	77	48	61	61
10. My team resolves conflict quickly when it arises	53	62	49	49	61	57	58	46	47	45	68	44	57	55
11. Morale is good in my team	53	61	50	49	60	59	61	44	46	43	68	43	50	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

Role	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	70	61	61	68	68	69	57	53	41	72	60	59	62
13. In my workplace, we recognise our successes and innovations	57	62	56	52	61	65	69	48	47	37	71	48	46	54
14. Staff are treated respectfully regardless of their job	62	71	60	59	67	70	69	56	52	46	73	49	54	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	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	65	62	64	74	69	76	57	60	54	79	59	63	66
15b. treats all staff in my team fairly	62	71	58	60	70	69	71	55	55	58	75	53	63	63
15c. ensures that when issues are raised in the team, they are addressed	61	67	58	59	68	66	68	56	52	53	72	53	58	62
15d. treats me with respect	76	80	75	74	81	82	83	70	65	73	85	66	73	75
16. I receive regular and constructive feedback on my performance	52	52	51	50	61	55	64	43	47	30	65	49	51	54
17. Overall, I have confidence in the decisions made by my line manager	63	70	62	60	70	68	69	57	54	52	75	55	63	63

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	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Senior Managers

18a. are aware of the issues I face in my job	46	51	44	43	53	46	51	42	49	42	58	48	43	47
18b. have a clear direction for the future	45	44	42	42	55	46	53	37	41	29	62	41	37	46
18c. lead by example in creating a positive workplace	45	47	41	43	54	47	54	37	41	28	61	44	41	47
19. There is a positive relationship between senior management and staff in my workplace	42	47	37	40	53	44	51	36	40	25	60	41	38	45
20. Overall, I have confidence in the decisions made by my senior managers	46	48	42	43	56	47	54	39	44	27	64	44	40	48
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	44	35	37	48	40	47	33	38	19	53	40	37	41
22. My organisation is making the necessary decisions to meet our future challenges	43	41	39	41	54	42	52	37	40	28	61	42	38	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Communication

23. I am kept well informed about what is happening in my workplace	50	52	50	44	55	53	58	44	43	36	64	45	42	47
24. I have a say in decisions which affect my work	46	47	44	43	54	49	59	43	40	18	64	44	50	48
25. I think it is safe to speak up and challenge the way things are done	51	57	49	47	57	53	58	48	42	29	64	50	50	49
26. Where I work, we share the lessons learnt when mistakes are made	59	66	59	54	63	62	60	60	54	51	64	53	53	56
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	53	55	54	68	60	74	53	53	49	79	53	45	60
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	57	57	64	73	62	74	58	56	46	78	61	59	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	NSW Health Overall	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		55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index		68	72	67	68	72	72	73	62	62	63	75	64	64	67

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	81	76	66	67	78	74	67	69	62	74	71	56	65
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	54	62	72	77	78	87	68	65	43	80	72	81	73
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	67	62	51	62	65	69	52	48	39	72	52	46	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	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	46	42	42	50	46	48	37	42	35	51	43	40	45
32. I am able to achieve a healthy work/life balance most of the time	65	57	63	68	71	71	75	61	60	58	69	64	64	67
33. There are mechanisms in place to support me if I experience stress or pressure	56	47	56	56	60	62	65	46	50	60	63	55	56	55
34. Reasonable expectations are placed on staff according to their position	57	59	54	53	61	61	65	53	53	51	65	56	54	56
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	68	66	72	72	80	76	63	65	59	73	65	62	67
36. My workplace enables strong professional leadership	52	59	52	49	57	56	59	42	46	34	65	47	42	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

	NSW Health Overall	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
Role														
Respondents	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360	3682
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	69	89	85	83	85	87	74	85	91	86	82	79	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	42	45	47	53	51	54	41	43	30	54	46	42	47

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360
Employee Engagement Index		68	72	67	68	72	72	73	62	62	63	75	64	64	67

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	62	54	60	67	69	59	69	61	64	55	66	68	55	64
40.	In my workplace patient safety is at the centre of all decision making	69	67	71	71	63	74	66	64	71	57	66	74	67	63
41.	My team's objectives/ work plans are clearly outlined	66	70	66	62	68	70	73	63	61	56	75	65	56	65
42.	Our objectives/work plans help us to deliver a quality service	66	67	66	64	70	69	75	64	63	52	74	66	60	66
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	50	52	56	59	53	65	54	53	33	64	58	50	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

Role	NSW Health Overall	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	55935	2728	20825	3351	5863	7258	754	2304	950	1547	1849	2984	360
Employee Engagement Index	68	72	67	68	72	72	73	62	62	63	75	64	64	67

Your Workplace

44. Overall I am proud to be a part of this workplace	73	76	72	73	77	77	78	68	67	76	80	70	66	71
45. I would recommend my workplace as a good place to work	64	69	62	62	68	68	69	55	60	60	73	59	61	62
46. I feel motivated to contribute more than what is normally required at work	67	72	65	67	72	71	71	60	59	54	76	63	61	66
47. I have a strong sense of belonging to my workplace	65	70	65	64	67	68	66	59	59	60	71	62	59	62
48. Overall I am satisfied to be working here at the present time	69	72	67	68	72	73	74	62	64	64	74	65	66	68
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	62	58	55	62	66	65	50	51	54	68	51	50	56
50. There is a positive culture in my workplace	53	63	51	50	57	59	60	45	49	40	65	47	46	51
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	36	39	37	44	37	45	31	38	32	50	42	34	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Your Job

1. My job makes good use of my skills and abilities	81	85	79
2. I feel I am able to suggest ideas to improve our ways of doing things	69	78	67
3. Working here makes me want to do the best job I can	72	77	71
4. The right amount of approvals are required for routine decisions	52	48	53
5. I have sufficient control over my work so I can do my job well	65	63	66
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	74	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

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	75	67
8. In my team we generally acknowledge one another's efforts and achievements	70	80	67
9. People in my team are honest and open	64	72	62
10. My team resolves conflict quickly when it arises	53	62	50
11. Morale is good in my team	53	61	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

(r) Where group has less than 10 respondents

Manage staff

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	68	62
13. In my workplace, we recognise our successes and innovations	57	65	55
14. Staff are treated respectfully regardless of their job	62	69	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

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	69	64
15b. treats all staff in my team fairly	62	67	61
15c. ensures that when issues are raised in the team, they are addressed	61	65	60
15d. treats me with respect	76	79	75
16. I receive regular and constructive feedback on my performance	52	56	52
17. Overall, I have confidence in the decisions made by my line manager	63	67	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

Manage staff

NSW Health Overall

Yes

No

Respondents 55935 11773 43475

Employee Engagement Index 68 74 67

Senior Managers

18a. are aware of the issues I face in my job	46	53	45
18b. have a clear direction for the future	45	51	43
18c. lead by example in creating a positive workplace	45	50	43
19. There is a positive relationship between senior management and staff in my workplace	42	46	41
20. Overall, I have confidence in the decisions made by my senior managers	46	51	44
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	43	38
22. My organisation is making the necessary decisions to meet our future challenges	43	48	41

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Communication

23. I am kept well informed about what is happening in my workplace	50	55	48
24. I have a say in decisions which affect my work	46	55	44
25. I think it is safe to speak up and challenge the way things are done	51	58	49
26. Where I work, we share the lessons learnt when mistakes are made	59	66	58
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	67	56
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	68	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

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	74	72
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	66	69
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	66	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

Manage staff

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	50	42
32. I am able to achieve a healthy work/life balance most of the time	65	61	66
33. There are mechanisms in place to support me if I experience stress or pressure	56	58	56
34. Reasonable expectations are placed on staff according to their position	57	58	56
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	72	68
36. My workplace enables strong professional leadership	52	59	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

(r) Where group has less than 10 respondents

Manage staff

NSW Health Overall
Yes
No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	91	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	51	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

Manage staff

NSW Health Overall

Yes

No

Respondents 55935 11773 43475

Employee Engagement Index 68 74 67

Service Delivery

		NSW Health Overall	Yes	No
39.	My work environment allows me to deliver the best possible services (patient care or support services)	62	62	62
40.	In my workplace patient safety is at the centre of all decision making	69	71	69
41.	My team's objectives/ work plans are clearly outlined	66	74	64
42.	Our objectives/work plans help us to deliver a quality service	66	72	65
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	57	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

NSW Health Overall

Yes

No

Respondents	55935	11773	43475
Employee Engagement Index	68	74	67

Your Workplace

44. Overall I am proud to be a part of this workplace	73	79	72
45. I would recommend my workplace as a good place to work	64	69	62
46. I feel motivated to contribute more than what is normally required at work	67	74	65
47. I have a strong sense of belonging to my workplace	65	73	63
48. Overall I am satisfied to be working here at the present time	69	72	68
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	63	58
50. There is a positive culture in my workplace	53	57	52
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	47	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Your Job

1. My job makes good use of my skills and abilities	81	84	86	90	93
2. I feel I am able to suggest ideas to improve our ways of doing things	69	74	81	86	92
3. Working here makes me want to do the best job I can	72	74	78	83	91
4. The right amount of approvals are required for routine decisions	52	48	48	46	63
5. I have sufficient control over my work so I can do my job well	65	60	65	66	79
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	69	77	82	90

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	71	79	84	88
8. In my team we generally acknowledge one another's efforts and achievements	70	76	84	89	92
9. People in my team are honest and open	64	67	77	83	88
10. My team resolves conflict quickly when it arises	53	56	67	72	80
11. Morale is good in my team	53	56	66	70	83

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	64	70	79	86
13. In my workplace, we recognise our successes and innovations	57	60	67	78	87
14. Staff are treated respectfully regardless of their job	62	65	73	79	81

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	66	71	77	83
15b. treats all staff in my team fairly	62	63	72	76	81
15c. ensures that when issues are raised in the team, they are addressed	61	61	68	73	83
15d. treats me with respect	76	77	82	86	87
16. I receive regular and constructive feedback on my performance	52	52	58	63	76
17. Overall, I have confidence in the decisions made by my line manager	63	63	71	76	86

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Senior Managers

18a. are aware of the issues I face in my job	46	47	56	69	86
18b. have a clear direction for the future	45	45	56	63	80
18c. lead by example in creating a positive workplace	45	44	54	64	78
19. There is a positive relationship between senior management and staff in my workplace	42	39	50	62	81
20. Overall, I have confidence in the decisions made by my senior managers	46	45	56	66	83
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	37	47	58	76
22. My organisation is making the necessary decisions to meet our future challenges	43	42	54	63	81

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Communication

23. I am kept well informed about what is happening in my workplace	50	50	59	66	84
24. I have a say in decisions which affect my work	46	49	61	72	85
25. I think it is safe to speak up and challenge the way things are done	51	53	63	71	80
26. Where I work, we share the lessons learnt when mistakes are made	59	63	68	76	81
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	60	74	78	91
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	62	75	80	92

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	72	72	82	85
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	63	71	68	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	63	67	76	83

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	46	52	60	74
32. I am able to achieve a healthy work/life balance most of the time	65	61	62	58	61
33. There are mechanisms in place to support me if I experience stress or pressure	56	56	60	61	74
34. Reasonable expectations are placed on staff according to their position	57	55	61	67	78
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	69	75	79	85
36. My workplace enables strong professional leadership	52	54	61	72	84

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	90	91	91	96
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	47	55	60	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

Management Responsibility

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	59	63	67	80
40. In my workplace patient safety is at the centre of all decision making	69	70	69	72	84
41. My team's objectives/ work plans are clearly outlined	66	70	77	81	89
42. Our objectives/work plans help us to deliver a quality service	66	68	75	80	89
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	54	60	63	80

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

	NSW Health Overall	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	55935	6230	3289	1224	304
Employee Engagement Index	68	71	76	82	89

Your Workplace

44. Overall I am proud to be a part of this workplace	73	76	80	86	92
45. I would recommend my workplace as a good place to work	64	66	72	79	87
46. I feel motivated to contribute more than what is normally required at work	67	70	76	83	90
47. I have a strong sense of belonging to my workplace	65	70	74	82	88
48. Overall I am satisfied to be working here at the present time	69	69	74	80	86
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	59	66	72	81
50. There is a positive culture in my workplace	53	53	60	69	81
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	43	49	58	74

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

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Your Job

1. My job makes good use of my skills and abilities	81	80	81	84	73	78	84
2. I feel I am able to suggest ideas to improve our ways of doing things	69	69	68	73	64	63	75
3. Working here makes me want to do the best job I can	72	71	72	80	74	77	77
4. The right amount of approvals are required for routine decisions	52	51	51	57	56	59	47
5. I have sufficient control over my work so I can do my job well	65	65	64	71	71	69	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	62	62	59	68	59	60	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	68	68	77	69	68	77
8. In my team we generally acknowledge one another's efforts and achievements	70	69	68	77	66	68	76
9. People in my team are honest and open	64	63	62	74	66	64	74
10. My team resolves conflict quickly when it arises	53	53	49	60	57	53	65
11. Morale is good in my team	53	52	48	65	63	56	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	62	61	72	68	66	74
13. In my workplace, we recognise our successes and innovations	57	56	55	69	60	57	63
14. Staff are treated respectfully regardless of their job	62	61	60	74	65	63	73

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

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	64	63	74	67	66	72
15b. treats all staff in my team fairly	62	61	59	75	68	66	76
15c. ensures that when issues are raised in the team, they are addressed	61	60	58	73	65	65	72
15d. treats me with respect	76	75	76	86	77	79	82
16. I receive regular and constructive feedback on my performance	52	52	50	61	54	52	55
17. Overall, I have confidence in the decisions made by my line manager	63	62	61	76	67	67	73

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

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Senior Managers

18a. are aware of the issues I face in my job	46	47	42	54	51	50	56
18b. have a clear direction for the future	45	45	40	55	51	48	52
18c. lead by example in creating a positive workplace	45	45	39	57	55	52	59
19. There is a positive relationship between senior management and staff in my workplace	42	42	36	56	58	49	57
20. Overall, I have confidence in the decisions made by my senior managers	46	45	40	60	61	53	57
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	38	34	52	54	47	55
22. My organisation is making the necessary decisions to meet our future challenges	43	43	37	53	55	48	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Communication

23. I am kept well informed about what is happening in my workplace	50	50	47	60	55	53	59
24. I have a say in decisions which affect my work	46	47	43	54	50	44	54
25. I think it is safe to speak up and challenge the way things are done	51	50	49	58	54	54	68
26. Where I work, we share the lessons learnt when mistakes are made	59	59	57	68	62	61	67
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	59	53	65	57	58	62
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	62	57	68	62	63	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

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	72	74	75	64	73	64
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	70	65	72	56	66	58
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	60	56	70	56	58	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	44	40	53	48	49	48
32. I am able to achieve a healthy work/life balance most of the time	65	62	70	71	69	72	74
33. There are mechanisms in place to support me if I experience stress or pressure	56	55	56	63	49	61	52
34. Reasonable expectations are placed on staff according to their position	57	55	56	68	61	61	69
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	68	70	76	62	73	67
36. My workplace enables strong professional leadership	52	51	49	65	56	56	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

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	86	86	77	70	81	67
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	46	46	52	47	54	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	62	59	68	61	68	59
40. In my workplace patient safety is at the centre of all decision making	69	68	70	73	55	77	58
41. My team's objectives/ work plans are clearly outlined	66	66	65	74	65	68	68
42. Our objectives/work plans help us to deliver a quality service	66	66	65	74	66	69	67
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	54	51	63	55	59	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

Employment Status

	NSW Health Overall	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	55935	33986	13963	4639	203	2185	523
Employee Engagement Index	68	68	67	76	70	72	74

Your Workplace

44. Overall I am proud to be a part of this workplace	73	72	72	81	75	77	79
45. I would recommend my workplace as a good place to work	64	63	62	74	71	70	72
46. I feel motivated to contribute more than what is normally required at work	67	66	65	77	70	71	74
47. I have a strong sense of belonging to my workplace	65	65	66	66	60	63	66
48. Overall I am satisfied to be working here at the present time	69	67	68	78	72	75	78
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	57	58	69	63	63	65
50. There is a positive culture in my workplace	53	52	51	66	64	59	64
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	41	35	38	40	40	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Your Job

1. My job makes good use of my skills and abilities	81	82	81	79	79	82
2. I feel I am able to suggest ideas to improve our ways of doing things	69	72	69	68	66	70
3. Working here makes me want to do the best job I can	72	83	77	72	69	72
4. The right amount of approvals are required for routine decisions	52	63	57	55	50	48
5. I have sufficient control over my work so I can do my job well	65	75	69	67	64	64
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	69	65	62	59	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	78	71	68	66	69
8. In my team we generally acknowledge one another's efforts and achievements	70	77	71	68	67	70
9. People in my team are honest and open	64	75	68	63	61	64
10. My team resolves conflict quickly when it arises	53	62	56	53	50	52
11. Morale is good in my team	53	69	60	54	50	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

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	75	69	63	60	61
13. In my workplace, we recognise our successes and innovations	57	70	62	57	54	55
14. Staff are treated respectfully regardless of their job	62	77	69	62	59	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	77	72	66	62	63
15b. treats all staff in my team fairly	62	79	71	63	59	59
15c. ensures that when issues are raised in the team, they are addressed	61	78	69	63	58	58
15d. treats me with respect	76	88	83	78	74	74
16. I receive regular and constructive feedback on my performance	52	65	60	54	49	50
17. Overall, I have confidence in the decisions made by my line manager	63	80	73	66	61	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Senior Managers

18a. are aware of the issues I face in my job	46	61	54	48	44	44
18b. have a clear direction for the future	45	62	53	46	41	41
18c. lead by example in creating a positive workplace	45	66	55	47	42	40
19. There is a positive relationship between senior management and staff in my workplace	42	64	53	45	39	37
20. Overall, I have confidence in the decisions made by my senior managers	46	68	57	49	42	40
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	62	51	42	35	33
22. My organisation is making the necessary decisions to meet our future challenges	43	62	52	45	40	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Communication

23. I am kept well informed about what is happening in my workplace	50	67	56	52	48	46
24. I have a say in decisions which affect my work	46	58	51	46	43	45
25. I think it is safe to speak up and challenge the way things are done	51	62	57	51	48	49
26. Where I work, we share the lessons learnt when mistakes are made	59	70	65	61	57	57
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	68	62	59	55	57
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	72	66	62	59	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	73	75	72	71	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 my every day work	68	74	74	71	68	65
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	72	68	62	57	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

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	59	51	47	42	41
32. I am able to achieve a healthy work/life balance most of the time	65	77	70	66	64	63
33. There are mechanisms in place to support me if I experience stress or pressure	56	67	61	57	55	55
34. Reasonable expectations are placed on staff according to their position	57	74	64	58	54	53
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	78	72	70	66	68
36. My workplace enables strong professional leadership	52	69	61	54	49	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

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	72	78	82	85	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	60	51	48	44	45

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

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	73	67	63	60	60
40. In my workplace patient safety is at the centre of all decision making	69	76	71	69	68	69
41. My team's objectives/ work plans are clearly outlined	66	75	70	67	64	65
42. Our objectives/work plans help us to deliver a quality service	66	76	70	67	64	65
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	67	60	56	52	51

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	NSW Health Overall	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	55935	4461	3886	9262	11785	25873
Employee Engagement Index	68	80	74	69	66	67

Your Workplace

44. Overall I am proud to be a part of this workplace	73	85	78	74	71	72
45. I would recommend my workplace as a good place to work	64	79	71	65	61	61
46. I feel motivated to contribute more than what is normally required at work	67	80	73	67	64	65
47. I have a strong sense of belonging to my workplace	65	69	67	64	63	66
48. Overall I am satisfied to be working here at the present time	69	82	76	69	66	66
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	73	64	60	55	57
50. There is a positive culture in my workplace	53	72	62	55	50	49
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	37	45	43	40	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935 11141 39000 2401

Employee Engagement Index

68 68 70 41

Your Job

1. My job makes good use of my skills and abilities	81	79	83	59
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	71	44
3. Working here makes me want to do the best job I can	72	70	75	46
4. The right amount of approvals are required for routine decisions	52	48	54	31
5. I have sufficient control over my work so I can do my job well	65	64	67	41
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	64	63	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935

11141

39000

2401

Employee Engagement Index

68

68

70

41

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	71	69	52
8.	In my team we generally acknowledge one another's efforts and achievements	70	71	71	51
9.	People in my team are honest and open	64	68	64	45
10.	My team resolves conflict quickly when it arises	53	57	53	37
11.	Morale is good in my team	53	55	53	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents	55935	11141	39000	2401
Employee Engagement Index	68	68	70	41

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	64	64	36
13. In my workplace, we recognise our successes and innovations	57	57	59	33
14. Staff are treated respectfully regardless of their job	62	63	63	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

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935

11141

39000

2401

Employee Engagement Index

68

68

70

41

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	66	66	44
15b. treats all staff in my team fairly	62	66	63	39
15c. ensures that when issues are raised in the team, they are addressed	61	64	62	38
15d. treats me with respect	76	76	78	53
16. I receive regular and constructive feedback on my performance	52	53	53	33
17. Overall, I have confidence in the decisions made by my line manager	63	65	65	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

Gender

	NSW Health Overall	Male	Female	Prefer not to say
Respondents	55935	11141	39000	2401
Employee Engagement Index	68	68	70	41

Senior Managers

18a. are aware of the issues I face in my job	46	49	47	27
18b. have a clear direction for the future	45	44	46	24
18c. lead by example in creating a positive workplace	45	46	46	22
19. There is a positive relationship between senior management and staff in my workplace	42	44	43	20
20. Overall, I have confidence in the decisions made by my senior managers	46	46	47	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	41	39	18
22. My organisation is making the necessary decisions to meet our future challenges	43	43	44	22

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

	NSW Health Overall	Male	Female	Prefer not to say
Respondents	55935	11141	39000	2401
Employee Engagement Index	68	68	70	41

Communication

23. I am kept well informed about what is happening in my workplace	50	51	51	27
24. I have a say in decisions which affect my work	46	48	47	24
25. I think it is safe to speak up and challenge the way things are done	51	53	52	24
26. Where I work, we share the lessons learnt when mistakes are made	59	61	60	36
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	58	59	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	62	63	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	NSW Health Overall	Male	Female	Prefer not to say
Respondents	55935	11141	39000	2401
Employee Engagement Index	68	68	70	41

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	70	75	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	68	69	55
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	58	62	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935 11141 39000 2401

Employee Engagement Index

68 68 70 41

Work Environment

	NSW Health Overall	Male	Female	Prefer not to say
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	48	44	23
32. I am able to achieve a healthy work/life balance most of the time	65	64	67	44
33. There are mechanisms in place to support me if I experience stress or pressure	56	56	58	34
34. Reasonable expectations are placed on staff according to their position	57	59	57	32
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	66	71	47
36. My workplace enables strong professional leadership	52	52	54	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents	55935	11141	39000	2401
Employee Engagement Index	68	68	70	41

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	83	86	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	48	48	24

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

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935 11141 39000 2401

Employee Engagement Index

68 68 70 41

Service Delivery

Statement	Overall	Male	Female	Prefer not to say
39. My work environment allows me to deliver the best possible services (patient care or support services)	62	60	64	39
40. In my workplace patient safety is at the centre of all decision making	69	65	72	49
41. My team's objectives/ work plans are clearly outlined	66	64	68	45
42. Our objectives/work plans help us to deliver a quality service	66	64	69	43
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	52	56	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

NSW Health Overall

Male

Female

Prefer not to say

Respondents

55935 11141 39000 2401

Employee Engagement Index

68 68 70 41

Your Workplace

44. Overall I am proud to be a part of this workplace	73	74	75	44
45. I would recommend my workplace as a good place to work	64	65	65	35
46. I feel motivated to contribute more than what is normally required at work	67	66	69	42
47. I have a strong sense of belonging to my workplace	65	66	67	40
48. Overall I am satisfied to be working here at the present time	69	69	70	41
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	60	60	35
50. There is a positive culture in my workplace	53	55	54	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	41	40	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Your Job

1. My job makes good use of my skills and abilities	81	85	82	82	81	81	81	80	81	84	61
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	69	71	70	70	69	70	71	73	45
3. Working here makes me want to do the best job I can	72	80	73	72	71	72	73	73	75	80	49
4. The right amount of approvals are required for routine decisions	52	66	56	52	51	50	51	50	52	57	33
5. I have sufficient control over my work so I can do my job well	65	73	67	67	66	64	64	65	65	72	44
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	68	64	64	64	63	62	62	62	64	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

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	73	70	69	69	70	68	69	69	73	54
8. In my team we generally acknowledge one another's efforts and achievements	70	73	71	70	70	70	69	70	71	74	52
9. People in my team are honest and open	64	71	68	66	65	64	63	63	64	67	46
10. My team resolves conflict quickly when it arises	53	59	56	55	53	53	51	52	52	56	39
11. Morale is good in my team	53	68	58	56	54	53	51	51	50	55	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

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	71	65	65	63	63	62	63	64	69	37
13. In my workplace, we recognise our successes and innovations	57	67	61	60	58	57	56	56	56	60	34
14. Staff are treated respectfully regardless of their job	62	71	67	66	64	62	60	61	61	64	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	73	69	69	68	66	64	63	63	66	46
15b. treats all staff in my team fairly	62	75	68	67	65	63	60	60	60	63	41
15c. ensures that when issues are raised in the team, they are addressed	61	74	67	66	63	61	59	59	58	62	41
15d. treats me with respect	76	86	82	81	79	76	74	74	75	77	55
16. I receive regular and constructive feedback on my performance	52	62	56	56	55	53	52	51	51	52	34
17. Overall, I have confidence in the decisions made by my line manager	63	77	70	69	66	64	61	61	61	63	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

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Senior Managers

18a. are aware of the issues I face in my job	46	57	50	47	48	45	47	46	45	48	30
18b. have a clear direction for the future	45	59	49	48	46	46	43	43	42	44	25
18c. lead by example in creating a positive workplace	45	62	51	49	47	45	43	43	42	44	23
19. There is a positive relationship between senior management and staff in my workplace	42	61	49	46	44	42	40	40	39	41	22
20. Overall, I have confidence in the decisions made by my senior managers	46	65	53	51	47	45	44	43	42	44	24
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	59	46	44	41	38	37	36	34	37	19
22. My organisation is making the necessary decisions to meet our future challenges	43	59	48	47	44	43	41	41	40	42	24

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

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Communication

23. I am kept well informed about what is happening in my workplace	50	63	55	54	52	50	49	49	47	49	29
24. I have a say in decisions which affect my work	46	52	48	49	48	46	46	46	46	50	25
25. I think it is safe to speak up and challenge the way things are done	51	58	54	54	54	52	50	50	50	54	25
26. Where I work, we share the lessons learnt when mistakes are made	59	71	66	62	60	60	58	58	58	61	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	65	60	59	58	57	57	58	59	61	41
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	69	64	62	61	61	60	62	62	67	45

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

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	81	76	74	73	71	71	71	73	76	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	68	75	71	70	70	68	67	66	67	71	59
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	75	68	65	62	60	57	57	57	60	40

Demographics

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

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	60	51	48	47	44	42	42	41	44	24
32. I am able to achieve a healthy work/life balance most of the time	65	70	68	67	67	65	64	64	64	70	47
33. There are mechanisms in place to support me if I experience stress or pressure	56	65	60	58	58	57	56	56	55	60	36
34. Reasonable expectations are placed on staff according to their position	57	69	61	59	59	57	55	54	55	60	34
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	76	71	70	70	68	68	69	70	74	50
36. My workplace enables strong professional leadership	52	70	61	57	55	52	50	50	49	52	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	75	79	81	83	85	87	87	89	90	82
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	55	50	48	48	46	46	46	47	52	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	73	64	63	62	61	61	62	62	67	42
40. In my workplace patient safety is at the centre of all decision making	69	77	71	67	68	68	69	70	72	75	52
41. My team's objectives/ work plans are clearly outlined	66	76	70	68	66	65	66	66	66	69	48
42. Our objectives/work plans help us to deliver a quality service	66	77	71	68	66	66	65	66	67	70	45
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	69	59	55	54	53	53	53	53	57	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

	NSW Health Overall	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	55935	2363	5240	5726	5751	6785	6976	8112	7179	4671	2656
Employee Engagement Index	68	78	71	70	68	68	68	69	69	74	44

Your Workplace

44. Overall I am proud to be a part of this workplace	73	83	76	75	74	73	72	73	73	78	48
45. I would recommend my workplace as a good place to work	64	77	69	68	65	64	62	63	62	67	37
46. I feel motivated to contribute more than what is normally required at work	67	77	70	68	66	66	66	68	68	72	44
47. I have a strong sense of belonging to my workplace	65	70	65	66	65	66	65	66	67	72	42
48. Overall I am satisfied to be working here at the present time	69	79	71	71	68	68	68	68	69	75	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	71	63	60	59	58	57	59	59	64	36
50. There is a positive culture in my workplace	53	71	60	56	54	52	51	51	52	57	30
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	46	41	41	41	41	39	39	38	40	22

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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Your Job

1. My job makes good use of my skills and abilities	81	77	74	82	58
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	64	70	44
3. Working here makes me want to do the best job I can	72	73	69	74	48
4. The right amount of approvals are required for routine decisions	52	58	61	52	33
5. I have sufficient control over my work so I can do my job well	65	67	63	66	43
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	62	64	63	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

Australian Aboriginal

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	65	54	70	52
8. In my team we generally acknowledge one another's efforts and achievements	70	68	63	71	51
9. People in my team are honest and open	64	62	61	65	47
10. My team resolves conflict quickly when it arises	53	52	46	53	38
11. Morale is good in my team	53	54	46	54	34

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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	63	61	64	39
13. In my workplace, we recognise our successes and innovations	57	58	53	58	34
14. Staff are treated respectfully regardless of their job	62	58	54	63	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	66	61	66	45
15b. treats all staff in my team fairly	62	64	61	64	41
15c. ensures that when issues are raised in the team, they are addressed	61	62	53	62	40
15d. treats me with respect	76	75	71	77	53
16. I receive regular and constructive feedback on my performance	52	58	62	53	34
17. Overall, I have confidence in the decisions made by my line manager	63	65	61	65	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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Senior Managers

18a. are aware of the issues I face in my job	46	52	50	47	32
18b. have a clear direction for the future	45	50	50	45	26
18c. lead by example in creating a positive workplace	45	51	50	46	25
19. There is a positive relationship between senior management and staff in my workplace	42	47	44	43	24
20. Overall, I have confidence in the decisions made by my senior managers	46	49	43	46	25
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	45	45	39	21
22. My organisation is making the necessary decisions to meet our future challenges	43	49	46	43	24

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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Communication

23. I am kept well informed about what is happening in my workplace	50	49	50	51	29
24. I have a say in decisions which affect my work	46	49	51	47	25
25. I think it is safe to speak up and challenge the way things are done	51	53	51	52	28
26. Where I work, we share the lessons learnt when mistakes are made	59	57	54	60	38
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	63	57	59	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	66	62	62	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	71	68	74	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	72	64	69	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	62	55	61	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	47	48	45	27
32. I am able to achieve a healthy work/life balance most of the time	65	66	60	66	45
33. There are mechanisms in place to support me if I experience stress or pressure	56	60	58	57	35
34. Reasonable expectations are placed on staff according to their position	57	58	53	58	34
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	69	63	70	46
36. My workplace enables strong professional leadership	52	55	49	53	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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	86	88	85	77
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	51	48	48	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

Australian Aboriginal

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	67	63	63	41
40. In my workplace patient safety is at the centre of all decision making	69	72	71	70	52
41. My team's objectives/ work plans are clearly outlined	66	68	68	67	45
42. Our objectives/work plans help us to deliver a quality service	66	68	69	67	45
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	61	60	55	34

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

	NSW Health Overall	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	55935	1685	80	50870	2685
Employee Engagement Index	68	69	65	70	44

Your Workplace

44. Overall I am proud to be a part of this workplace	73	74	69	75	48
45. I would recommend my workplace as a good place to work	64	65	64	65	39
46. I feel motivated to contribute more than what is normally required at work	67	68	65	68	44
47. I have a strong sense of belonging to my workplace	65	65	61	67	42
48. Overall I am satisfied to be working here at the present time	69	69	66	70	44
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	59	60	60	37
50. There is a positive culture in my workplace	53	54	54	54	31
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	47	48	40	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

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Your Job

1. My job makes good use of my skills and abilities	81	69	82	53
2. I feel I am able to suggest ideas to improve our ways of doing things	69	59	70	40
3. Working here makes me want to do the best job I can	72	62	74	45
4. The right amount of approvals are required for routine decisions	52	45	52	30
5. I have sufficient control over my work so I can do my job well	65	57	66	37
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	52	63	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

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	58	70	51
8. In my team we generally acknowledge one another's efforts and achievements	70	60	71	49
9. People in my team are honest and open	64	55	65	42
10. My team resolves conflict quickly when it arises	53	45	53	35
11. Morale is good in my team	53	44	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

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	52	64	36
13. In my workplace, we recognise our successes and innovations	57	48	58	31
14. Staff are treated respectfully regardless of their job	62	51	63	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

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	56	66	43
15b. treats all staff in my team fairly	62	55	63	38
15c. ensures that when issues are raised in the team, they are addressed	61	53	62	37
15d. treats me with respect	76	66	77	49
16. I receive regular and constructive feedback on my performance	52	43	53	32
17. Overall, I have confidence in the decisions made by my line manager	63	55	64	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

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Senior Managers

18a. are aware of the issues I face in my job	46	41	47	27
18b. have a clear direction for the future	45	38	45	24
18c. lead by example in creating a positive workplace	45	38	46	23
19. There is a positive relationship between senior management and staff in my workplace	42	36	43	22
20. Overall, I have confidence in the decisions made by my senior managers	46	40	46	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	33	39	20
22. My organisation is making the necessary decisions to meet our future challenges	43	37	43	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Communication

23. I am kept well informed about what is happening in my workplace	50	42	51	25
24. I have a say in decisions which affect my work	46	38	47	24
25. I think it is safe to speak up and challenge the way things are done	51	40	52	26
26. Where I work, we share the lessons learnt when mistakes are made	59	50	60	34
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	51	59	34
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	55	62	37

Demographics

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

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	62	74	50
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	60	69	49
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	49	61	35

Demographics

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

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(r) Where group has less than 10 respondents

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	36	45	23
32. I am able to achieve a healthy work/life balance most of the time	65	54	66	39
33. There are mechanisms in place to support me if I experience stress or pressure	56	49	57	31
34. Reasonable expectations are placed on staff according to their position	57	45	58	29
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	61	70	40
36. My workplace enables strong professional leadership	52	43	53	25

Demographics

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

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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	82	85	76
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	37	48	24

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

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	62	53	63	37
40. In my workplace patient safety is at the centre of all decision making	69	62	70	47
41. My team's objectives/ work plans are clearly outlined	66	55	67	40
42. Our objectives/work plans help us to deliver a quality service	66	56	67	40
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	46	55	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

Disability

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	1160	52673	1613
Employee Engagement Index	68	58	70	40

Your Workplace

44. Overall I am proud to be a part of this workplace	73	64	75	43
45. I would recommend my workplace as a good place to work	64	53	65	35
46. I feel motivated to contribute more than what is normally required at work	67	56	68	41
47. I have a strong sense of belonging to my workplace	65	56	66	38
48. Overall I am satisfied to be working here at the present time	69	57	70	39
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	52	60	33
50. There is a positive culture in my workplace	53	46	54	27
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	38	40	22

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

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Your Job

1. My job makes good use of my skills and abilities	81	81	83	53
2. I feel I am able to suggest ideas to improve our ways of doing things	69	69	71	39
3. Working here makes me want to do the best job I can	72	73	75	42
4. The right amount of approvals are required for routine decisions	52	50	64	32
5. I have sufficient control over my work so I can do my job well	65	65	70	40
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	62	66	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	69	69	49
8. In my team we generally acknowledge one another's efforts and achievements	70	70	72	47
9. People in my team are honest and open	64	65	63	40
10. My team resolves conflict quickly when it arises	53	52	59	37
11. Morale is good in my team	53	52	61	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Being Valued

12. I believe I am valued for what I can offer at my workplace	63	63	69	38
13. In my workplace, we recognise our successes and innovations	57	57	63	32
14. Staff are treated respectfully regardless of their job	62	62	68	34

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

(r) Where group has less than 10 respondents

English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	65	65	69	43
15b. treats all staff in my team fairly	62	63	66	37
15c. ensures that when issues are raised in the team, they are addressed	61	61	68	37
15d. treats me with respect	76	77	78	47
16. I receive regular and constructive feedback on my performance	52	52	59	32
17. Overall, I have confidence in the decisions made by my line manager	63	64	67	37

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

English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Senior Managers

18a. are aware of the issues I face in my job	46	45	54	29
18b. have a clear direction for the future	45	44	52	25
18c. lead by example in creating a positive workplace	45	44	53	25
19. There is a positive relationship between senior management and staff in my workplace	42	41	52	24
20. Overall, I have confidence in the decisions made by my senior managers	46	45	54	24
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	38	48	21
22. My organisation is making the necessary decisions to meet our future challenges	43	42	51	23

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



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(r) Where group has less than 10 respondents

English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Communication

23. I am kept well informed about what is happening in my workplace	50	49	59	29
24. I have a say in decisions which affect my work	46	45	54	26
25. I think it is safe to speak up and challenge the way things are done	51	51	56	27
26. Where I work, we share the lessons learnt when mistakes are made	59	59	67	35
27a. I am aware of the strategic objectives and direction of the organisation I work for	58	57	65	37
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	62	61	69	40

Demographics

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English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	73	76	50
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	67	77	55
30. I am encouraged to take opportunities to learn new skills and have new experiences	60	59	66	35

Demographics

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Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	42	56	28
32. I am able to achieve a healthy work/life balance most of the time	65	66	68	40
33. There are mechanisms in place to support me if I experience stress or pressure	56	57	57	30
34. Reasonable expectations are placed on staff according to their position	57	56	64	31
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	70	40
36. My workplace enables strong professional leadership	52	52	59	27

Demographics

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

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Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	87	77	74
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	47	49	26

Demographics

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English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	62	61	71	38
40.	In my workplace patient safety is at the centre of all decision making	69	69	76	48
41.	My team's objectives/ work plans are clearly outlined	66	66	72	41
42.	Our objectives/work plans help us to deliver a quality service	66	66	73	41
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	53	63	32

Demographics

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English Speaking Background

	NSW Health Overall	Yes	No	Prefer not to say
Respondents	55935	45255	8673	1472
Employee Engagement Index	68	69	72	40

Your Workplace

44. Overall I am proud to be a part of this workplace	73	74	77	44
45. I would recommend my workplace as a good place to work	64	64	69	35
46. I feel motivated to contribute more than what is normally required at work	67	67	70	39
47. I have a strong sense of belonging to my workplace	65	65	70	39
48. Overall I am satisfied to be working here at the present time	69	69	73	38
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	59	64	33
50. There is a positive culture in my workplace	53	52	62	30
51. Overall, I believe the culture at my workplace has improved in the last 12 months	39	38	51	24

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

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?

