

Clinical Education and Training Institute

This Report

This report provides Clinical Education and Training Institute 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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31

ACTUAL RESPONSES

**

17% Confidence Interval

ESTIMATED RESPONSE RATE

63%

ENGAGEMENT INDEX

58%

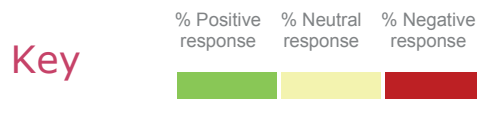
WORKPLACE CULTURE INDEX

Employee Engagement Index

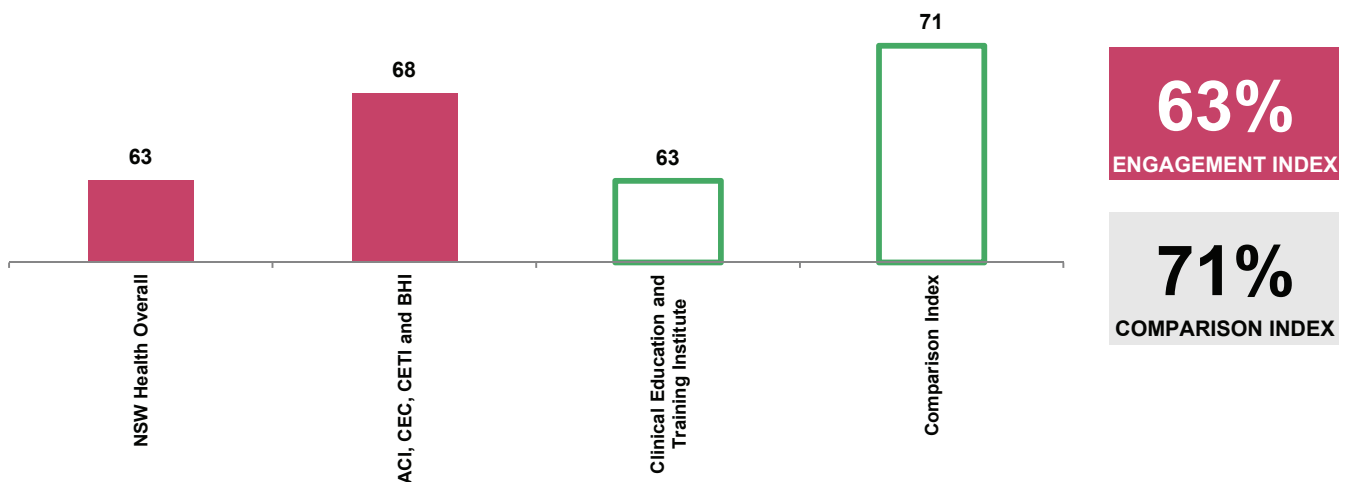
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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 ACI, CEC, CETI and BHI
41. Overall I am proud to be a part of this workplace	67% Positive, 23% Neutral, 10% Negative	-4
42. I would recommend my workplace as a good place to work	57% Positive, 20% Neutral, 23% Negative	-5
44. I have a strong sense of belonging to my workplace	50% Positive, 23% Neutral, 27% Negative	-8
45. Overall I am satisfied to be working here at the present time	63% Positive, 17% Neutral, 20% Negative	-8
3. Working here makes me want to do the best job I can	71% Positive, 16% Neutral, 13% Negative	-7
43. I feel motivated to contribute more than what is normally required at work	70% Positive, 13% Neutral, 17% Negative	+2

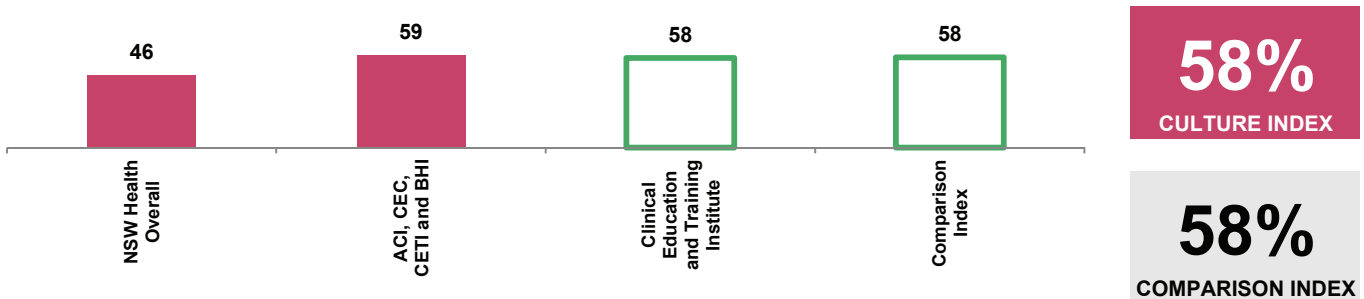


Employee Workplace Culture Index

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			Response Scale	Variance from ACI, CEC, CETI and BHI
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	58	26	16	-4	
12. I believe I am valued for what I can offer at my workplace	68	10	23	-4	
13. In my workplace, we recognise our successes and innovations	71	19	10	-3	
14. Staff are treated respectfully regardless of their job	74	13	13	+3	
17. Overall, I have confidence in the decisions made by my line manager	65	23	13	-1	
18b. The senior managers at my workplace have a clear direction for the future	41	21	38	-7	
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	17	38	-5	
20. Overall, I have confidence in the decisions made by my senior managers	43	27	30	-9	
22. I have a say in decisions which affect my work	58	29	13	+5	
23. I think it is safe to speak up and challenge the way things are done	68	10	23	+1	
24. Where I work, we share the lessons learnt when mistakes are made	55	23	23	-4	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	29	23	+8	
38. My team's objectives/work plans are clearly outlined	67	17	17	-1	
39. Our objectives/work plans help us to deliver a quality service	67	20	13	-4	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	45	21	+2	



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 ACI, CEC, CETI and BHI overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for ACI, CEC, CETI and BHI 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	ACI, CEC, CETI and BHI % positive	NSW Health Overall % positive
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	<i>Greatest</i> 	68	66	54
12. I believe I am valued for what I can offer at my workplace		68	72	58
14. Staff are treated respectfully regardless of their job		74	71	55
36. My work environment allows me to deliver the best possible services (patient care or support services)		57	58	54
15a. My line manager recognises and acknowledges when I have done my job well		77	77	60
18c. The senior managers at my workplace lead by example in creating a positive workplace		45	50	34

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
Being valued	71
Your Team	71
Training and Development Opportunities	67

Questions

	% Positive
8. In my team we generally acknowledge one another's efforts and achievements	81
2. I feel I am able to suggest ideas to improve our ways of doing things	81
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	77
15d. My line manager treats me with respect	77
15a. My line manager recognises and acknowledges when I have done my job well	77

Lowlights

Sections

	% Positive
Senior Managers	43
Work Environment	54
Service Delivery	54

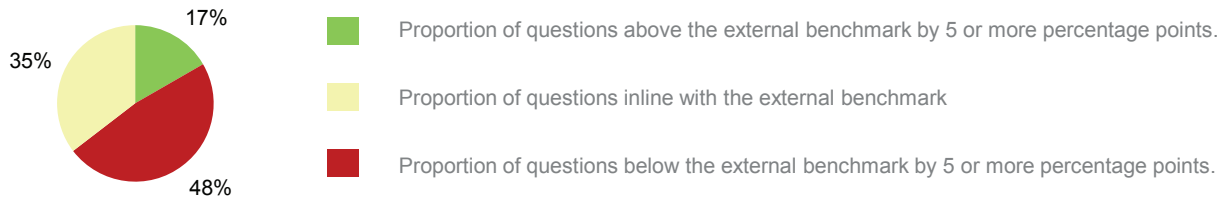
Questions

	% Positive
4. Too many approvals are required for routine decisions*	16
40. At my workplace we are too focused on monitoring rather than delivering services*	34
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34
18a. The senior managers at my workplace are aware of the issues I face in my job	40
18b. The senior managers at my workplace have a clear direction for the future	41

External Comparison

This section shows comparisons between Clinical Education and Training Institute 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

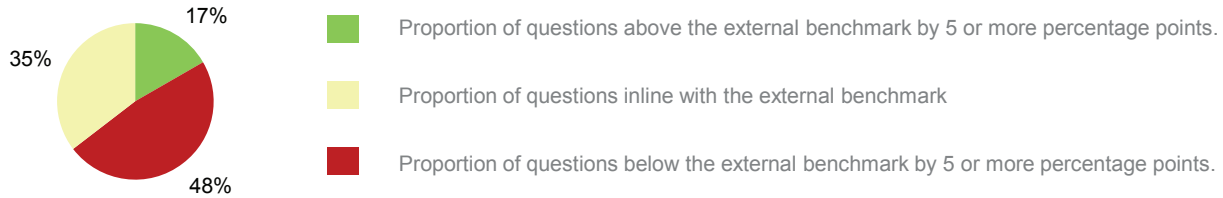


	% Positive	Variance from Australian and International Health Sector benchmark % Positive
23. I think it is safe to speak up and challenge the way things are done	68	+11
22. I have a say in decisions which affect my work	58	+10
15a. My line manager recognises and acknowledges when I have done my job well	77	+9
14. Staff are treated respectfully regardless of their job	74	+9
13. In my workplace, we recognise our successes and innovations	71	+8
2. I feel I am able to suggest ideas to improve our ways of doing things	81	+7
40. At my workplace we are too focused on monitoring rather than delivering services*	34	+6
8. In my team we generally acknowledge one another's efforts and achievements	81	+5
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77	+4
16. I receive regular and constructive feedback on my performance	58	+4
43. I feel motivated to contribute more than what is normally required at work	70	+4
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	68	+4
21. I am kept well informed about what is happening in my workplace	61	+3

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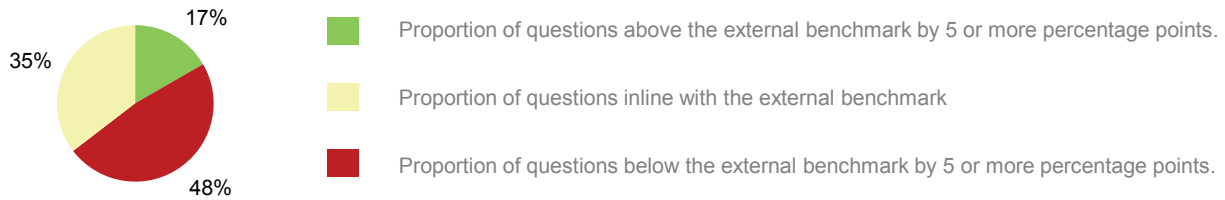


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
9. People in my team are honest and open	74	+3	
10. My team resolves conflict quickly when it arises	65	+3	
15d. My line manager treats me with respect	77	+2	
19. There is a positive relationship between senior management and staff in my workplace	45	+1	
15b. My line manager treats all staff in my team fairly	65	+1	
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	77	0	
4. Too many approvals are required for routine decisions*	16	0	
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	0	
17. Overall, I have confidence in the decisions made by my line manager	65	0	
11. Morale is good in my team	58	-1	
12. I believe I am valued for what I can offer at my workplace	68	-1	
20. Overall, I have confidence in the decisions made by my senior managers	43	-3	
39. Our objectives/work plans help us to deliver a quality service	67	-5	

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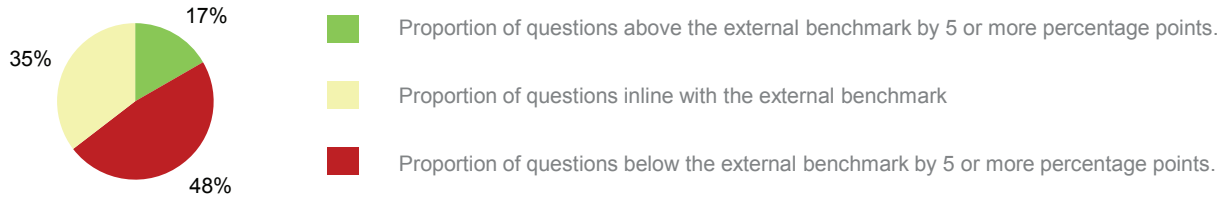


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
38. My team's objectives/work plans are clearly outlined	67	-5	
5. I have sufficient control over my work so I can do my job well	65	-5	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	-6	
31. Reasonable expectations are placed on staff according to their position	55	-6	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	-7	
3. Working here makes me want to do the best job I can	71	-7	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	-7	
18b. The senior managers at my workplace have a clear direction for the future	41	-9	
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	-9	
18a. The senior managers at my workplace are aware of the issues I face in my job	40	-9	
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	-9	
42. I would recommend my workplace as a good place to work	57	-9	
45. Overall I am satisfied to be working here at the present time	63	-10	

External Comparison

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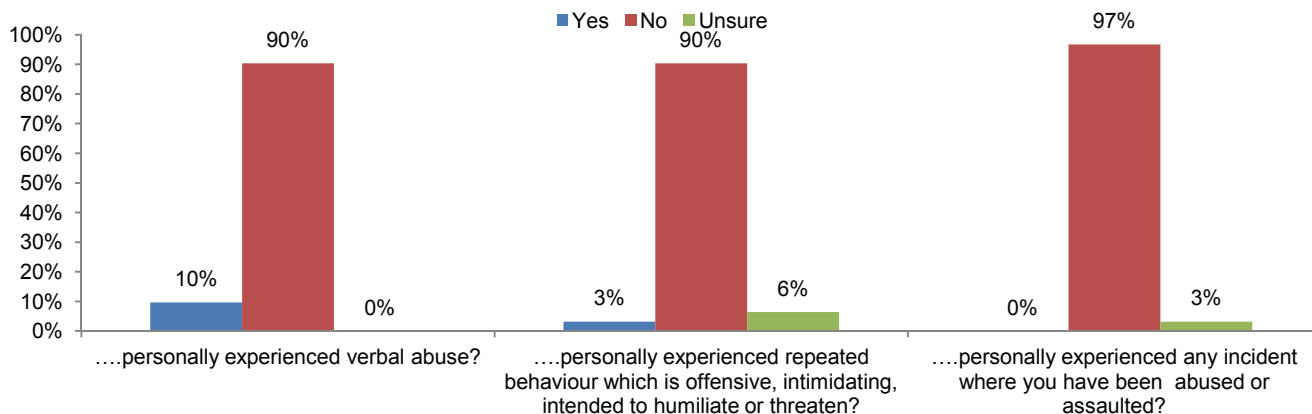


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
24. Where I work, we share the lessons learnt when mistakes are made	55	-10	
41. Overall I am proud to be a part of this workplace	67	-10	
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	-13	
25. I have received the appropriate training and development to do my job effectively	65	-14	
29. I am able to achieve a healthy work/life balance most of the time	55	-16	
30. There are mechanisms in place to support me if I experience stress or pressure	45	-17	
44. I have a strong sense of belonging to my workplace	50	-17	
1. My job makes good use of my skills and abilities	68	-17	
37. In my workplace patient safety is at the centre of all decision making	44	-28	

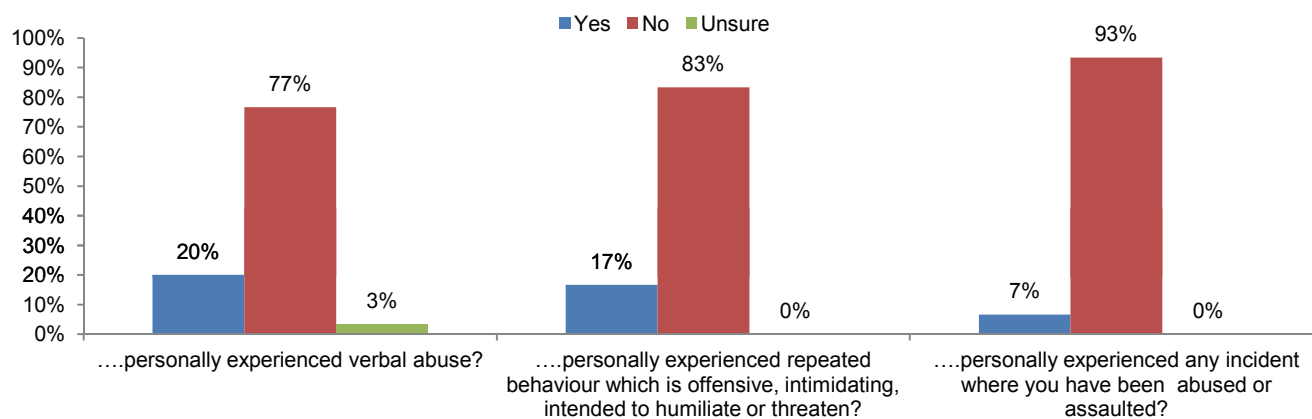
Inappropriate Behaviour

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

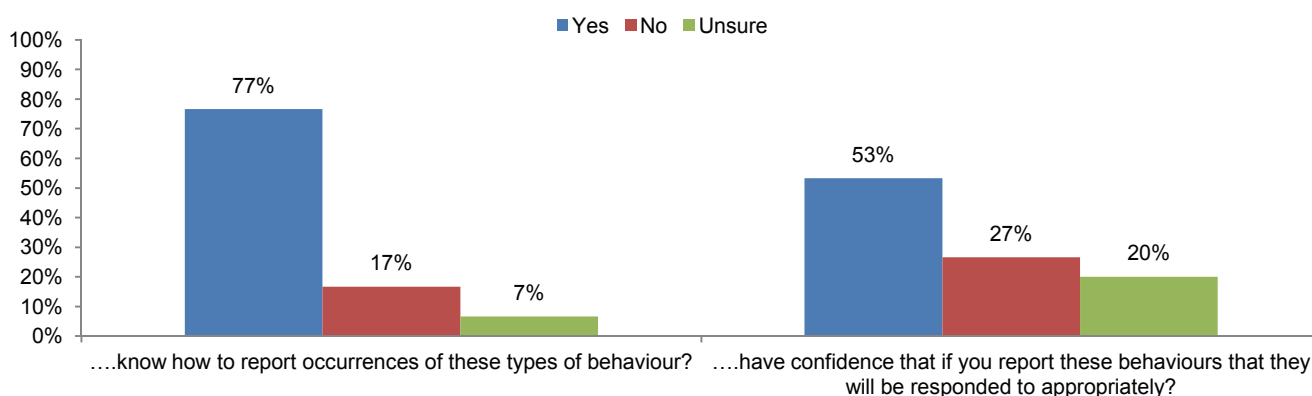
33. In the last three (3) months have you.....



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



35. Do you currently....

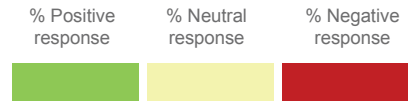


All Questions

This section shows the breakdown of responses to each question.

Key

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



At least 5% greater than comparator
At least 5% less than comparator

Your Job

Question	Response Scale	% Positive Score	ACI, CEC, CETI and BHI	NSW Health Overall
1. My job makes good use of my skills and abilities	68 (16% Neutral, 16% Negative)	68	-1	-8
2. I feel I am able to suggest ideas to improve our ways of doing things	81 (6% Neutral, 13% Negative)	81	+4	+16
3. Working here makes me want to do the best job I can	71 (16% Neutral, 13% Negative)	71	-7	+4
4. Too many approvals are required for routine decisions*	16 (16% Positive, 68% Negative)	16	-1	+2
5. I have sufficient control over my work so I can do my job well	65 (6% Neutral, 29% Negative)	65	+2	+5
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68 (16% Neutral, 16% Negative)	68	+2	+14

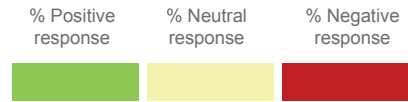
Key

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

Your Team

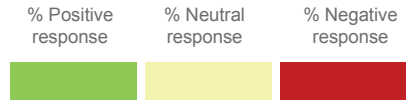
	Response Scale	% Positive Score	% Positive Variance Compared to:	ACI, CEC, CETI and BHI	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77 (10% Neutral, 13% Negative)	77	+2	+12	+14
8. In my team we generally acknowledge one another's efforts and achievements	81 (10% Neutral, 10% Negative)	81	+6	+15	+15
9. People in my team are honest and open	74 (16% Neutral, 10% Negative)	74	+2	+14	+14
10. My team resolves conflict quickly when it arises	65 (19% Neutral, 16% Negative)	65	+7	+18	+18
11. Morale is good in my team	58 (26% Neutral, 16% Negative)	58	-4	+12	+12

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

Being valued

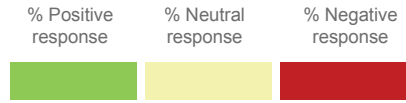
	Response Scale	% Positive Score	ACI, CEC, CETI and BHI	NSW Health Overall
Key 12. I believe I am valued for what I can offer at my workplace	68 10 23	68	-4	+10
13. In my workplace, we recognise our successes and innovations	71 19 10	71	-3	+21
Key 14. Staff are treated respectfully regardless of their job	74 13 13	74	+3	+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

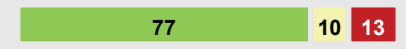


At least 5% greater than comparator
At least 5% less than comparator

Your Line Manager

Key

15a. My line manager recognises and acknowledges when I have done my job well



Response Scale	% Positive Score	ACI, CEC, CETI and BHI	NSW Health Overall
	66	-1	+8
15a.	77	0	+17
15b.	65	-0	+7
15c.	55	-8	-1
15d.	77	+3	+4
16.	58	+0	+14
17.	65	-1	+7

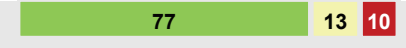
15b. My line manager treats all staff in my team fairly



15c. My line manager ensures that when issues are raised in the team, they are addressed



15d. My line manager treats me with respect



16. I receive regular and constructive feedback on my performance



17. Overall, I have confidence in the decisions made by my line manager



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

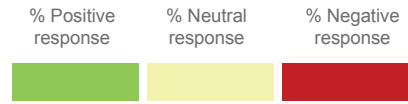
	Response Scale			% Positive Score	% Positive Variance Compared to:	ACI, CEC, CETI and BHI	NSW Health Overall
18a. The senior managers at my workplace are aware of the issues I face in my job	40	23	37	40	-6	0	
18b. The senior managers at my workplace have a clear direction for the future	41	21	38	41	-7	+9	
Key 18c. The senior managers at my workplace lead by example in creating a positive workplace	45	17	38	45	-5	+11	
19. There is a positive relationship between senior management and staff in my workplace	45	24	31	45	-10	+11	
20. Overall, I have confidence in the decisions made by my senior managers	43	27	30	43	-9	+7	

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

Communication

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		ACI, CEC, CETI and BHI	NSW Health Overall
21. I am kept well informed about what is happening in my workplace	61	10	29	61	+4	+16
22. I have a say in decisions which affect my work	58	29	13	58	+5	+17
23. I think it is safe to speak up and challenge the way things are done	68	10	23	68	+1	+22
24. Where I work, we share the lessons learnt when mistakes are made	55	23	23	55	-4	+2

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

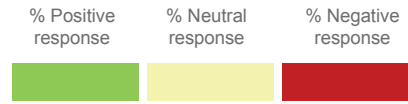
Question	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	ACI, CEC, CETI and BHI	NSW Health Overall	% Positive Variance Compared to:
25. I have received the appropriate training and development to do my job effectively	65	19	16	65	+3	0		
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	77	16	6	77	+10	+1		
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	23	19	58	-5	+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



At least 5% greater than comparator
At least 5% less than comparator

Work Environment

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		ACI, CEC, CETI and BHI	NSW Health Overall
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	29	23	48	+8	+11
29. I am able to achieve a healthy work/life balance most of the time	55	19	26	55	-0	-5
30. There are mechanisms in place to support me if I experience stress or pressure	45	32	23	45	+1	-4
31. Reasonable expectations are placed on staff according to their position	55	35	10	55	-7	+3
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	31	3	66	+12	+1

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:

	% No response	% Unsure response	% Yes response	% Positive Score	ACI, CEC, CETI and BHI	NSW Health
Inappropriate Behaviour				83	+2	+15
33a. In the last three (3) months, have you personally experienced verbal abuse?			10	90	+3	+27
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?			6	90	+1	+19
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?				97	-1	+12
34a. In the last twelve (12) months, have you personally experienced verbal abuse?			20	77	-0	+23
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?			17	83	+6	+18
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?			7	93	+3	+11
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?			17	77	+1	-6
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?		20	27	53	+3	+10

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

Service Delivery

Key

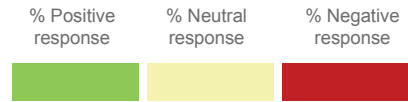
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	ACI, CEC, CETT and BHI	NSW Health Overall
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	23	20	57	-1	+3	
37. In my workplace patient safety is at the centre of all decision making	44	44	11	44	-9	-20	
38. My team's objectives/work plans are clearly outlined	67	17	17	67	-1	+7	
39. Our objectives/work plans help us to deliver a quality service	67	20	13	67	-4	+7	
40. At my workplace we are too focused on monitoring rather than delivering services*	34	38	28	34	-3	+7	

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

Your Workplace

Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	ACI, CEC, CETI and BHI	NSW Health Overall
41. Overall I am proud to be a part of this workplace	67	23	10	67	57	-4	-1
42. I would recommend my workplace as a good place to work	57	20	23	57	57	-5	-1
43. I feel motivated to contribute more than what is normally required at work	70	13	17	70	70	+2	+9
44. I have a strong sense of belonging to my workplace	50	23	27	50	50	-8	-11
45. Overall I am satisfied to be working here at the present time	63	17	20	63	63	-8	-1
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	45	21	34	34	+2	+5

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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Job	61	(r)	(r)	(r)	51	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
1. My job makes good use of my skills and abilities	68	(r)	(r)	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	81	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	71	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
4. Too many approvals are required for routine decisions*	16	(r)	(r)	(r)	8	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	65	(r)	(r)	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	68	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Your Job	61	53	69	(r)	(r)	(r)	(r)	58	(r)	(r)	(r)	(r)	(r)	(r)
1. My job makes good use of my skills and abilities	68	50	78	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	81	80	83	(r)	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	71	70	78	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(r)
4. Too many approvals are required for routine decisions*	16	0	28	(r)	(r)	(r)	(r)	5	(r)	(r)	(r)	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	65	50	72	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(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	68	70	72	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Your Job	61	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	(r)
1. My job makes good use of my skills and abilities	68	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	81	(r)	81	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	71	(r)	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
4. Too many approvals are required for routine decisions*	16	(r)	14	(r)	(r)	(r)	(r)	(r)	(r)	(r)	21	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	65	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(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	68	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Job	61	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
1. My job makes good use of my skills and abilities	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	81	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
4. Too many approvals are required for routine decisions*	16	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	65	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Team	71	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	81	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
9. People in my team are honest and open	74	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	65	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
11. Morale is good in my team	58	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Your Team	71	70	79	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77	80	83	(r)	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	81	90	83	(r)	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	(r)
9. People in my team are honest and open	74	70	83	(r)	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	65	60	72	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(r)
11. Morale is good in my team	58	50	72	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Your Team	71	(r)	82	(r)	(r)	(r)	(r)	(r)	(r)	(r)	88	(r)	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	81	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	(r)	(r)	(r)
9. People in my team are honest and open	74	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)	(r)	89	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	65	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
11. Morale is good in my team	58	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Team	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	81	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
9. People in my team are honest and open	74	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	65	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
11. Morale is good in my team	58	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Being valued	71	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	68	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	71	(r)	(r)	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	74	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Being valued	71	57	83	(r)	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	68	50	83	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	71	60	78	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	74	60	89	(r)	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Being valued	71	(r)	75	(r)	(r)	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	68	(r)	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	71	(r)	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	74	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	89	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Being valued	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
12. I believe I am valued for what I can offer at my workplace	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	74	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Line Manager	66	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	77	(r)	(r)	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15b. My line manager treats all staff in my team fairly	65	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15d. My line manager treats me with respect	77	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	65	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Your Line Manager	66	65	78	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	77	80	89	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)
15b. My line manager treats all staff in my team fairly	65	60	78	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	50	67	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
15d. My line manager treats me with respect	77	70	94	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	50	72	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	65	80	67	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Your Line Manager	66	(r)	70	(r)	(r)	(r)	(r)	(r)	(r)	(r)	82	(r)	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	77	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)
15b. My line manager treats all staff in my team fairly	65	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	(r)	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
15d. My line manager treats me with respect	77	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	65	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Line Manager	66	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15a. My line manager recognises and acknowledges when I have done my job well	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15b. My line manager treats all staff in my team fairly	65	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
15d. My line manager treats me with respect	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	65	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Senior Managers	43	(r)	(r)	(r)	40	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	40	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	41	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	45	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Senior Managers	43	22	62	(r)	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	40	20	53	(r)	(r)	(r)	(r)	41	(r)	(r)	(r)	(r)	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	41	20	63	(r)	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	20	69	(r)	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	45	30	63	(r)	(r)	(r)	(r)	43	(r)	(r)	(r)	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	20	65	(r)	(r)	(r)	(r)	45	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Senior Managers	43	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61	(r)	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	40	(r)	43	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	41	(r)	45	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	45	(r)	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Senior Managers	43	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	40	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18b. The senior managers at my workplace have a clear direction for the future	41	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	45	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	45	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Communication	60	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
21. I am kept well informed about what is happening in my workplace	61	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
22. I have a say in decisions which affect my work	58	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	55	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Communication	60	55	67	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
21. I am kept well informed about what is happening in my workplace	61	60	67	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
22. I have a say in decisions which affect my work	58	50	67	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	60	72	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	55	50	61	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Communication	60	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76	(r)	(r)	(r)
21. I am kept well informed about what is happening in my workplace	61	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
22. I have a say in decisions which affect my work	58	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	55	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Communication	60	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
21. I am kept well informed about what is happening in my workplace	61	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
22. I have a say in decisions which affect my work	58	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
24. Where I work, we share the lessons learnt when mistakes are made	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Training and Development Opportunities	67	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	65	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	77	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Training and Development Opportunities	67	67	70	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	65	60	67	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(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	77	80	78	(r)	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	60	67	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	Less than 2 years	At least 2 years but not more than 5 years	At least 5 and more than 10 years	At least 10 years or more
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Training and Development Opportunities	67	(r)	70	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	65	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(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	77	(r)	81	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Training and Development Opportunities	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
25. I have received the appropriate training and development to do my job effectively	65	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Work Environment	54	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	55	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	45	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	55	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	(r)	(r)	(r)	75	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Work Environment	54	46	65	(r)	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	40	56	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	55	40	72	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	45	20	67	(r)	(r)	(r)	(r)	45	(r)	(r)	(r)	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	55	50	67	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	80	65	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Work Environment	54	(r)	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	(r)	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	55	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	45	(r)	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	55	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Work Environment	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	48	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	45	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Inappropriate Behaviour	83	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	90	(r)	(r)	(r)	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	90	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	97	(r)	(r)	(r)	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	77	(r)	(r)	(r)	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	83	(r)	(r)	(r)	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	93	(r)	(r)	(r)	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	77	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	53	(r)	(r)	(r)	42	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Inappropriate Behaviour	83	70	91	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	90	80	94	(r)	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	90	80	100	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)	(r)	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	97	90	100	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)	(r)	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	77	60	82	(r)	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	83	60	100	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	93	80	100	(r)	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	77	70	83	(r)	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	53	40	67	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Inappropriate Behaviour	83	(r)	81	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	(r)	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	90	(r)	86	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	90	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	97	(r)	95	(r)	(r)	(r)	(r)	(r)	(r)	(r)	95	(r)	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	77	(r)	70	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	83	(r)	85	(r)	(r)	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	93	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	94	(r)	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	77	(r)	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	53	(r)	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(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	Age Group										
		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	31	-	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Inappropriate Behaviour	83	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	90	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	97	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	83	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	93	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	77	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	53	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Service Delivery	54	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	44	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
38. My team's objectives/work plans are clearly outlined	67	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	67	(r)	(r)	(r)	69	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	34	(r)	(r)	(r)	23	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Service Delivery	54	40	60	(r)	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	30	72	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	44	30	47	(r)	(r)	(r)	(r)	40	(r)	(r)	(r)	(r)	(r)	(r)
38. My team's objectives/work plans are clearly outlined	67	50	72	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	67	50	72	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	34	40	35	(r)	(r)	(r)	(r)	29	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Service Delivery	54	(r)	55	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	44	(r)	37	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38	(r)	(r)	(r)
38. My team's objectives/work plans are clearly outlined	67	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	67	(r)	71	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	34	(r)	35	(r)	(r)	(r)	(r)	(r)	(r)	(r)	39	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Service Delivery	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
37. In my workplace patient safety is at the centre of all decision making	44	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
38. My team's objectives/work plans are clearly outlined	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
39. Our objectives/work plans help us to deliver a quality service	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	34	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	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	31	-	-	-	13	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	49	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Workplace	57	(r)	(r)	(r)	47	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
41. Overall I am proud to be a part of this workplace	67	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
42. I would recommend my workplace as a good place to work	57	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	70	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
44. I have a strong sense of belonging to my workplace	50	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
45. Overall I am satisfied to be working here at the present time	63	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	(r)	(r)	46	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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	Manage Staff		Management Responsibility				Employment Status						
		Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	
Respondents	31	10	18	-	-	-	-	22	-	-	-	-	-	-
Employee Engagement Index	63	58	70	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
Your Workplace	57	53	64	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
41. Overall I am proud to be a part of this workplace	67	60	72	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	(r)
42. I would recommend my workplace as a good place to work	57	50	67	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	70	70	72	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)	(r)	(r)	(r)
44. I have a strong sense of belonging to my workplace	50	30	67	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	(r)
45. Overall I am satisfied to be working here at the present time	63	70	67	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	40	35	(r)	(r)	(r)	(r)	38	(r)	(r)	(r)	(r)	(r)	(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	Gender			Length of Service at NSW Health						Length of Service in Current Role			
		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	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
Respondents	31	-	21	-	-	-	-	-	-	-	19	-	-	-
Employee Engagement Index	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
Your Workplace	57	(r)	60	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
41. Overall I am proud to be a part of this workplace	67	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
42. I would recommend my workplace as a good place to work	57	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	70	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
44. I have a strong sense of belonging to my workplace	50	(r)	62	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)
45. Overall I am satisfied to be working here at the present time	63	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	35	(r)	(r)	(r)	(r)	(r)	(r)	(r)	39	(r)	(r)	(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	Age Group									
		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	31	-	-	-	-	-	-	-	-	-	-
Employee Engagement Index	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
Your Workplace	57	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
41. Overall I am proud to be a part of this workplace	67	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
42. I would recommend my workplace as a good place to work	57	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
43. I feel motivated to contribute more than what is normally required at work	70	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
44. I have a strong sense of belonging to my workplace	50	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
45. Overall I am satisfied to be working here at the present time	63	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$	<i>Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).</i>
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
Agency (4)	132	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$	
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:

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

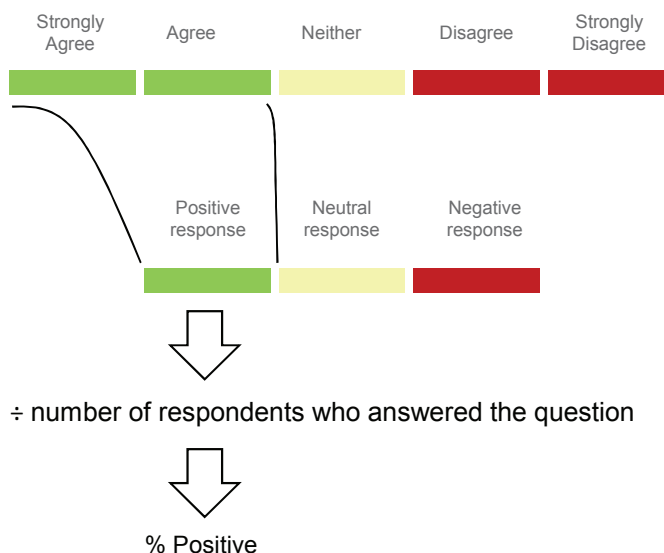
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.