

2011 YourSay Workplace Survey

Facility Report



Central Coast Local Health District

This Report

This report provides Central Coast Local Health District with data from the 2011 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. 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 estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

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.

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%.

Please see the Guide to using this report for further information

Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2011 Workplace Survey.

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 ten respondents from each demographic.

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2,031

ACTUAL RESPONSES

40%

2% Confidence Interval

ESTIMATED RESPONSE RATE

61%

ENGAGEMENT INDEX

41%

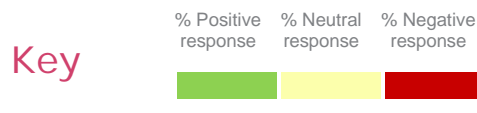
WORKPLACE CULTURE INDEX

Employee Engagement Index

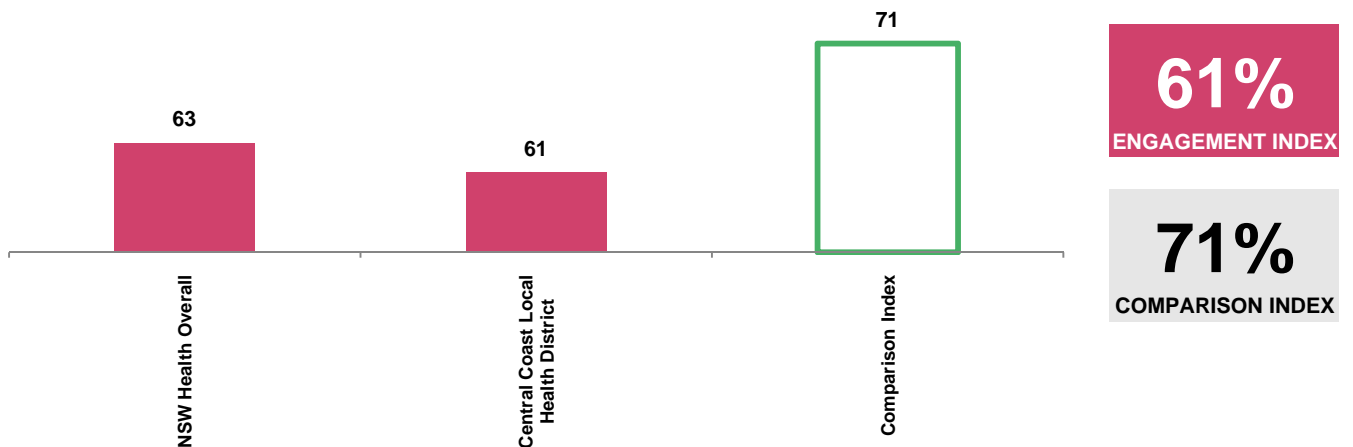
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- The three elements of Employee Engagement
- Say** Strongly advocating the organisation
 - Stay** An emotional commitment to the organisation and a desire to stay
 - Strive** Providing sustained additional effort in line with organisational goals

The following six questions have been identified as being most aligned to Employee Engagement. The Engagement Index is an average of the following scores:



| Question | Response Scale | Variance NSW Health Overall |
|--|---|-----------------------------|
| 41. Overall I am proud to be a part of this workplace | 66% Positive, 21% Neutral, 13% Negative | 0 |
| 42. I would recommend my workplace as a good place to work | 55% Positive, 23% Neutral, 22% Negative | -3 |
| 44. I have a strong sense of belonging to my workplace | 57% Positive, 23% Neutral, 20% Negative | -4 |
| 45. Overall I am satisfied to be working here at the present time | 62% Positive, 18% Neutral, 19% Negative | 0 |
| 3. Working here makes me want to do the best job I can | 65% Positive, 19% Neutral, 15% Negative | 0 |
| 43. I feel motivated to contribute more than what is normally required at work | 57% Positive, 19% Neutral, 24% Negative | -4 |

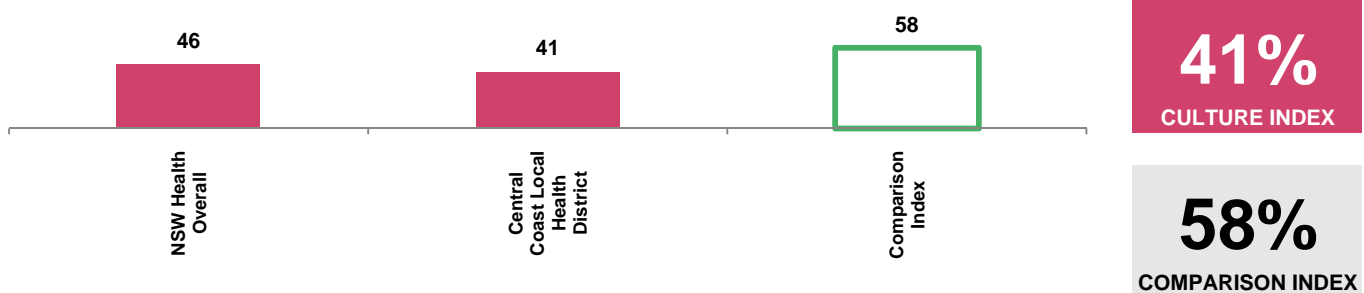


Employee Workplace Culture Index

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 Index is an average of the following scores:

| Question | Key | | | Variance from NSW Health Overall |
|---|---------------------|--------------------|---------------------|----------------------------------|
| | % Positive response | % Neutral response | % Negative response | |
| 11. Morale is good in my team | 42 | 20 | 38 | -4 |
| 12. I believe I am valued for what I can offer at my workplace | 55 | 18 | 27 | -3 |
| 13. In my workplace, we recognise our successes and innovations | 44 | 26 | 30 | -6 |
| 14. Staff are treated respectfully regardless of their job | 51 | 16 | 32 | -4 |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 17 | 27 | |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 37 | 40 | -8 |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 29 | 44 | -7 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 30 | 41 | -7 |
| 22. I have a say in decisions which affect my work | 33 | 23 | 44 | -8 |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 18 | 39 | -3 |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 23 | 30 | -6 |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 28 | 41 | -6 |
| 38. My team's objectives/work plans are clearly outlined | 57 | 23 | 20 | -3 |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | 25 | 21 | -6 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 33 | 43 | -5 |



Drivers of Engagement

A statistical technique known as Key Driver Analysis (KDA) has been used to help focus on those aspects of working for this organisation which have the greatest impact on Employee Engagement. The dashboard below shows the questions with the greatest impact on Employee Engagement for Central Coast Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Central Coast Local Health District as a whole.

The questions derived from the KDA should be used to guide the action planning process following the survey, as taking effective action in these areas should have a positive impact on Employee Engagement. This information should also be used in conjunction with the rest of the questions included in the survey.

The questions are listed below in descending order of greatest impact on engagement.

Drivers of Employee Engagement

| | Impact (on Employee Engagement) | % Positive | NSW Health Overall % positive |
|--|--|------------|-------------------------------------|
| 12. I believe I am valued for what I can offer at my workplace | <i>Greatest</i>  | 55 | 58 |
| 5. I have sufficient control over my work so I can do my job well | | 59 | 60 |
| 1. My job makes good use of my skills and abilities | | 75 | 76 |
| 39. Our objectives/work plans help us to deliver a quality service | | 54 | 60 |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | | 49 | 54 |
| 13. In my workplace, we recognise our successes and innovations | | 44 | 50 |

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 | 64 |
| Your Line Manager | 54 |
| Your Job | 54 |

Questions

| | % Positive |
|--|------------|
| 26. 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 | 79 |
| 1. My job makes good use of my skills and abilities | 75 |
| 15d. My line manager treats me with respect | 70 |
| 41. Overall I am proud to be a part of this workplace | 66 |
| 3. Working here makes me want to do the best job I can | 65 |

Lowlights

Sections

| | % Positive |
|------------------|------------|
| Senior Managers | 28 |
| Communication | 40 |
| Work Environment | 49 |

Questions

| | % Positive |
|---|------------|
| 4. Too many approvals are required for routine decisions* | 14 |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 |

External Comparison

This section shows comparisons between Central Coast Local Health District and the Australian and International Health Sector comparisons. The comparative data has been drawn from random sampling of 1,065 Australian, 376 UK and 468 Canadian health care employees in both the public and private sectors.

Please see the Guide to using this report for further information



- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

| | % Positive | Variance from Australian and International Health Sector benchmark | % Positive |
|--|------------|--|------------|
| 26. 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 | 79 | +2 | |
| 4. Too many approvals are required for routine decisions* | 14 | -2 | |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | -4 | |
| 15d. My line manager treats me with respect | 70 | -5 | |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | -8 | |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | -9 | |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | -9 | |
| 1. My job makes good use of my skills and abilities | 75 | -10 | |
| 15b. My line manager treats all staff in my team fairly | 54 | -10 | |
| 44. I have a strong sense of belonging to my workplace | 57 | -10 | |
| 41. Overall I am proud to be a part of this workplace | 66 | -11 | |
| 45. Overall I am satisfied to be working here at the present time | 62 | -11 | |
| 42. I would recommend my workplace as a good place to work | 55 | -11 | |

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- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

| | % Positive | Variance from Australian and International Health Sector benchmark | % Positive |
|--|------------|--|------------------------------------|
| 5. I have sufficient control over my work so I can do my job well | 59 | -11 | ■ |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | -11 | ■ |
| 31. Reasonable expectations are placed on staff according to their position | 49 | -12 | ■ |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | -12 | ■ |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | -12 | ■ |
| 3. Working here makes me want to do the best job I can | 65 | -13 | ■ |
| 14. Staff are treated respectfully regardless of their job | 51 | -14 | ■ |
| 9. People in my team are honest and open | 57 | -14 | ■ |
| 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 | 50 | -14 | ■ |
| 25. I have received the appropriate training and development to do my job effectively | 65 | -14 | ■ |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | -14 | ■ |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | -14 | ■ |
| 12. I believe I am valued for what I can offer at my workplace | 55 | -14 | ■ |

External Comparison

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- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

| | % Positive | Variance from Australian and International Health Sector benchmark | % Positive |
|--|------------|--|--|
| 23. I think it is safe to speak up and challenge the way things are done | 43 | -14 | <div style="width: 14%; height: 10px; background-color: red;"></div> |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59 | -15 | <div style="width: 15%; height: 10px; background-color: red;"></div> |
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | -15 | <div style="width: 15%; height: 10px; background-color: red;"></div> |
| 38. My team's objectives/work plans are clearly outlined | 57 | -15 | <div style="width: 15%; height: 10px; background-color: red;"></div> |
| 22. I have a say in decisions which affect my work | 33 | -15 | <div style="width: 15%; height: 10px; background-color: red;"></div> |
| 16. I receive regular and constructive feedback on my performance | 38 | -16 | <div style="width: 16%; height: 10px; background-color: red;"></div> |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | -16 | <div style="width: 16%; height: 10px; background-color: red;"></div> |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | -16 | <div style="width: 16%; height: 10px; background-color: red;"></div> |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | -17 | <div style="width: 17%; height: 10px; background-color: red;"></div> |
| 11. Morale is good in my team | 42 | -17 | <div style="width: 17%; height: 10px; background-color: red;"></div> |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | -17 | <div style="width: 17%; height: 10px; background-color: red;"></div> |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | -17 | <div style="width: 17%; height: 10px; background-color: red;"></div> |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | -18 | <div style="width: 18%; height: 10px; background-color: red;"></div> |

External Comparison

This section shows comparisons between Central Coast Local Health District and the Australian and International Health Sector comparisons. The comparative data has been drawn from random sampling of 1,065 Australian, 376 UK and 468 Canadian health care employees in both the public and private sectors.

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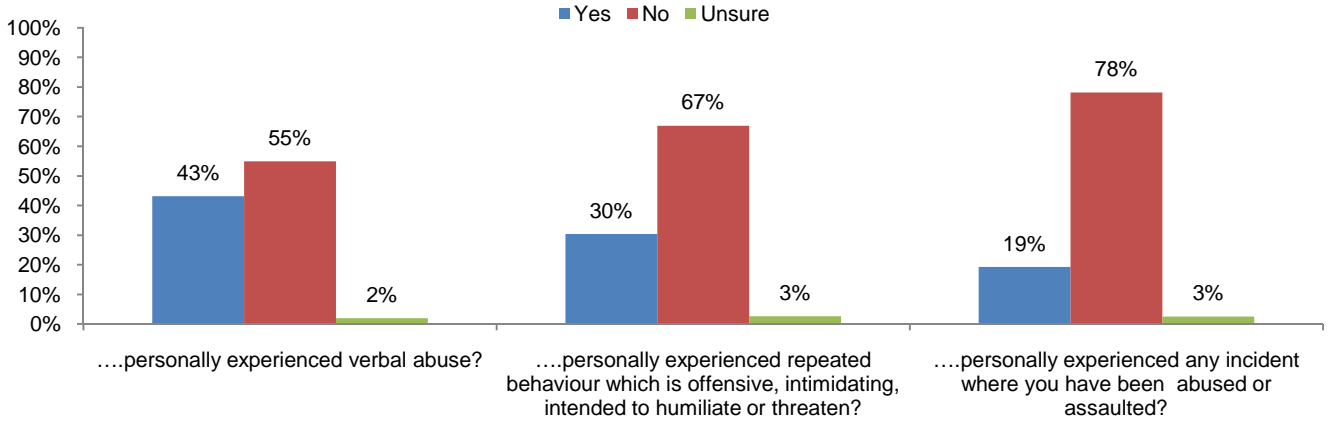
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

| | % Positive | Variance from Australian and International Health Sector benchmark | % Positive |
|--|------------|--|---|
| 21. I am kept well informed about what is happening in my workplace | 40 | -18 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | -18 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | -18 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | -19 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 13. In my workplace, we recognise our successes and innovations | 44 | -19 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 10. My team resolves conflict quickly when it arises | 41 | -21 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | -21 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | -23 | <div style="width: 100%; height: 10px; background-color: red;"></div> |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | -26 | <div style="width: 100%; height: 10px; background-color: red;"></div> |

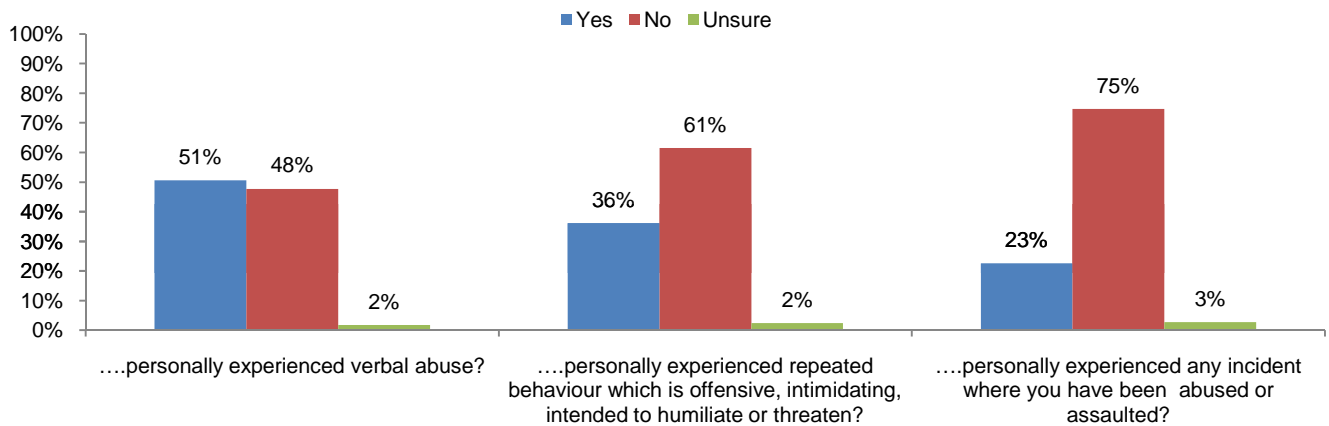
Inappropriate Behaviour

This sections shows the results to questions asked regarding Inappropriate Behaviour.

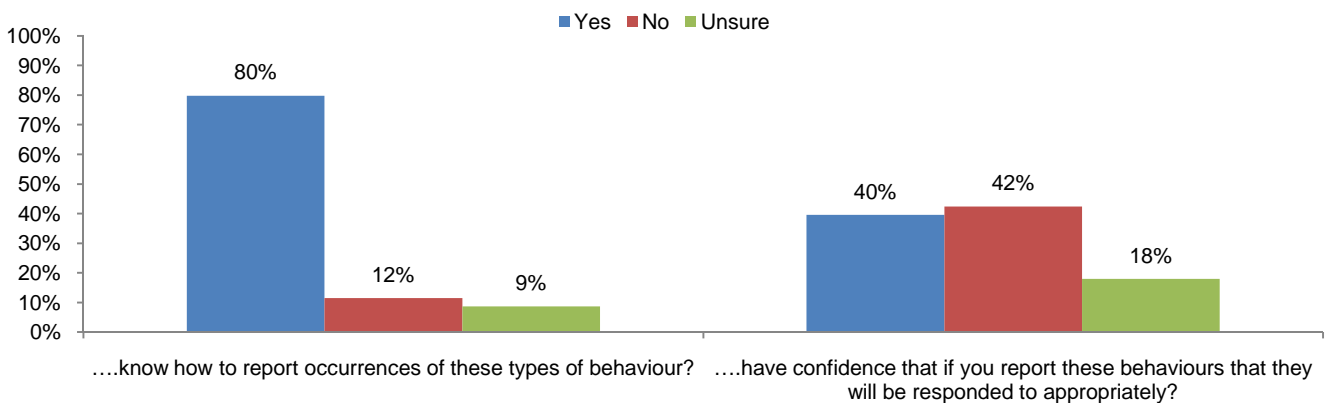
33. In the last three (3) months have you....



34. In the last twelve (12) months, have you....



35. Do you currently....



All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Job

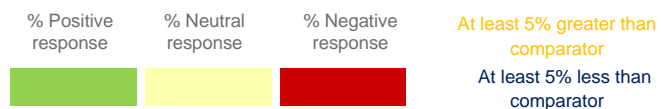
| | Response Scale | % Positive Score | NSW Health Overall | Australian and International Health Sector Benchmark |
|--|---|------------------|--------------------|--|
| Key 1. My job makes good use of my skills and abilities | 75% Positive, 10% Neutral, 15% Negative | 75 | -1 | -10 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59% Positive, 15% Neutral, 26% Negative | 59 | -6 | -15 |
| 3. Working here makes me want to do the best job I can | 65% Positive, 19% Neutral, 15% Negative | 65 | -2 | -13 |
| 4. Too many approvals are required for routine decisions* | 14% Positive, 21% Neutral, 66% Negative | 14 | -0 | -2 |
| Key 5. I have sufficient control over my work so I can do my job well | 59% Positive, 16% Neutral, 25% Negative | 59 | -1 | -11 |
| 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 | 50% Positive, 22% Neutral, 28% Negative | 50 | -4 | -14 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Team

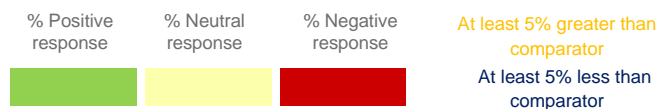
| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | |
|---|---------------------|--------------------|---------------------|------------------|----------------------------------|--|
| | % Positive response | % Neutral response | % Negative response | | NSW Health Overall | Australian and International Health Sector Benchmark |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | 16 | 23 | 61 | -4 | -12 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | 15 | 23 | 62 | -4 | -14 |
| 9. People in my team are honest and open | 57 | 21 | 22 | 57 | -3 | -14 |
| 10. My team resolves conflict quickly when it arises | 41 | 26 | 32 | 41 | -6 | -21 |
| 11. Morale is good in my team | 42 | 20 | 38 | 42 | -4 | -17 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Being valued

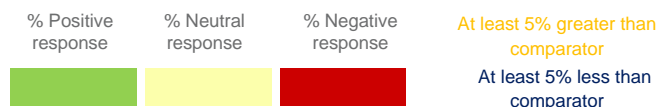
| | Response Scale | | | % Positive Score | % Positive Variance Compared to: | NSW Health Overall | Australian and International Health Sector Benchmark |
|--|----------------|----|----|------------------|----------------------------------|--------------------|--|
| Key 12. I believe I am valued for what I can offer at my workplace | 55 | 18 | 27 | 55 | -3 | -4 | -14 |
| Key 13. In my workplace, we recognise our successes and innovations | 44 | 26 | 30 | 44 | -6 | -6 | -19 |
| 14. Staff are treated respectfully regardless of their job | 51 | 16 | 32 | 51 | -4 | -4 | -14 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Line Manager

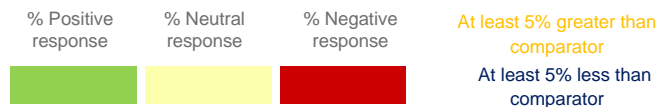
| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | NSW Health Overall | Australian and International Health Sector Benchmark |
|---|----------------|----|----|------------------|----------------------------------|--------------------|--|
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | 19 | 28 | 53 | -7 | -15 | |
| 15b. My line manager treats all staff in my team fairly | 54 | 15 | 31 | 54 | -4 | -10 | |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | 16 | 31 | 53 | -3 | -11 | |
| 15d. My line manager treats me with respect | 70 | 13 | 17 | 70 | -3 | -5 | |
| 16. I receive regular and constructive feedback on my performance | 38 | 23 | 39 | 38 | -6 | -16 | |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 17 | 27 | 56 | -2 | -9 | |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Senior Managers

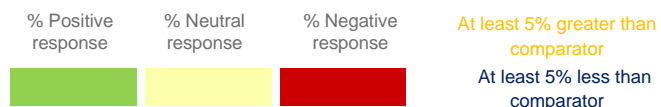
| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | |
|--|---------------------|--------------------|---------------------|------------------|----------------------------------|--|
| | % Positive response | % Neutral response | % Negative response | | NSW Health Overall | Australian and International Health Sector Benchmark |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | 22 | 46 | 33 | -7 | -16 |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 37 | 40 | 24 | -8 | -26 |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 29 | 44 | 27 | -7 | -18 |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | 27 | 45 | 27 | -7 | -17 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 30 | 41 | 29 | -7 | -17 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Communication

| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | |
|--|---------------------|--------------------|---------------------|------------------|----------------------------------|--|
| | % Positive response | % Neutral response | % Negative response | | NSW Health Overall | Australian and International Health Sector Benchmark |
| 21. I am kept well informed about what is happening in my workplace | 40 | 21 | 40 | 40 | -5 | -18 |
| 22. I have a say in decisions which affect my work | 33 | 23 | 44 | 33 | -8 | -15 |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 18 | 39 | 43 | -3 | -14 |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 23 | 30 | 47 | -6 | -18 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Training and Development Opportunities

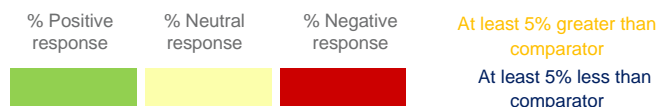
| Question | Response Scale | % Positive response | % Neutral response | % Negative response | % Positive Score | % Positive Variance Compared to: | NSW Health Overall | Australian and International Health Sector Benchmark |
|--|----------------|---------------------|--------------------|---------------------|------------------|----------------------------------|--------------------|--|
| 25. I have received the appropriate training and development to do my job effectively | 65 | 17 | 18 | 65 | -3 | -14 | | |
| 26. 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 | 79 | 9 | 13 | 79 | +3 | +2 | | |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | 20 | 31 | 48 | -7 | -19 | | |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Work Environment

| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | |
|---|---------------------|--------------------|---------------------|------------------|----------------------------------|--|
| | % Positive response | % Neutral response | % Negative response | | NSW Health Overall | Australian and International Health Sector Benchmark |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 28 | 41 | 31 | -6 | -23 |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | 20 | 21 | 59 | -1 | -12 |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | 25 | 30 | 46 | -3 | -16 |
| 31. Reasonable expectations are placed on staff according to their position | 49 | 19 | 32 | 49 | -3 | -12 |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | 20 | 21 | 59 | -6 | -14 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement

At least 5% greater than comparator

At least 5% less than comparator

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

% Positive Variance Compared to:

Inappropriate Behaviour

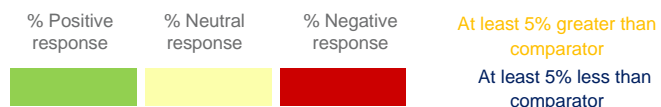
| | % No response | % Unsure response | % Yes response | % Positive Score | NSW Health | Australian and International Health Sector Benchmark |
|---|---------------|-------------------|-------------------|------------------|------------|--|
| 33a. In the last three (3) months, have you personally experienced verbal abuse? | 55 | | 43 | 55 | -8 | -8 |
| 33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 67 | | 30 | 67 | -4 | -5 |
| 33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted? | 78 | | 19 | 78 | -7 | -6 |
| 34a. In the last twelve (12) months, have you personally experienced verbal abuse? | 48 | | 51 | 48 | -6 | -10 |
| 34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 61 | | 36 | 61 | -4 | -9 |
| 34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted? | 75 | | 23 | 75 | -7 | -8 |
| | | % Yes response | % Unsure response | % No response | | |
| 35a. Do you currently know how to report occurrences of these types of behaviour? | | 80 | 9 | 12 | 80 | -3 |
| 35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately? | | 40 | 18 | 42 | 40 | -3 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Service Delivery

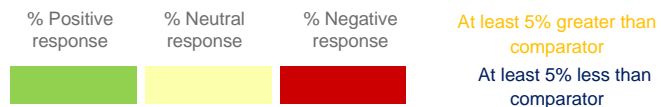
| | Response Scale | | | % Positive Score | % Positive Variance Compared to: | NSW Health Overall | Australian and International Health Sector Benchmark |
|---|----------------|----|----|------------------|----------------------------------|--------------------|--|
| Key 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | 20 | 31 | 49 | -5 | -4 | -21 |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | 19 | 17 | 64 | -0 | -0 | -8 |
| 38. My team's objectives/work plans are clearly outlined | 57 | 23 | 20 | 57 | -3 | -3 | -15 |
| Key 39. Our objectives/work plans help us to deliver a quality service | 54 | 25 | 21 | 54 | -6 | -6 | -18 |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | 30 | 46 | 24 | -3 | -3 | -4 |

All Questions

This section shows the breakdown of responses to each question.

Key

Key A question identified as being a key driver of employee engagement



Your Workplace

| Question | Response Scale | | | % Positive Score | % Positive Variance Compared to: | |
|---|---------------------|--------------------|---------------------|------------------|----------------------------------|--|
| | % Positive response | % Neutral response | % Negative response | | NSW Health Overall | Australian and International Health Sector Benchmark |
| 41. Overall I am proud to be a part of this workplace | 66 | 21 | 13 | 66 | -2 | -11 |
| 42. I would recommend my workplace as a good place to work | 55 | 23 | 22 | 55 | -3 | -11 |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | 19 | 24 | 57 | -4 | -9 |
| 44. I have a strong sense of belonging to my workplace | 57 | 23 | 20 | 57 | -4 | -10 |
| 45. Overall I am satisfied to be working here at the present time | 62 | 18 | 19 | 62 | -2 | -11 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 33 | 43 | 24 | -5 | -17 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|--|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Your Job | 54 | 52 | 56 | 54 | 59 | 59 | 59 | 49 | 64 | (r) | 33 | 33 | 60 |
| 1. My job makes good use of my skills and abilities | 75 | 73 | 83 | 66 | 79 | 82 | 81 | 76 | 84 | (r) | 45 | 69 | 81 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59 | 52 | 62 | 63 | 70 | 70 | 54 | 57 | 71 | (r) | 30 | 25 | 64 |
| 3. Working here makes me want to do the best job I can | 65 | 57 | 70 | 69 | 66 | 65 | 73 | 68 | 82 | (r) | 44 | 25 | 75 |
| 4. Too many approvals are required for routine decisions* | 14 | 16 | 12 | 14 | 9 | 17 | 16 | 19 | 13 | (r) | 18 | 0 | 8 |
| 5. I have sufficient control over my work so I can do my job well | 59 | 52 | 59 | 65 | 73 | 59 | 65 | 38 | 74 | (r) | 38 | 42 | 83 |
| 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 | 50 | 59 | 52 | 48 | 59 | 62 | 62 | 38 | 58 | (r) | 25 | 33 | 51 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|--|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Your Job | 54 | 64 | 68 | 47 | 53 | 57 | 51 | 53 | 58 | 53 | 56 | 64 | 70 | (r) |
| 1. My job makes good use of my skills and abilities | 75 | 86 | 83 | 69 | 73 | 77 | 81 | 75 | 82 | 74 | 79 | 92 | 82 | (r) |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59 | 72 | 71 | 52 | 60 | 67 | 62 | 58 | 70 | 57 | 67 | 80 | 94 | (r) |
| 3. Working here makes me want to do the best job I can | 65 | 75 | 75 | 45 | 60 | 74 | 62 | 65 | 69 | 65 | 65 | 77 | 88 | (r) |
| 4. Too many approvals are required for routine decisions* | 14 | 16 | 17 | 10 | 12 | 8 | 19 | 13 | 11 | 15 | 13 | 4 | 6 | (r) |
| 5. I have sufficient control over my work so I can do my job well | 59 | 69 | 79 | 72 | 58 | 62 | 35 | 58 | 56 | 60 | 55 | 57 | 59 | (r) |
| 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave | 50 | 65 | 79 | 34 | 54 | 54 | 46 | 49 | 63 | 47 | 60 | 72 | 88 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|--|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|-----------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Your Job | 54 | 55 | 51 | 63 | (r) | 52 | (r) | 46 | 57 | 34 | 61 | 64 | 58 | 51 | 50 | 56 |
| 1. My job makes good use of my skills and abilities | 75 | 77 | 73 | 80 | (r) | 72 | (r) | 66 | 80 | 49 | 80 | 85 | 78 | 74 | 72 | 78 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59 | 62 | 53 | 74 | (r) | 51 | (r) | 50 | 63 | 37 | 67 | 73 | 60 | 57 | 55 | 62 |
| 3. Working here makes me want to do the best job I can | 65 | 65 | 65 | 77 | (r) | 74 | (r) | 56 | 70 | 33 | 79 | 80 | 70 | 61 | 59 | 70 |
| 4. Too many approvals are required for routine decisions* | 14 | 13 | 15 | 22 | (r) | 16 | (r) | 12 | 14 | 14 | 15 | 14 | 17 | 13 | 13 | 15 |
| 5. I have sufficient control over my work so I can do my job well | 59 | 59 | 57 | 64 | (r) | 58 | (r) | 49 | 62 | 38 | 68 | 69 | 66 | 56 | 55 | 58 |
| 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 | 50 | 54 | 43 | 62 | (r) | 41 | (r) | 43 | 53 | 32 | 58 | 66 | 56 | 45 | 46 | 54 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|--|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Your Job | 54 | 60 | 58 | 49 | 50 | 65 | 56 | 58 | 56 | 53 | 54 | 53 | 54 | 56 | 40 | |
| 1. My job makes good use of my skills and abilities | 75 | 79 | 80 | 72 | 73 | 86 | 83 | 84 | 81 | 77 | 73 | 74 | 76 | 69 | 61 | |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 59 | 66 | 64 | 54 | 52 | 70 | 56 | 72 | 64 | 62 | 62 | 57 | 57 | 58 | 37 | |
| 3. Working here makes me want to do the best job I can | 65 | 75 | 71 | 56 | 61 | 84 | 61 | 66 | 66 | 66 | 66 | 66 | 67 | 74 | 53 | |
| 4. Too many approvals are required for routine decisions* | 14 | 14 | 14 | 14 | 13 | 10 | 16 | 10 | 13 | 11 | 14 | 16 | 17 | 15 | 12 | |
| 5. I have sufficient control over my work so I can do my job well | 59 | 66 | 62 | 54 | 53 | 74 | 63 | 61 | 61 | 55 | 62 | 56 | 58 | 70 | 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 | 50 | 59 | 54 | 44 | 44 | 65 | 59 | 56 | 53 | 49 | 49 | 48 | 50 | 51 | 35 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Your Team | 53 | 68 | 54 | 48 | 59 | 64 | 65 | 42 | 62 | (r) | 31 | 32 | 53 |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | 69 | 61 | 57 | 72 | 73 | 62 | 44 | 82 | (r) | 40 | 62 | 58 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | 76 | 64 | 59 | 67 | 74 | 81 | 42 | 74 | (r) | 36 | 23 | 56 |
| 9. People in my team are honest and open | 57 | 76 | 59 | 48 | 60 | 68 | 65 | 54 | 68 | (r) | 39 | 54 | 56 |
| 10. My team resolves conflict quickly when it arises | 41 | 53 | 40 | 42 | 50 | 52 | 58 | 35 | 34 | (r) | 23 | 8 | 44 |
| 11. Morale is good in my team | 42 | 64 | 43 | 33 | 48 | 51 | 62 | 32 | 50 | (r) | 19 | 15 | 53 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Your Team | 53 | 64 | 70 | 40 | 57 | 56 | 41 | 51 | 59 | 51 | 55 | 67 | 69 | (r) |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | 74 | 78 | 54 | 68 | 77 | 42 | 59 | 64 | 60 | 60 | 72 | 82 | (r) |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | 75 | 79 | 55 | 67 | 69 | 35 | 61 | 69 | 60 | 64 | 78 | 82 | (r) |
| 9. People in my team are honest and open | 57 | 66 | 71 | 52 | 61 | 59 | 58 | 56 | 63 | 55 | 60 | 75 | 65 | (r) |
| 10. My team resolves conflict quickly when it arises | 41 | 52 | 54 | 17 | 45 | 29 | 31 | 41 | 49 | 39 | 44 | 59 | 76 | (r) |
| 11. Morale is good in my team | 42 | 55 | 67 | 24 | 47 | 44 | 38 | 40 | 49 | 40 | 48 | 51 | 41 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Your Team | 53 | 54 | 48 | 68 | (r) | 50 | (r) | 46 | 55 | 33 | 72 | 65 | 56 | 48 | 50 | 52 |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | 63 | 56 | 79 | (r) | 58 | (r) | 54 | 64 | 41 | 77 | 75 | 61 | 58 | 59 | 60 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | 64 | 57 | 74 | (r) | 50 | (r) | 53 | 65 | 42 | 77 | 74 | 62 | 57 | 60 | 64 |
| 9. People in my team are honest and open | 57 | 58 | 54 | 67 | (r) | 59 | (r) | 54 | 59 | 36 | 76 | 67 | 58 | 52 | 56 | 57 |
| 10. My team resolves conflict quickly when it arises | 41 | 43 | 36 | 52 | (r) | 42 | (r) | 36 | 43 | 27 | 59 | 50 | 47 | 36 | 37 | 41 |
| 11. Morale is good in my team | 42 | 44 | 36 | 65 | (r) | 39 | (r) | 35 | 45 | 21 | 72 | 58 | 49 | 37 | 37 | 40 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Your Team | 53 | 60 | 55 | 49 | 46 | 70 | 54 | 59 | 56 | 52 | 53 | 49 | 55 | 54 | 35 | |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 61 | 68 | 62 | 59 | 55 | 75 | 62 | 62 | 68 | 57 | 60 | 58 | 65 | 66 | 47 | |
| 8. In my team we generally acknowledge one another's efforts and achievements | 62 | 69 | 65 | 58 | 55 | 75 | 58 | 68 | 66 | 61 | 65 | 60 | 64 | 61 | 42 | |
| 9. People in my team are honest and open | 57 | 63 | 58 | 56 | 52 | 73 | 58 | 62 | 56 | 59 | 59 | 53 | 61 | 59 | 38 | |
| 10. My team resolves conflict quickly when it arises | 41 | 46 | 44 | 38 | 36 | 54 | 41 | 46 | 45 | 41 | 42 | 38 | 42 | 42 | 27 | |
| 11. Morale is good in my team | 42 | 54 | 46 | 37 | 32 | 74 | 49 | 56 | 45 | 41 | 40 | 36 | 42 | 41 | 22 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Being valued | 50 | 62 | 53 | 46 | 56 | 61 | 62 | 36 | 47 | (r) | 21 | 36 | 61 |
| 12. I believe I am valued for what I can offer at my workplace | 55 | 63 | 57 | 53 | 63 | 62 | 62 | 41 | 61 | (r) | 29 | 46 | 69 |
| 13. In my workplace, we recognise our successes and innovations | 44 | 55 | 47 | 43 | 43 | 60 | 65 | 22 | 42 | (r) | 16 | 23 | 50 |
| 14. Staff are treated respectfully regardless of their job | 51 | 69 | 55 | 43 | 62 | 61 | 58 | 46 | 39 | (r) | 18 | 38 | 64 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Being valued | 50 | 64 | 71 | 31 | 53 | 44 | 38 | 49 | 58 | 48 | 56 | 62 | 78 | (r) |
| 12. I believe I am valued for what I can offer at my workplace | 55 | 68 | 67 | 45 | 60 | 54 | 38 | 54 | 62 | 53 | 60 | 62 | 76 | (r) |
| 13. In my workplace, we recognise our successes and innovations | 44 | 57 | 75 | 17 | 44 | 36 | 27 | 43 | 52 | 42 | 49 | 59 | 71 | (r) |
| 14. Staff are treated respectfully regardless of their job | 51 | 67 | 71 | 31 | 55 | 41 | 50 | 51 | 61 | 49 | 59 | 65 | 88 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|--|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Being valued | 50 | 51 | 46 | 70 | (r) | 46 | (r) | 42 | 54 | 31 | 72 | 67 | 56 | 45 | 45 | 51 |
| 12. I believe I am valued for what I can offer at my workplace | 55 | 56 | 50 | 72 | (r) | 56 | (r) | 48 | 58 | 33 | 73 | 74 | 62 | 49 | 51 | 55 |
| 13. In my workplace, we recognise our successes and innovations | 44 | 46 | 40 | 68 | (r) | 31 | (r) | 34 | 48 | 28 | 64 | 60 | 51 | 39 | 38 | 45 |
| 14. Staff are treated respectfully regardless of their job | 51 | 52 | 47 | 68 | (r) | 52 | (r) | 43 | 54 | 31 | 78 | 68 | 55 | 47 | 45 | 51 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Being valued | 50 | 61 | 55 | 44 | 41 | 73 | 56 | 59 | 55 | 50 | 45 | 47 | 51 | 54 | 31 | |
| 12. I believe I am valued for what I can offer at my workplace | 55 | 67 | 59 | 47 | 48 | 78 | 57 | 68 | 57 | 54 | 48 | 53 | 58 | 61 | 37 | |
| 13. In my workplace, we recognise our successes and innovations | 44 | 53 | 52 | 37 | 36 | 65 | 52 | 55 | 48 | 43 | 42 | 39 | 47 | 44 | 27 | |
| 14. Staff are treated respectfully regardless of their job | 51 | 64 | 53 | 48 | 39 | 77 | 58 | 55 | 61 | 53 | 45 | 49 | 47 | 58 | 28 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Your Line Manager | 54 | 62 | 58 | 47 | 58 | 68 | 63 | 49 | 53 | (r) | 21 | 42 | 64 |
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | 68 | 55 | 49 | 61 | 68 | 65 | 44 | 58 | (r) | 22 | 46 | 63 |
| 15b. My line manager treats all staff in my team fairly | 54 | 65 | 57 | 44 | 62 | 72 | 58 | 47 | 53 | (r) | 21 | 54 | 64 |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | 62 | 57 | 45 | 56 | 69 | 54 | 47 | 53 | (r) | 17 | 38 | 69 |
| 15d. My line manager treats me with respect | 70 | 73 | 77 | 66 | 73 | 81 | 81 | 64 | 63 | (r) | 32 | 62 | 81 |
| 16. I receive regular and constructive feedback on my performance | 38 | 39 | 42 | 30 | 42 | 50 | 54 | 40 | 34 | (r) | 13 | 23 | 44 |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 64 | 62 | 47 | 56 | 67 | 65 | 51 | 57 | (r) | 18 | 31 | 63 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Your Line Manager | 54 | 65 | 67 | 28 | 59 | 53 | 48 | 53 | 63 | 52 | 60 | 69 | 81 | (r) |
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | 68 | 75 | 21 | 59 | 56 | 48 | 51 | 64 | 50 | 60 | 76 | 88 | (r) |
| 15b. My line manager treats all staff in my team fairly | 54 | 64 | 67 | 32 | 58 | 54 | 46 | 54 | 65 | 52 | 62 | 72 | 81 | (r) |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | 63 | 54 | 25 | 58 | 54 | 46 | 52 | 61 | 50 | 59 | 68 | 88 | (r) |
| 15d. My line manager treats me with respect | 70 | 83 | 75 | 50 | 75 | 72 | 65 | 69 | 78 | 69 | 75 | 82 | 100 | (r) |
| 16. I receive regular and constructive feedback on my performance | 38 | 48 | 67 | 7 | 43 | 32 | 38 | 36 | 45 | 36 | 45 | 47 | 53 | (r) |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 65 | 67 | 32 | 59 | 51 | 46 | 54 | 65 | 53 | 62 | 70 | 81 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Your Line Manager | 54 | 55 | 50 | 75 | (r) | 51 | (r) | 45 | 57 | 40 | 74 | 76 | 58 | 49 | 50 | 53 |
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | 55 | 48 | 74 | (r) | 43 | (r) | 45 | 56 | 42 | 72 | 72 | 55 | 47 | 50 | 53 |
| 15b. My line manager treats all staff in my team fairly | 54 | 55 | 49 | 77 | (r) | 56 | (r) | 48 | 57 | 41 | 81 | 84 | 59 | 50 | 49 | 52 |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | 54 | 47 | 74 | (r) | 55 | (r) | 44 | 56 | 40 | 75 | 74 | 59 | 48 | 48 | 50 |
| 15d. My line manager treats me with respect | 70 | 70 | 69 | 85 | (r) | 67 | (r) | 60 | 74 | 54 | 85 | 88 | 74 | 68 | 66 | 70 |
| 16. I receive regular and constructive feedback on my performance | 38 | 39 | 33 | 61 | (r) | 26 | (r) | 29 | 41 | 24 | 51 | 55 | 39 | 34 | 34 | 39 |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 56 | 52 | 77 | (r) | 57 | (r) | 45 | 59 | 38 | 82 | 81 | 60 | 51 | 50 | 53 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Your Line Manager | 54 | 65 | 58 | 48 | 45 | 78 | 63 | 64 | 60 | 56 | 50 | 49 | 49 | 53 | 41 | |
| 15a. My line manager recognises and acknowledges when I have done my job well | 53 | 63 | 58 | 47 | 44 | 72 | 56 | 62 | 57 | 54 | 52 | 52 | 49 | 49 | 42 | |
| 15b. My line manager treats all staff in my team fairly | 54 | 67 | 59 | 49 | 42 | 81 | 68 | 63 | 62 | 57 | 48 | 48 | 50 | 53 | 41 | |
| 15c. My line manager ensures that when issues are raised in the team, they are addressed | 53 | 64 | 56 | 47 | 44 | 79 | 64 | 60 | 58 | 56 | 49 | 44 | 49 | 52 | 43 | |
| 15d. My line manager treats me with respect | 70 | 81 | 75 | 65 | 61 | 86 | 84 | 77 | 75 | 72 | 66 | 67 | 65 | 71 | 59 | |
| 16. I receive regular and constructive feedback on my performance | 38 | 48 | 40 | 32 | 32 | 64 | 36 | 53 | 44 | 39 | 34 | 36 | 32 | 39 | 22 | |
| 17. Overall, I have confidence in the decisions made by my line manager | 56 | 68 | 59 | 50 | 46 | 88 | 69 | 69 | 63 | 57 | 49 | 48 | 50 | 56 | 40 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|--|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Senior Managers | 28 | 32 | 27 | 23 | 40 | 37 | 47 | 11 | 36 | (r) | 13 | 5 | 43 |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | 33 | 34 | 28 | 41 | 37 | 38 | 17 | 47 | (r) | 18 | 15 | 54 |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 28 | 23 | 22 | 30 | 34 | 35 | 9 | 32 | (r) | 11 | 0 | 34 |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 30 | 25 | 23 | 44 | 36 | 42 | 12 | 34 | (r) | 12 | 0 | 46 |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | 36 | 26 | 21 | 41 | 36 | 62 | 9 | 34 | (r) | 12 | 8 | 40 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 32 | 28 | 23 | 42 | 40 | 58 | 9 | 32 | (r) | 12 | 0 | 43 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|--|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Senior Managers | 28 | 40 | 29 | 12 | 20 | 31 | 15 | 28 | 34 | 26 | 29 | 47 | 56 | (r) |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | 43 | 33 | 18 | 29 | 36 | 19 | 33 | 42 | 30 | 36 | 58 | 65 | (r) |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 35 | 25 | 7 | 17 | 28 | 15 | 24 | 26 | 23 | 22 | 34 | 53 | (r) |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 40 | 29 | 11 | 18 | 31 | 15 | 27 | 34 | 25 | 29 | 52 | 65 | (r) |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | 41 | 33 | 18 | 17 | 31 | 12 | 28 | 34 | 25 | 29 | 44 | 47 | (r) |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 43 | 25 | 7 | 20 | 28 | 12 | 29 | 34 | 27 | 30 | 48 | 53 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|--|-----------|---------------------|-------------------------------------|---------------------------------------|--------|---------------------------------------|------------|-------------------------------------|--------|-------------------------------------|---------------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Senior Managers | 28 | 30 | 21 | 49 | (r) | 30 | (r) | 24 | 30 | 7 | 45 | 45 | 34 | 25 | 24 | 25 |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | 35 | 26 | 46 | (r) | 33 | (r) | 30 | 34 | 14 | 43 | 47 | 37 | 29 | 31 | 30 |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 25 | 18 | 46 | (r) | 22 | (r) | 18 | 26 | 5 | 36 | 37 | 31 | 21 | 20 | 20 |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 29 | 20 | 53 | (r) | 29 | (r) | 21 | 29 | 6 | 48 | 49 | 31 | 24 | 22 | 25 |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | 29 | 20 | 49 | (r) | 31 | (r) | 25 | 29 | 5 | 47 | 42 | 36 | 25 | 22 | 23 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 31 | 21 | 51 | (r) | 34 | (r) | 24 | 31 | 6 | 51 | 49 | 37 | 24 | 23 | 26 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|--|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Senior Managers | 28 | 39 | 31 | 21 | 21 | 48 | 39 | 33 | 32 | 26 | 27 | 25 | 24 | 24 | 14 | |
| 18a. The senior managers at my workplace are aware of the issues I face in my job | 33 | 41 | 36 | 27 | 28 | 43 | 41 | 39 | 36 | 33 | 31 | 33 | 32 | 26 | 16 | |
| 18b. The senior managers at my workplace have a clear direction for the future | 24 | 34 | 27 | 17 | 17 | 44 | 33 | 30 | 26 | 21 | 23 | 21 | 19 | 23 | 13 | |
| 18c. The senior managers at my workplace lead by example in creating a positive workplace | 27 | 40 | 29 | 20 | 19 | 49 | 36 | 35 | 31 | 25 | 28 | 24 | 20 | 22 | 16 | |
| 19. There is a positive relationship between senior management and staff in my workplace | 27 | 38 | 31 | 20 | 21 | 51 | 40 | 28 | 32 | 25 | 27 | 25 | 24 | 25 | 13 | |
| 20. Overall, I have confidence in the decisions made by my senior managers | 29 | 43 | 31 | 21 | 21 | 54 | 44 | 33 | 34 | 27 | 27 | 25 | 25 | 25 | 13 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|--|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Communication | 40 | 49 | 42 | 36 | 49 | 49 | 52 | 39 | 37 | (r) | 19 | 15 | 45 |
| 21. I am kept well informed about what is happening in my workplace | 40 | 53 | 42 | 35 | 49 | 49 | 44 | 31 | 32 | (r) | 15 | 15 | 44 |
| 22. I have a say in decisions which affect my work | 33 | 33 | 32 | 31 | 42 | 42 | 64 | 31 | 32 | (r) | 13 | 15 | 44 |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 54 | 44 | 39 | 50 | 49 | 52 | 40 | 37 | (r) | 23 | 23 | 47 |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 55 | 50 | 40 | 54 | 55 | 48 | 54 | 47 | (r) | 23 | 8 | 44 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|--|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Communication | 40 | 51 | 66 | 28 | 32 | 31 | 39 | 40 | 47 | 39 | 43 | 57 | 64 | (r) |
| 21. I am kept well informed about what is happening in my workplace | 40 | 50 | 63 | 21 | 29 | 26 | 27 | 41 | 44 | 39 | 39 | 57 | 53 | (r) |
| 22. I have a say in decisions which affect my work | 33 | 44 | 71 | 14 | 28 | 28 | 31 | 32 | 39 | 31 | 34 | 48 | 76 | (r) |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 56 | 63 | 43 | 32 | 28 | 42 | 42 | 52 | 40 | 49 | 62 | 65 | (r) |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 55 | 67 | 32 | 39 | 43 | 58 | 46 | 53 | 45 | 50 | 59 | 63 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Communication | 40 | 43 | 33 | 58 | (r) | 35 | (r) | 35 | 43 | 15 | 53 | 61 | 47 | 37 | 35 | 39 |
| 21. I am kept well informed about what is happening in my workplace | 40 | 43 | 31 | 62 | (r) | 39 | (r) | 34 | 43 | 11 | 58 | 63 | 52 | 35 | 33 | 37 |
| 22. I have a say in decisions which affect my work | 33 | 36 | 24 | 52 | (r) | 19 | (r) | 27 | 35 | 13 | 42 | 56 | 37 | 30 | 27 | 30 |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 45 | 36 | 55 | (r) | 36 | (r) | 39 | 45 | 15 | 52 | 65 | 45 | 40 | 39 | 42 |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 49 | 40 | 61 | (r) | 45 | (r) | 40 | 50 | 21 | 61 | 61 | 55 | 41 | 42 | 47 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|--|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Communication | 40 | 49 | 46 | 34 | 33 | 57 | 49 | 47 | 46 | 43 | 38 | 36 | 39 | 41 | 20 | |
| 21. I am kept well informed about what is happening in my workplace | 40 | 52 | 47 | 31 | 29 | 53 | 52 | 47 | 51 | 42 | 38 | 36 | 35 | 36 | 20 | |
| 22. I have a say in decisions which affect my work | 33 | 39 | 37 | 28 | 26 | 47 | 42 | 37 | 36 | 30 | 32 | 28 | 33 | 36 | 15 | |
| 23. I think it is safe to speak up and challenge the way things are done | 43 | 51 | 47 | 37 | 36 | 57 | 50 | 50 | 50 | 46 | 40 | 39 | 40 | 40 | 20 | |
| 24. Where I work, we share the lessons learnt when mistakes are made | 47 | 54 | 52 | 40 | 40 | 70 | 54 | 53 | 49 | 52 | 43 | 40 | 47 | 52 | 25 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Training and Development Opportunities | 64 | 75 | 68 | 57 | 63 | 68 | 72 | 62 | 66 | (r) | 45 | 39 | 68 |
| 25. I have received the appropriate training and development to do my job effectively | 65 | 88 | 72 | 59 | 54 | 66 | 60 | 68 | 74 | (r) | 42 | 38 | 72 |
| 26. 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 | 79 | 72 | 75 | 80 | 90 | 86 | 96 | 80 | 82 | (r) | 76 | 62 | 81 |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | 66 | 58 | 32 | 45 | 52 | 60 | 37 | 42 | (r) | 18 | 17 | 50 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Training and Development Opportunities | 64 | 76 | 68 | 57 | 63 | 65 | 55 | 64 | 68 | 63 | 66 | 73 | 78 | (r) |
| 25. I have received the appropriate training and development to do my job effectively | 65 | 76 | 67 | 63 | 62 | 74 | 64 | 65 | 70 | 64 | 70 | 69 | 81 | (r) |
| 26. 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 | 79 | 86 | 79 | 74 | 79 | 82 | 68 | 78 | 78 | 78 | 76 | 83 | 82 | (r) |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | 66 | 58 | 33 | 47 | 41 | 32 | 47 | 56 | 46 | 52 | 68 | 71 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Training and Development Opportunities | 64 | 65 | 62 | 68 | (r) | 54 | (r) | 56 | 67 | 39 | 73 | 75 | 64 | 60 | 62 | 65 |
| 25. I have received the appropriate training and development to do my job effectively | 65 | 65 | 66 | 62 | (r) | 61 | (r) | 57 | 69 | 34 | 69 | 76 | 64 | 62 | 65 | 68 |
| 26. 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 | 79 | 81 | 76 | 82 | (r) | 61 | (r) | 74 | 81 | 56 | 79 | 78 | 79 | 75 | 80 | 79 |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | 49 | 44 | 61 | (r) | 40 | (r) | 38 | 52 | 27 | 71 | 71 | 49 | 44 | 42 | 49 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Training and Development Opportunities | 64 | 71 | 64 | 60 | 60 | 76 | 67 | 66 | 66 | 65 | 62 | 62 | 66 | 69 | 45 | |
| 25. I have received the appropriate training and development to do my job effectively | 65 | 68 | 67 | 62 | 65 | 75 | 69 | 71 | 70 | 67 | 62 | 64 | 67 | 72 | 42 | |
| 26. 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 | 79 | 81 | 78 | 76 | 78 | 78 | 79 | 74 | 75 | 81 | 78 | 76 | 86 | 87 | 67 | |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 48 | 64 | 48 | 43 | 38 | 76 | 52 | 53 | 53 | 49 | 47 | 44 | 46 | 49 | 27 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|--|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Work Environment | 49 | 53 | 50 | 47 | 56 | 55 | 65 | 45 | 56 | (r) | 29 | 43 | 56 |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 40 | 34 | 26 | 35 | 36 | 44 | 26 | 39 | (r) | 11 | 15 | 43 |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | 54 | 59 | 61 | 76 | 62 | 80 | 54 | 66 | (r) | 38 | 77 | 78 |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | 49 | 48 | 42 | 51 | 50 | 64 | 34 | 47 | (r) | 30 | 31 | 44 |
| 31. Reasonable expectations are placed on staff according to their position | 49 | 59 | 52 | 45 | 54 | 53 | 68 | 57 | 57 | (r) | 28 | 62 | 53 |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | 64 | 59 | 61 | 63 | 72 | 68 | 53 | 68 | (r) | 39 | 31 | 61 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|--|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Work Environment | 49 | 60 | 67 | 42 | 49 | 52 | 48 | 48 | 52 | 48 | 50 | 58 | 59 | (r) |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 41 | 46 | 7 | 20 | 33 | 31 | 31 | 39 | 29 | 36 | 50 | 35 | (r) |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | 70 | 75 | 57 | 62 | 63 | 50 | 59 | 56 | 60 | 56 | 58 | 65 | (r) |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | 51 | 67 | 29 | 46 | 49 | 38 | 46 | 50 | 44 | 49 | 52 | 65 | (r) |
| 31. Reasonable expectations are placed on staff according to their position | 49 | 58 | 67 | 61 | 51 | 50 | 62 | 48 | 50 | 49 | 49 | 56 | 47 | (r) |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | 79 | 79 | 57 | 69 | 64 | 60 | 56 | 63 | 58 | 59 | 72 | 82 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|--|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Work Environment | 49 | 49 | 47 | 62 | (r) | 49 | (r) | 44 | 51 | 29 | 64 | 62 | 54 | 46 | 45 | 48 |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 32 | 27 | 43 | (r) | 37 | (r) | 28 | 33 | 10 | 51 | 46 | 38 | 29 | 24 | 31 |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | 56 | 63 | 64 | (r) | 63 | (r) | 54 | 62 | 33 | 65 | 64 | 62 | 59 | 57 | 59 |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | 48 | 40 | 56 | (r) | 43 | (r) | 42 | 48 | 28 | 58 | 56 | 50 | 43 | 42 | 46 |
| 31. Reasonable expectations are placed on staff according to their position | 49 | 49 | 48 | 68 | (r) | 45 | (r) | 45 | 52 | 29 | 69 | 69 | 56 | 45 | 45 | 47 |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | 59 | 58 | 81 | (r) | 56 | (r) | 50 | 63 | 46 | 77 | 73 | 65 | 55 | 56 | 57 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|--|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Work Environment | 49 | 57 | 52 | 44 | 44 | 68 | 51 | 54 | 54 | 51 | 47 | 45 | 48 | 54 | 30 | |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 31 | 41 | 32 | 27 | 25 | 54 | 33 | 39 | 38 | 35 | 28 | 26 | 28 | 33 | 14 | |
| 29. I am able to achieve a healthy work/life balance most of the time | 59 | 60 | 64 | 57 | 55 | 67 | 55 | 60 | 70 | 57 | 56 | 61 | 61 | 66 | 40 | |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 46 | 54 | 50 | 40 | 39 | 67 | 51 | 55 | 46 | 49 | 48 | 37 | 46 | 48 | 25 | |
| 31. Reasonable expectations are placed on staff according to their position | 49 | 59 | 54 | 42 | 43 | 70 | 54 | 52 | 55 | 53 | 44 | 47 | 45 | 61 | 29 | |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 59 | 71 | 60 | 51 | 56 | 80 | 61 | 63 | 59 | 62 | 60 | 55 | 61 | 59 | 41 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Inappropriate Behaviour | 63 | 67 | 60 | 66 | 73 | 72 | 71 | 62 | 61 | (r) | 51 | 54 | 72 |
| 33a. In the last three (3) months, have you personally experienced verbal abuse? | 55 | 66 | 49 | 59 | 70 | 70 | 72 | 51 | 53 | (r) | 42 | 46 | 71 |
| 33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 67 | 72 | 64 | 73 | 82 | 73 | 72 | 69 | 57 | (r) | 51 | 69 | 83 |
| 33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted? | 78 | 87 | 76 | 85 | 87 | 88 | 80 | 76 | 72 | (r) | 65 | 62 | 79 |
| 34a. In the last twelve (12) months, have you personally experienced verbal abuse? | 48 | 61 | 40 | 51 | 59 | 65 | 67 | 49 | 47 | (r) | 40 | 46 | 69 |
| 34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 61 | 71 | 57 | 68 | 76 | 70 | 63 | 69 | 54 | (r) | 48 | 58 | 74 |
| 34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted? | 75 | 84 | 72 | 82 | 87 | 82 | 83 | 77 | 68 | (r) | 61 | 62 | 85 |
| 35a. Do you currently know how to report occurrences of these types of behaviour? | 80 | 62 | 84 | 76 | 75 | 80 | 88 | 71 | 87 | (r) | 76 | 85 | 66 |
| 35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately? | 40 | 37 | 40 | 38 | 49 | 47 | 40 | 31 | 47 | (r) | 22 | 8 | 51 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Inappropriate Behaviour | 63 | 74 | 65 | 65 | 60 | 62 | 57 | 62 | 61 | 63 | 58 | 71 | 72 | (r) |
| 33a. In the last three (3) months, have you personally experienced verbal abuse? | 55 | 71 | 63 | 68 | 58 | 51 | 50 | 53 | 49 | 56 | 43 | 67 | 71 | (r) |
| 33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 67 | 78 | 63 | 68 | 59 | 61 | 73 | 67 | 64 | 68 | 60 | 77 | 76 | (r) |
| 33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted? | 78 | 89 | 67 | 89 | 75 | 76 | 77 | 78 | 75 | 79 | 72 | 84 | 88 | (r) |
| 34a. In the last twelve (12) months, have you personally experienced verbal abuse? | 48 | 62 | 63 | 54 | 47 | 46 | 46 | 45 | 40 | 50 | 36 | 54 | 47 | (r) |
| 34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 61 | 72 | 67 | 64 | 53 | 58 | 65 | 61 | 57 | 62 | 53 | 72 | 65 | (r) |
| 34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted? | 75 | 85 | 71 | 93 | 68 | 73 | 72 | 74 | 71 | 76 | 68 | 79 | 100 | (r) |
| 35a. Do you currently know how to report occurrences of these types of behaviour? | 80 | 85 | 79 | 61 | 89 | 87 | 50 | 79 | 87 | 78 | 88 | 85 | 88 | (r) |
| 35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately? | 40 | 49 | 46 | 25 | 30 | 45 | 27 | 40 | 43 | 38 | 41 | 51 | 41 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Inappropriate Behaviour | 63 | 62 | 63 | 72 | (r) | 63 | (r) | 59 | 65 | 44 | 76 | 70 | 62 | 61 | 60 | 66 |
| 33a. In the last three (3) months, have you personally experienced verbal abuse? | 55 | 52 | 57 | 66 | (r) | 57 | (r) | 53 | 57 | 36 | 72 | 66 | 55 | 53 | 50 | 59 |
| 33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 67 | 65 | 68 | 77 | (r) | 64 | (r) | 62 | 70 | 42 | 77 | 78 | 65 | 65 | 64 | 70 |
| 33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted? | 78 | 77 | 78 | 84 | (r) | 79 | (r) | 70 | 82 | 50 | 91 | 83 | 78 | 76 | 76 | 79 |
| 34a. In the last twelve (12) months, have you personally experienced verbal abuse? | 48 | 45 | 49 | 64 | (r) | 50 | (r) | 48 | 49 | 32 | 72 | 57 | 48 | 46 | 41 | 50 |
| 34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 61 | 58 | 62 | 77 | (r) | 67 | (r) | 58 | 63 | 43 | 80 | 76 | 60 | 58 | 57 | 63 |
| 34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted? | 75 | 74 | 75 | 81 | (r) | 76 | (r) | 68 | 78 | 49 | 92 | 87 | 76 | 73 | 71 | 75 |
| 35a. Do you currently know how to report occurrences of these types of behaviour? | 80 | 83 | 77 | 73 | (r) | 72 | (r) | 76 | 81 | 78 | 68 | 68 | 75 | 78 | 83 | 87 |
| 35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately? | 40 | 39 | 38 | 54 | (r) | 39 | (r) | 34 | 42 | 23 | 56 | 48 | 43 | 36 | 35 | 41 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

Note: Questions 33, 34 and 35 below use a scale of Yes, No and Unsure. Questions 33 and 34 questions are negatively worded, therefore the positive score is taken as those who responded 'No', the negative score as those who responded 'Yes' and those who responded 'Unsure' are not included in score calculations. Question 35 is positively worded, therefore positive is 'Yes', negative is 'No'.

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Inappropriate Behaviour | 63 | 67 | 65 | 61 | 59 | 74 | 61 | 64 | 64 | 61 | 62 | 63 | 64 | 72 | 50 | |
| 33a. In the last three (3) months, have you personally experienced verbal abuse? | 55 | 62 | 59 | 52 | 48 | 67 | 46 | 58 | 54 | 50 | 53 | 57 | 59 | 70 | 43 | |
| 33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 67 | 73 | 68 | 66 | 61 | 77 | 68 | 64 | 69 | 65 | 66 | 67 | 68 | 79 | 54 | |
| 33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted? | 78 | 85 | 78 | 77 | 73 | 91 | 80 | 80 | 82 | 79 | 80 | 76 | 75 | 85 | 61 | |
| 34a. In the last twelve (12) months, have you personally experienced verbal abuse? | 48 | 54 | 53 | 45 | 40 | 64 | 40 | 48 | 47 | 42 | 46 | 50 | 51 | 61 | 38 | |
| 34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten? | 61 | 66 | 64 | 60 | 56 | 78 | 61 | 62 | 63 | 58 | 58 | 61 | 62 | 75 | 50 | |
| 34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted? | 75 | 80 | 76 | 74 | 69 | 91 | 74 | 78 | 81 | 70 | 76 | 74 | 71 | 84 | 61 | |
| 35a. Do you currently know how to report occurrences of these types of behaviour? | 80 | 74 | 81 | 80 | 85 | 65 | 77 | 76 | 76 | 84 | 80 | 82 | 85 | 81 | 73 | |
| 35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately? | 40 | 43 | 44 | 36 | 37 | 62 | 39 | 50 | 41 | 37 | 37 | 35 | 44 | 39 | 23 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|--|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Service Delivery | 49 | 48 | 51 | 47 | 52 | 53 | 62 | 48 | 59 | (r) | 35 | 37 | 66 |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | 51 | 47 | 55 | 60 | 43 | 64 | 38 | 76 | (r) | 39 | 38 | 72 |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | 57 | 68 | 57 | 56 | 65 | 71 | 66 | 74 | (r) | 52 | 77 | 69 |
| 38. My team's objectives/work plans are clearly outlined | 57 | 61 | 60 | 49 | 56 | 67 | 80 | 63 | 59 | (r) | 34 | 31 | 63 |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | 54 | 57 | 50 | 56 | 59 | 68 | 51 | 66 | (r) | 29 | 31 | 72 |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | 15 | 22 | 22 | 31 | 33 | 28 | 21 | 18 | (r) | 21 | 8 | 51 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|--|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Service Delivery | 49 | 60 | 60 | 44 | 50 | 55 | 47 | 48 | 50 | 49 | 48 | 55 | 61 | (r) |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | 65 | 63 | 56 | 47 | 74 | 54 | 46 | 44 | 50 | 42 | 52 | 59 | (r) |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | 73 | 67 | 54 | 74 | 68 | 58 | 62 | 63 | 64 | 62 | 62 | 76 | (r) |
| 38. My team's objectives/work plans are clearly outlined | 57 | 64 | 71 | 48 | 57 | 53 | 50 | 56 | 63 | 56 | 59 | 70 | 71 | (r) |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | 64 | 67 | 44 | 51 | 59 | 50 | 53 | 57 | 53 | 53 | 63 | 65 | (r) |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | 34 | 33 | 19 | 20 | 23 | 20 | 24 | 23 | 24 | 22 | 27 | 35 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|---|-----------|---------------------|---------------------|----------------------------------|--------|--------|------------|-----------|-----------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Service Delivery | 49 | 49 | 48 | 65 | (r) | 48 | (r) | 42 | 53 | 27 | 63 | 58 | 54 | 46 | 47 | 49 |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | 49 | 47 | 63 | (r) | 47 | (r) | 42 | 52 | 24 | 68 | 60 | 53 | 45 | 46 | 49 |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | 63 | 62 | 82 | (r) | 67 | (r) | 56 | 67 | 46 | 79 | 66 | 68 | 61 | 60 | 65 |
| 38. My team's objectives/work plans are clearly outlined | 57 | 57 | 54 | 71 | (r) | 57 | (r) | 48 | 61 | 30 | 74 | 70 | 62 | 52 | 53 | 57 |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | 54 | 51 | 70 | (r) | 51 | (r) | 42 | 59 | 25 | 70 | 68 | 59 | 49 | 51 | 53 |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | 24 | 23 | 38 | (r) | 20 | (r) | 20 | 26 | 10 | 25 | 25 | 28 | 23 | 24 | 23 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Service Delivery | 49 | 56 | 52 | 45 | 45 | 64 | 51 | 52 | 52 | 47 | 49 | 46 | 54 | 57 | 35 | |
| 36. My work environment allows me to deliver the best possible services (patient care or support services) | 49 | 58 | 55 | 40 | 43 | 62 | 46 | 48 | 52 | 47 | 48 | 47 | 51 | 60 | 36 | |
| 37. In my workplace patient safety is at the centre of all decision making | 64 | 69 | 65 | 61 | 61 | 80 | 61 | 60 | 66 | 63 | 64 | 62 | 66 | 70 | 51 | |
| 38. My team's objectives/work plans are clearly outlined | 57 | 65 | 59 | 52 | 53 | 79 | 61 | 66 | 61 | 52 | 56 | 52 | 60 | 60 | 43 | |
| 39. Our objectives/work plans help us to deliver a quality service | 54 | 61 | 57 | 48 | 49 | 75 | 57 | 61 | 57 | 51 | 50 | 50 | 61 | 58 | 35 | |
| 40. At my workplace we are too focused on monitoring rather than delivering services* | 24 | 28 | 26 | 22 | 21 | 22 | 27 | 24 | 25 | 24 | 25 | 21 | 31 | 34 | 13 | |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Role | | | | | | | | | | | |
|---|-----------|-----------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|--------------------------|------------------------|-----------|
| | | Medical | Nursing and Midwifery | Clinical Support Workers | Corporate Support | Allied Health | Other Health Professional | Scientific and Technical | Oral Health | Ambulance | Patient Support Services | Maintenance and Trades | Other |
| Respondents | 2,031 | 76 | 947 | 206 | 159 | 230 | 26 | 37 | 38 | - | 223 | 13 | 36 |
| Employee Engagement Index | 61 | 63 | 64 | 63 | 65 | 61 | 73 | 54 | 64 | (r) | 36 | 34 | 74 |
| Your Workplace | 54 | 58 | 57 | 54 | 59 | 54 | 65 | 46 | 58 | (r) | 31 | 30 | 67 |
| 41. Overall I am proud to be a part of this workplace | 66 | 64 | 70 | 70 | 69 | 67 | 88 | 54 | 61 | (r) | 41 | 50 | 78 |
| 42. I would recommend my workplace as a good place to work | 55 | 64 | 59 | 54 | 61 | 57 | 72 | 46 | 55 | (r) | 26 | 15 | 72 |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | 59 | 59 | 60 | 63 | 58 | 76 | 60 | 63 | (r) | 35 | 46 | 69 |
| 44. I have a strong sense of belonging to my workplace | 57 | 61 | 61 | 59 | 63 | 61 | 56 | 46 | 55 | (r) | 32 | 31 | 69 |
| 45. Overall I am satisfied to be working here at the present time | 62 | 72 | 65 | 63 | 68 | 61 | 72 | 51 | 71 | (r) | 41 | 38 | 81 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 29 | 26 | 20 | 32 | 19 | 24 | 20 | 42 | (r) | 11 | 0 | 29 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Service | | | | | | | Manage Staff | | Management Responsibility | | | |
|---|-----------|------------------|------------------|-----------------|---------------|-------------|-----------|----------------|--------------|------|---------------------------|----------------|----------------|-----------|
| | | Community Health | Drug and Alcohol | Medical Imaging | Mental Health | Oral Health | Pathology | Not applicable | Yes | No | Front line Manager | Middle Manager | Senior Manager | Executive |
| Respondents | 2,031 | 214 | 24 | 29 | 134 | 39 | 26 | 1295 | 408 | 1533 | 291 | 79 | 17 | - |
| Employee Engagement Index | 61 | 71 | 72 | 47 | 60 | 64 | 54 | 60 | 65 | 60 | 61 | 71 | 89 | (r) |
| Your Workplace | 54 | 64 | 62 | 45 | 53 | 58 | 47 | 53 | 59 | 53 | 54 | 66 | 85 | (r) |
| 41. Overall I am proud to be a part of this workplace | 66 | 78 | 79 | 54 | 60 | 62 | 50 | 66 | 71 | 65 | 67 | 77 | 100 | (r) |
| 42. I would recommend my workplace as a good place to work | 55 | 69 | 71 | 36 | 52 | 55 | 50 | 54 | 61 | 54 | 56 | 70 | 88 | (r) |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | 67 | 67 | 43 | 62 | 62 | 54 | 56 | 62 | 56 | 58 | 67 | 94 | (r) |
| 44. I have a strong sense of belonging to my workplace | 57 | 65 | 67 | 50 | 62 | 59 | 46 | 56 | 64 | 56 | 61 | 66 | 82 | (r) |
| 45. Overall I am satisfied to be working here at the present time | 62 | 75 | 71 | 57 | 62 | 72 | 62 | 61 | 62 | 63 | 57 | 71 | 82 | (r) |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 33 | 17 | 29 | 20 | 41 | 20 | 22 | 33 | 21 | 27 | 44 | 65 | (r) |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Employment Status | | | | | | Gender | | | Length of Service at NSW Health | | | | | |
|--|-----------|---------------------|---------------------|----------------------------------|--------|-----------|------------|-----------|--------|-------------------|---------------------------------|--|--|---|--|---------------------------|
| | | Permanent Full time | Permanent Part time | Fixed term or temporary contract | Agency | Casual | Contractor | Male | Female | Prefer not to say | 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 | At least 10 years but not more than 20 years | At least 20 years or more |
| Respondents | 2,031 | 1110 | 642 | 82 | - | 90 | - | 413 | 1455 | 79 | 110 | 80 | 287 | 489 | 583 | 389 |
| Employee Engagement Index | 61 | 61 | 57 | 74 | (r) | 65 | (r) | 53 | 64 | 32 | 78 | 75 | 66 | 57 | 55 | 62 |
| Your Workplace | 54 | 54 | 50 | 66 | (r) | 57 | (r) | 47 | 57 | 28 | 69 | 67 | 59 | 50 | 48 | 54 |
| 41. Overall I am proud to be a part of this workplace | 66 | 66 | 63 | 80 | (r) | 72 | (r) | 57 | 71 | 32 | 85 | 80 | 72 | 62 | 61 | 66 |
| 42. I would recommend my workplace as a good place to work | 55 | 55 | 50 | 76 | (r) | 66 | (r) | 46 | 59 | 24 | 78 | 75 | 64 | 51 | 48 | 54 |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | 59 | 52 | 70 | (r) | 60 | (r) | 51 | 60 | 37 | 74 | 71 | 63 | 54 | 51 | 57 |
| 44. I have a strong sense of belonging to my workplace | 57 | 59 | 54 | 67 | (r) | 44 | (r) | 49 | 61 | 29 | 67 | 64 | 62 | 55 | 53 | 60 |
| 45. Overall I am satisfied to be working here at the present time | 62 | 61 | 60 | 77 | (r) | 77 | (r) | 58 | 65 | 35 | 87 | 81 | 67 | 57 | 56 | 63 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 26 | 19 | 27 | (r) | 20 | (r) | 22 | 25 | 13 | 21 | 30 | 27 | 24 | 21 | 25 |

Demographic Groups

This section shows the % positive scores for different demographic groups.

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

| | Overall | Length of Service in Current Role | | | | Age Group | | | | | | | | | | |
|---|-----------|-----------------------------------|--|---------------------------------------|---------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------|-------------------|--|
| | | Less than 2 years | At least 2 years but not more than 5 years | At least 5 and not more than 10 years | At least 10 years or more | 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 | 2,031 | 475 | 464 | 528 | 460 | 81 | 127 | 130 | 201 | 252 | 289 | 360 | 244 | 110 | 128 | |
| Employee Engagement Index | 61 | 70 | 68 | 53 | 53 | 84 | 60 | 65 | 63 | 60 | 60 | 57 | 63 | 68 | 42 | |
| Your Workplace | 54 | 62 | 61 | 47 | 47 | 75 | 53 | 59 | 56 | 54 | 52 | 50 | 55 | 61 | 36 | |
| 41. Overall I am proud to be a part of this workplace | 66 | 74 | 74 | 59 | 59 | 89 | 71 | 71 | 69 | 65 | 65 | 62 | 71 | 70 | 41 | |
| 42. I would recommend my workplace as a good place to work | 55 | 66 | 65 | 47 | 44 | 90 | 61 | 62 | 60 | 54 | 53 | 50 | 55 | 60 | 34 | |
| 43. I feel motivated to contribute more than what is normally required at work | 57 | 67 | 65 | 48 | 47 | 75 | 53 | 60 | 59 | 56 | 57 | 56 | 60 | 67 | 45 | |
| 44. I have a strong sense of belonging to my workplace | 57 | 63 | 65 | 50 | 53 | 73 | 55 | 64 | 60 | 61 | 58 | 51 | 60 | 68 | 37 | |
| 45. Overall I am satisfied to be working here at the present time | 62 | 74 | 66 | 54 | 56 | 90 | 61 | 68 | 66 | 62 | 59 | 58 | 63 | 72 | 44 | |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 24 | 26 | 28 | 20 | 20 | 33 | 18 | 28 | 25 | 25 | 22 | 23 | 23 | 28 | 16 | |

Guide to using 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 distributed in all facilities by local survey champions.

All staff were given the opportunity to complete the survey between 2nd May – 3rd of June, 2011. Paper surveys were accepted until the 14th of June, 2011.

ORC International set up and hosted the online survey, with the survey link being provided through the NSW Health intranet. Each LHD and facility also posted a link on their respective websites that would redirect respondents to the NSW Health intranet.

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.

Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. 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 Q51. *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).*

Example calculation for NSW Health Overall:

Q51. Which of the following best describes your current employment status?

| | Responses | | |
|---|-----------|---|---|
| Permanent Full time (1) | 18750 | $\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$ | $\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$ |
| 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 | | |

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:

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

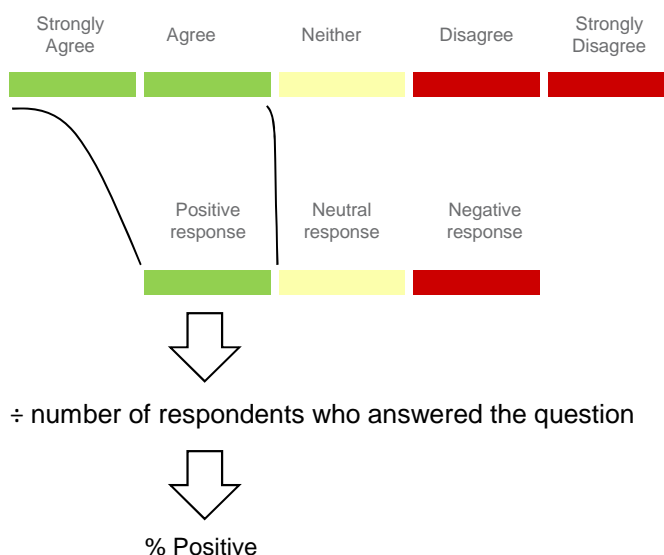
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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.



Index and Section Scores

Index and Section scores are calculated as the sum of positive responses given to all questions in that Index or Section divided by the number of answers to all questions in the group.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

| | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | Total |
|------------------------------|----------------|--------|---------|----------|-------------------|---------|
| Number of Responses | 151 | 166 | 176 | 96 | 24 | 613 |
| Percentage | 24.63% | 27.08% | 28.71% | 15.66% | 3.92% | 100.00% |
| Rounded Percentage | 25% | 27% | 29% | 16% | 4% | 101% |
| Number of positive responses | (151 | + | 166) | = | 317 | |
| % Positive | 317 | ÷ | 613 | = | 52% | |

Scoring of Negatively Worded Questions

Questions marked with a * were negatively worded in the survey questionnaire. In reporting the survey results the positive score is taken as those who responded with "strongly disagree" or "disagree", the negative score as "strongly agree" or "agree". In the 2011 survey this applied to questions 4 and 40. Questions 33 and 34 were also negatively worded, therefore the positive score is taken as those who responded "No", and the negative score as those who responded "yes".

Benchmark data

ORC International facilitates a benchmarking programme which allows organisations to benchmark their results against the results of other organisations in their sector. In this report, the external benchmark data is the average % positive score achieved from recent surveys of all other Australian and International Health Sector organisations.