

# 2011 YourSay Workplace Survey

## Facility Report



## Mid North Coast Local Health District

### This Report

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

### Response Rates

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

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff.

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

### Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

### Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

Please see the Guide to using this report for further information

### Comparative data

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

### Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

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1,607

ACTUAL RESPONSES

46%

2% Confidence Interval

ESTIMATED RESPONSE RATE

59%

ENGAGEMENT INDEX

41%

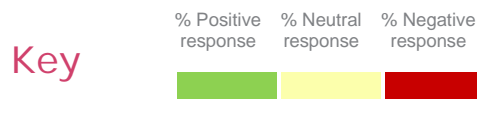
WORKPLACE CULTURE INDEX

# Employee Engagement Index

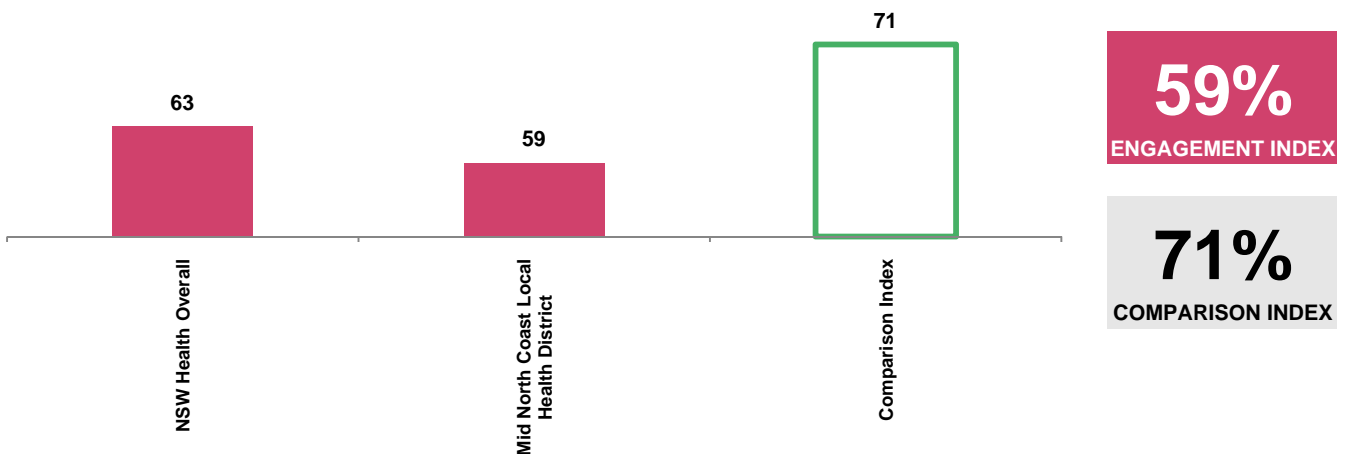
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

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

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



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	64% Positive, 21% Neutral, 15% Negative	-4
42. I would recommend my workplace as a good place to work	53% Positive, 24% Neutral, 23% Negative	-5
44. I have a strong sense of belonging to my workplace	58% Positive, 22% Neutral, 20% Negative	
45. Overall I am satisfied to be working here at the present time	61% Positive, 18% Neutral, 21% Negative	
3. Working here makes me want to do the best job I can	62% Positive, 21% Neutral, 17% Negative	-5
43. I feel motivated to contribute more than what is normally required at work	58% Positive, 20% Neutral, 22% Negative	

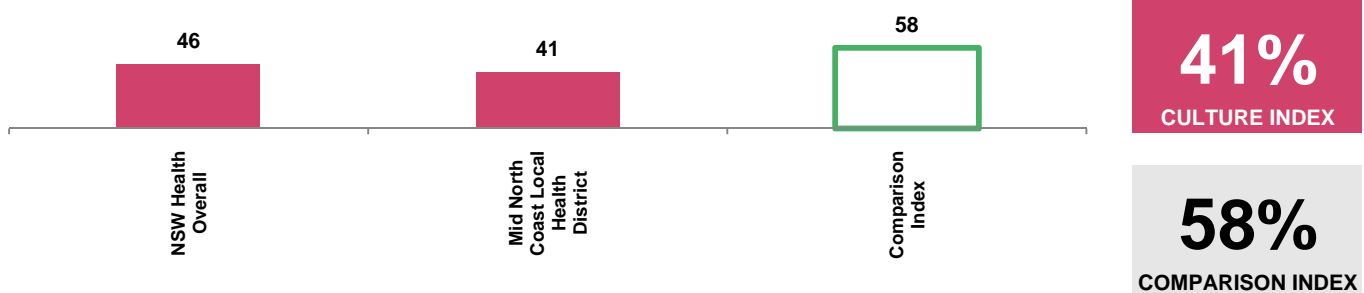


# Employee Workplace Culture Index

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

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

Question	Key			Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	37	21	42	-9
12. I believe I am valued for what I can offer at my workplace	54	20	26	-4
13. In my workplace, we recognise our successes and innovations	44	28	28	-6
14. Staff are treated respectfully regardless of their job	50	20	30	-5
17. Overall, I have confidence in the decisions made by my line manager	52	22	26	-6
18b. The senior managers at my workplace have a clear direction for the future	24	35	41	-8
18c. The senior managers at my workplace lead by example in creating a positive workplace	25	32	43	-9
20. Overall, I have confidence in the decisions made by my senior managers	28	31	41	-8
22. I have a say in decisions which affect my work	38	25	37	-3
23. I think it is safe to speak up and challenge the way things are done	45	20	36	
24. Where I work, we share the lessons learnt when mistakes are made	49	23	27	-4
28. I have confidence in the processes that my workplace uses to resolve staff conflict	31	29	40	-6
38. My team's objectives/work plans are clearly outlined	54	24	22	-6
39. Our objectives/work plans help us to deliver a quality service	53	27	20	-7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	33	42	-4



# 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 Mid North Coast Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Mid North Coast Local Health District as a whole.

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

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

Drivers of Employee Engagement	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	Greatest	54	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		51	54
13. In my workplace, we recognise our successes and innovations		44	50
14. Staff are treated respectfully regardless of their job		50	55
36. My work environment allows me to deliver the best possible services (patient care or support services)		48	54
38. My team's objectives/work plans are clearly outlined		54	60

# Highlights and Lowlights

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

## Highlights

### Sections

	% Positive
Training and Development Opportunities	<b>62</b>
Your Workplace	<b>53</b>
Your Line Manager	<b>53</b>

### Questions

	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>76</b>
1. My job makes good use of my skills and abilities	<b>74</b>
15d. My line manager treats me with respect	<b>70</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>65</b>
41. Overall I am proud to be a part of this workplace	<b>64</b>

## Lowlights

### Sections

	% Positive
Senior Managers	<b>27</b>
Communication	<b>42</b>
Service Delivery	<b>48</b>

### Questions

	% Positive
4. Too many approvals are required for routine decisions*	<b>12</b>
40. At my workplace we are too focused on monitoring rather than delivering services*	<b>24</b>
18b. The senior managers at my workplace have a clear direction for the future	<b>24</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>25</b>
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>25</b>

# External Comparison

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

Please see the Guide to using this report for further information



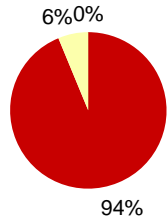
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76		
40. At my workplace we are too focused on monitoring rather than delivering services*	24	-4	
4. Too many approvals are required for routine decisions*	12	-4	
15d. My line manager treats me with respect	70	-5	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	-8	
43. I feel motivated to contribute more than what is normally required at work	58	-8	
30. There are mechanisms in place to support me if I experience stress or pressure	54	-8	
44. I have a strong sense of belonging to my workplace	58	-9	
22. I have a say in decisions which affect my work	38	-10	
37. In my workplace patient safety is at the centre of all decision making	61	-11	
1. My job makes good use of my skills and abilities	74	-11	
15b. My line manager treats all staff in my team fairly	53	-11	
29. I am able to achieve a healthy work/life balance most of the time	60	-11	

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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	-12	<span style="color: red;">■</span>
45. Overall I am satisfied to be working here at the present time	61	-12	<span style="color: red;">■</span>
23. I think it is safe to speak up and challenge the way things are done	45	-12	<span style="color: red;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	64	-12	<span style="color: red;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	61	-13	<span style="color: red;">■</span>
41. Overall I am proud to be a part of this workplace	64	-13	<span style="color: red;">■</span>
42. I would recommend my workplace as a good place to work	53	-13	<span style="color: red;">■</span>
15a. My line manager recognises and acknowledges when I have done my job well	55	-13	<span style="color: red;">■</span>
17. Overall, I have confidence in the decisions made by my line manager	52	-13	<span style="color: red;">■</span>
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	51	-13	<span style="color: red;">■</span>
31. Reasonable expectations are placed on staff according to their position	47	-14	<span style="color: red;">■</span>
15c. My line manager ensures that when issues are raised in the team, they are addressed	50	-14	<span style="color: red;">■</span>
5. I have sufficient control over my work so I can do my job well	56	-14	<span style="color: red;">■</span>

# External Comparison

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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
14. Staff are treated respectfully regardless of their job	50	-15	<div style="width: 100%; height: 10px; background-color: red;"></div>
25. I have received the appropriate training and development to do my job effectively	64	-15	<div style="width: 100%; height: 10px; background-color: red;"></div>
12. I believe I am valued for what I can offer at my workplace	54	-15	<div style="width: 100%; height: 10px; background-color: red;"></div>
24. Where I work, we share the lessons learnt when mistakes are made	49	-16	<div style="width: 100%; height: 10px; background-color: red;"></div>
9. People in my team are honest and open	55	-16	<div style="width: 100%; height: 10px; background-color: red;"></div>
3. Working here makes me want to do the best job I can	62	-16	<div style="width: 100%; height: 10px; background-color: red;"></div>
18a. The senior managers at my workplace are aware of the issues I face in my job	33	-16	<div style="width: 100%; height: 10px; background-color: red;"></div>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	-16	<div style="width: 100%; height: 10px; background-color: red;"></div>
16. I receive regular and constructive feedback on my performance	37	-17	<div style="width: 100%; height: 10px; background-color: red;"></div>
38. My team's objectives/work plans are clearly outlined	54	-18	<div style="width: 100%; height: 10px; background-color: red;"></div>
19. There is a positive relationship between senior management and staff in my workplace	26	-18	<div style="width: 100%; height: 10px; background-color: red;"></div>
20. Overall, I have confidence in the decisions made by my senior managers	28	-18	<div style="width: 100%; height: 10px; background-color: red;"></div>
13. In my workplace, we recognise our successes and innovations	44	-19	<div style="width: 100%; height: 10px; background-color: red;"></div>



# External Comparison

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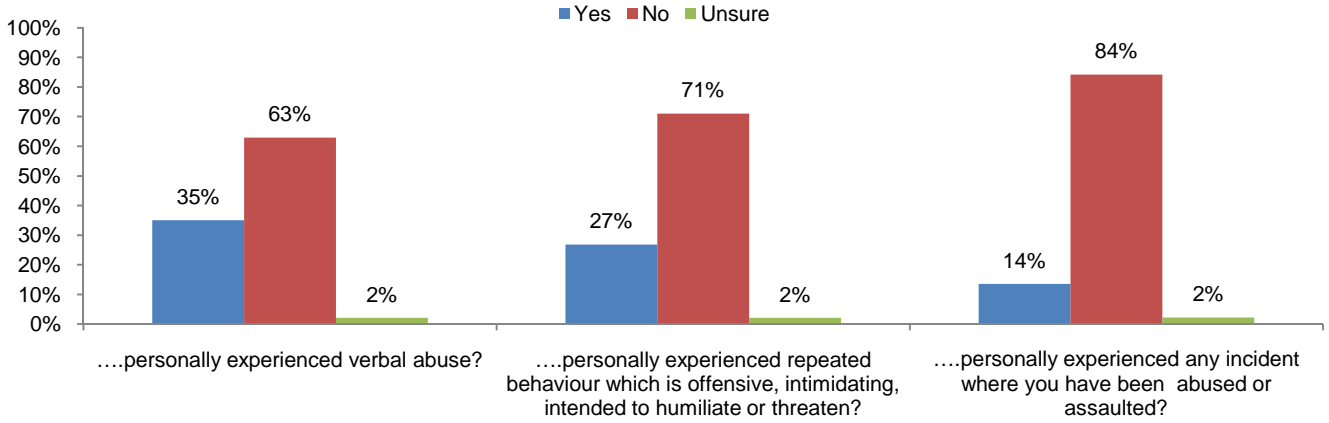
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- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
39. Our objectives/work plans help us to deliver a quality service	53	-19	<div style="width: 100%; height: 15px; background-color: red;"></div>
18c. The senior managers at my workplace lead by example in creating a positive workplace	25	-20	<div style="width: 100%; height: 15px; background-color: red;"></div>
27. I am encouraged to take opportunities to learn new skills and have new experiences	47	-20	<div style="width: 100%; height: 15px; background-color: red;"></div>
21. I am kept well informed about what is happening in my workplace	38	-20	<div style="width: 100%; height: 15px; background-color: red;"></div>
10. My team resolves conflict quickly when it arises	41	-21	<div style="width: 100%; height: 15px; background-color: red;"></div>
11. Morale is good in my team	37	-22	<div style="width: 100%; height: 15px; background-color: red;"></div>
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	-22	<div style="width: 100%; height: 15px; background-color: red;"></div>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	31	-23	<div style="width: 100%; height: 15px; background-color: red;"></div>
18b. The senior managers at my workplace have a clear direction for the future	24	-26	<div style="width: 100%; height: 15px; background-color: red;"></div>

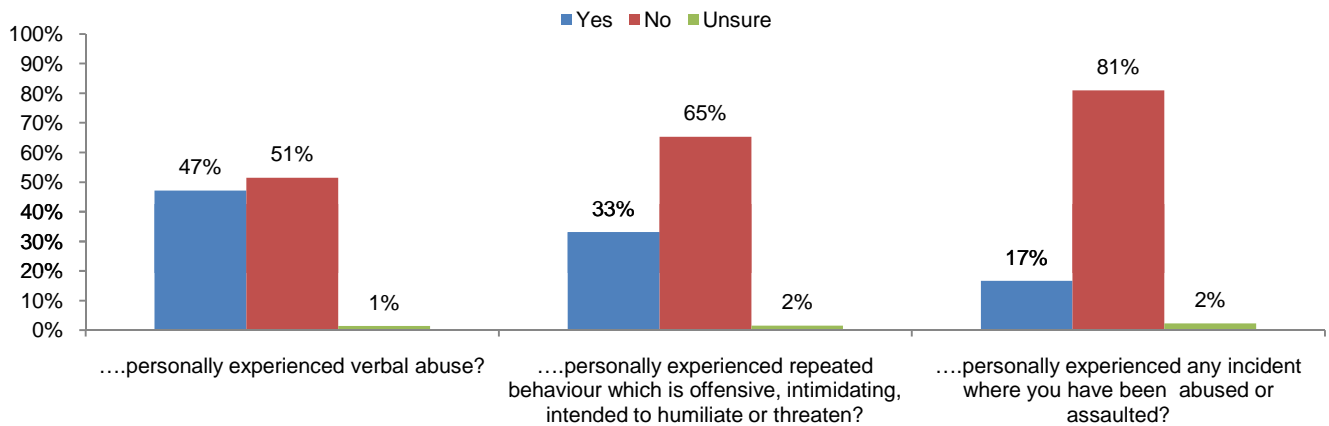
# Inappropriate Behaviour

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

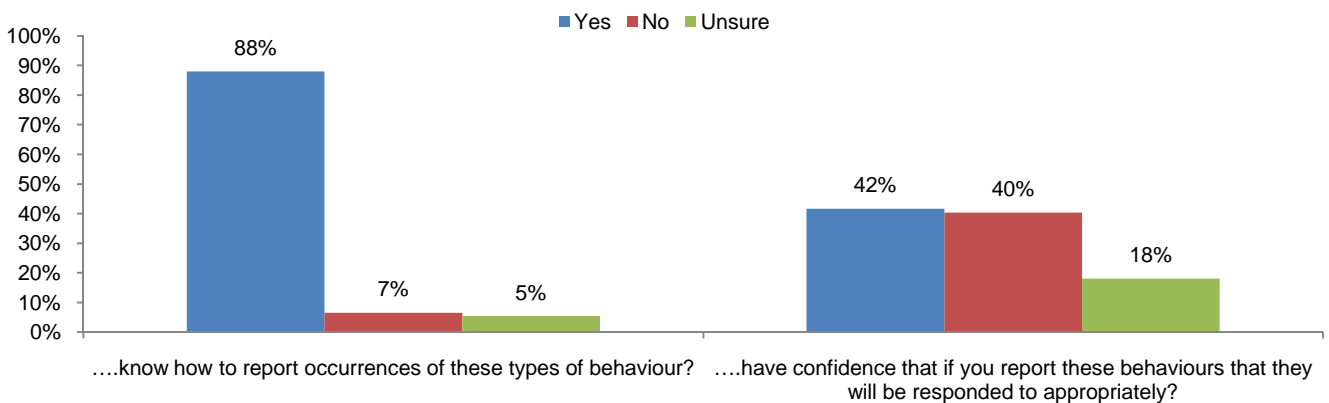
## 33. In the last three (3) months have you....



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



## 35. Do you currently....

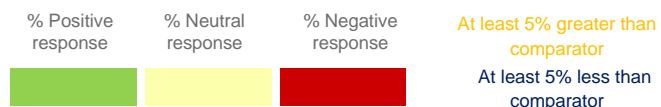


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Job

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	74	11	15	74	-2	-11
2. I feel I am able to suggest ideas to improve our ways of doing things	61	15	24	61	-4	-13
3. Working here makes me want to do the best job I can	62	21	17	62	-5	-16
4. Too many approvals are required for routine decisions*	12	24	64	12	-2	-4
5. I have sufficient control over my work so I can do my job well	56	18	27	56	-4	-14
<b>Key</b> 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	51	22	27	51	-3	-13

# All Questions

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## Your Team

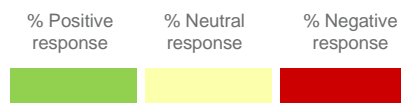
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	17	22	61	-4	-12
8. In my team we generally acknowledge one another's efforts and achievements	64	15	21	64	-2	-12
9. People in my team are honest and open	55	23	21	55	-5	-16
10. My team resolves conflict quickly when it arises	41	25	34	41	-6	-21
11. Morale is good in my team	37	21	42	37	-9	-22

# 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

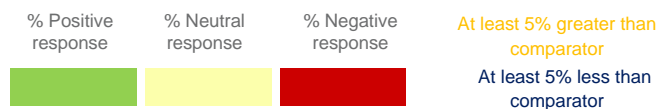
	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
<b>Key</b> 12. I believe I am valued for what I can offer at my workplace	<span style="background-color: #4CAF50; width: 54%; display: inline-block;"></span> 54 <span style="background-color: #FFEB3B; width: 20%; display: inline-block;"></span> 20 <span style="background-color: #F44336; width: 26%; display: inline-block;"></span> 26	50	-4 -16
<b>Key</b> 13. In my workplace, we recognise our successes and innovations	<span style="background-color: #4CAF50; width: 44%; display: inline-block;"></span> 44 <span style="background-color: #FFEB3B; width: 28%; display: inline-block;"></span> 28 <span style="background-color: #F44336; width: 28%; display: inline-block;"></span> 28	44	-6 -19
<b>Key</b> 14. Staff are treated respectfully regardless of their job	<span style="background-color: #4CAF50; width: 50%; display: inline-block;"></span> 50 <span style="background-color: #FFEB3B; width: 20%; display: inline-block;"></span> 20 <span style="background-color: #F44336; width: 30%; display: inline-block;"></span> 30	50	-5 -15

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Line Manager

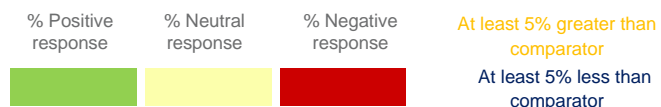
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	55	21	24	55	-5	-13	
<b>15b.</b> My line manager treats all staff in my team fairly	53	20	27	53	-5	-11	
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	50	21	30	50	-6	-14	
<b>15d.</b> My line manager treats me with respect	70	15	15	70	-3	-5	
<b>16.</b> I receive regular and constructive feedback on my performance	37	26	37	37	-7	-17	
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	52	22	26	52	-6	-13	

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Senior Managers

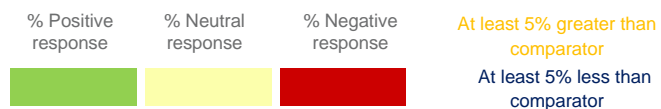
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	33	23	45	33	-7	-16
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	24	35	41	24	-8	-26
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	25	32	43	25	-9	-20
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	26	30	44	26	-8	-18
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	28	31	41	28	-8	-18

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Communication

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
<b>21.</b> I am kept well informed about what is happening in my workplace	38	25	37	38	-7	-20
<b>22.</b> I have a say in decisions which affect my work	38	25	37	38	-3	-10
<b>23.</b> I think it is safe to speak up and challenge the way things are done	45	20	36	45	-1	-12
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	49	23	27	49	-4	-16

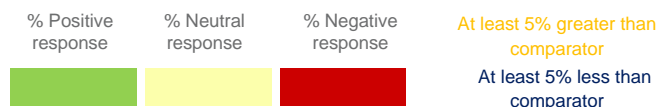


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Training and Development Opportunities

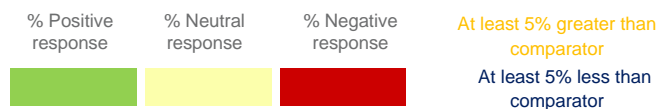
Question	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	64 20 17	64	20	17	62	-5	-12	
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	76 11 13	76	11	13	76	-0	-1	
27. I am encouraged to take opportunities to learn new skills and have new experiences	47 23 30	47	23	30	47	-8	-20	

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Work Environment

	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	31	29	40	31	-6	-2	-23
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	60	19	21	60	-0	-0	-11
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	54	23	23	54	+5	+5	-8
<b>31.</b> Reasonable expectations are placed on staff according to their position	47	19	34	47	-5	-5	-14
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	18	17	65	+0	+0	-8

# All Questions

This section shows the breakdown of responses to each question.

## Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

## Inappropriate Behaviour

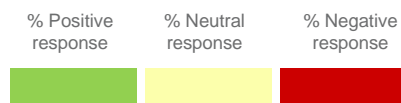
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark	
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	63		35	63	0	0	
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	71		27	71	+0	-1	
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84		14	84	-1	0	
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	51		47	51	-3	-7	
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65		33	65	+0	-5	
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81		17	81	-1	-2	
		% Yes response	% Unsure response	% No response			
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?		88	5	7	88	+5	+7
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	18	40	42	-1	-13	

# 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

	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>Key</b> 36. My work environment allows me to deliver the best possible services (patient care or support services)	48	21	32	48	-6	-5	-22
37. In my workplace patient safety is at the centre of all decision making	61	20	19	61	-3	-3	-11
<b>Key</b> 38. My team's objectives/work plans are clearly outlined	54	24	22	54	-6	-6	-18
39. Our objectives/work plans help us to deliver a quality service	53	27	20	53	-7	-7	-19
40. At my workplace we are too focused on monitoring rather than delivering services*	24	33	43	24	-3	-3	-4

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	64	21	15	64	-4	-13
42. I would recommend my workplace as a good place to work	53	24	23	53	-5	-13
43. I feel motivated to contribute more than what is normally required at work	58	20	22	58	-3	-8
44. I have a strong sense of belonging to my workplace	58	22	20	58	-3	-9
45. Overall I am satisfied to be working here at the present time	61	18	21	61	-3	-12
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	33	42	25	-4	-16

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Your Job</b>	<b>53</b>	<b>59</b>	52	55	52	<b>58</b>	53	53	<b>60</b>	( r )	<b>44</b>	<b>41</b>	<b>41</b>
1. My job makes good use of my skills and abilities	<b>74</b>	<b>88</b>	74	71	70	<b>82</b>	<b>69</b>	<b>80</b>	<b>67</b>	( r )	<b>61</b>	<b>64</b>	<b>64</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>61</b>	<b>72</b>	59	<b>66</b>	64	<b>68</b>	<b>69</b>	60	<b>71</b>	( r )	<b>46</b>	<b>50</b>	<b>54</b>
3. Working here makes me want to do the best job I can	<b>62</b>	<b>72</b>	62	<b>69</b>	63	63	59	<b>68</b>	62	( r )	<b>53</b>	<b>43</b>	<b>43</b>
4. Too many approvals are required for routine decisions*	<b>12</b>	8	13	10	12	11	<b>7</b>	8	14	( r )	10	8	<b>18</b>
5. I have sufficient control over my work so I can do my job well	<b>56</b>	<b>44</b>	51	<b>68</b>	56	<b>64</b>	59	60	<b>76</b>	( r )	53	<b>36</b>	<b>39</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>51</b>	<b>68</b>	50	50	50	<b>58</b>	<b>59</b>	<b>40</b>	<b>67</b>	( r )	<b>40</b>	<b>46</b>	<b>29</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Your Job</b>	<b>53</b>	<b>58</b>	<b>60</b>	<b>60</b>	<b>48</b>	<b>65</b>	<b>39</b>	52	55	52	54	<b>58</b>	53	( r )
1. My job makes good use of my skills and abilities	<b>74</b>	<b>80</b>	74	<b>86</b>	<b>67</b>	<b>82</b>	<b>63</b>	73	77	74	74	<b>84</b>	<b>87</b>	( r )
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>61</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>52</b>	<b>76</b>	<b>50</b>	61	<b>68</b>	60	65	<b>74</b>	<b>67</b>	( r )
3. Working here makes me want to do the best job I can	<b>62</b>	66	59	<b>72</b>	58	67	<b>46</b>	62	62	63	62	64	<b>53</b>	( r )
4. Too many approvals are required for routine decisions*	<b>12</b>	<b>17</b>	<b>30</b>	11	12	12	13	10	10	13	10	<b>6</b>	13	( r )
5. I have sufficient control over my work so I can do my job well	<b>56</b>	<b>60</b>	<b>70</b>	59	57	<b>85</b>	<b>42</b>	54	52	57	53	<b>51</b>	<b>33</b>	( 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	<b>51</b>	<b>56</b>	<b>59</b>	<b>59</b>	<b>41</b>	<b>70</b>	<b>21</b>	50	<b>61</b>	49	<b>58</b>	<b>70</b>	<b>67</b>	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Your Job</b>	<b>53</b>	53	54	52	( r )	55	52	<b>45</b>	56	<b>32</b>	<b>62</b>	57	53	50	52	55
1. My job makes good use of my skills and abilities	<b>74</b>	75	74	75	( r )	74	<b>100</b>	<b>65</b>	78	<b>60</b>	<b>80</b>	77	73	<b>69</b>	76	77
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>61</b>	63	63	58	( r )	59	60	<b>55</b>	66	<b>34</b>	<b>69</b>	64	59	58	61	<b>67</b>
3. Working here makes me want to do the best job I can	<b>62</b>	61	63	63	( r )	<b>72</b>	<b>80</b>	<b>51</b>	<b>67</b>	<b>35</b>	<b>76</b>	<b>74</b>	62	61	59	63
4. Too many approvals are required for routine decisions*	<b>12</b>	11	13	16	( r )	13	<b>0</b>	9	13	7	<b>17</b>	10	15	10	12	11
5. I have sufficient control over my work so I can do my job well	<b>56</b>	55	58	53	( r )	<b>61</b>	<b>30</b>	<b>45</b>	<b>60</b>	<b>30</b>	<b>69</b>	<b>61</b>	56	53	55	56
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>51</b>	52	51	49	( r )	52	<b>40</b>	<b>46</b>	54	<b>28</b>	<b>62</b>	54	51	51	47	54



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Your Job</b>	<b>53</b>	<b>58</b>	56	50	49	<b>63</b>	57	56	57	53	51	53	56	<b>58</b>	<b>35</b>	
1. My job makes good use of my skills and abilities	<b>74</b>	77	75	74	73	<b>88</b>	74	<b>79</b>	<b>79</b>	76	71	75	<b>80</b>	77	<b>53</b>	
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>61</b>	<b>66</b>	65	58	60	59	<b>68</b>	<b>68</b>	65	64	63	61	<b>67</b>	<b>67</b>	<b>39</b>	
3. Working here makes me want to do the best job I can	<b>62</b>	<b>73</b>	<b>67</b>	<b>55</b>	<b>56</b>	<b>80</b>	<b>71</b>	65	<b>69</b>	60	60	63	<b>67</b>	<b>67</b>	<b>39</b>	
4. Too many approvals are required for routine decisions*	<b>12</b>	14	13	11	10	<b>20</b>	10	16	8	11	12	10	16	14	11	
5. I have sufficient control over my work so I can do my job well	<b>56</b>	60	58	54	52	<b>68</b>	<b>61</b>	56	<b>61</b>	55	53	58	59	<b>65</b>	<b>35</b>	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>51</b>	<b>56</b>	<b>57</b>	48	<b>44</b>	<b>63</b>	<b>56</b>	53	<b>57</b>	<b>56</b>	49	53	50	<b>56</b>	<b>33</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Your Team</b>	<b>52</b>	<b>64</b>	50	50	56	<b>60</b>	<b>63</b>	<b>45</b>	52	( r )	<b>36</b>	<b>43</b>	<b>39</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>61</b>	<b>68</b>	61	58	63	<b>68</b>	<b>72</b>	<b>44</b>	57	( r )	<b>44</b>	<b>54</b>	<b>46</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>84</b>	64	<b>58</b>	65	<b>70</b>	<b>79</b>	<b>52</b>	<b>57</b>	( r )	<b>47</b>	62	<b>57</b>
9. People in my team are honest and open	<b>55</b>	<b>80</b>	54	<b>50</b>	<b>60</b>	<b>68</b>	<b>71</b>	52	<b>48</b>	( r )	<b>34</b>	54	<b>39</b>
10. My team resolves conflict quickly when it arises	<b>41</b>	<b>52</b>	37	<b>48</b>	<b>51</b>	<b>50</b>	<b>48</b>	40	<b>33</b>	( r )	<b>27</b>	<b>31</b>	<b>29</b>
11. Morale is good in my team	<b>37</b>	33	36	37	39	<b>45</b>	<b>45</b>	36	<b>67</b>	( r )	<b>29</b>	<b>15</b>	<b>21</b>

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Your Team</b>	<b>52</b>	<b>58</b>	<b>71</b>	<b>58</b>	<b>40</b>	49	<b>22</b>	52	<b>56</b>	50	52	<b>67</b>	<b>72</b>	( r )
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>61</b>	<b>69</b>	<b>81</b>	62	<b>52</b>	58	<b>25</b>	60	65	59	63	<b>70</b>	<b>93</b>	( r )
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>69</b>	<b>78</b>	<b>72</b>	<b>53</b>	<b>55</b>	<b>29</b>	64	<b>71</b>	61	68	<b>80</b>	<b>93</b>	( r )
9. People in my team are honest and open	<b>55</b>	<b>63</b>	<b>77</b>	<b>62</b>	<b>44</b>	<b>45</b>	<b>29</b>	55	<b>63</b>	53	58	<b>73</b>	<b>93</b>	( r )
10. My team resolves conflict quickly when it arises	<b>41</b>	<b>48</b>	<b>58</b>	<b>48</b>	<b>29</b>	<b>36</b>	<b>17</b>	41	44	41	39	<b>61</b>	40	( r )
11. Morale is good in my team	<b>37</b>	40	<b>63</b>	<b>43</b>	<b>21</b>	<b>52</b>	<b>8</b>	38	39	37	35	<b>52</b>	40	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Your Team</b>	<b>52</b>	50	53	51	( r )	<b>58</b>	50	48	54	<b>36</b>	<b>66</b>	<b>61</b>	48	49	<b>47</b>	55
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>61</b>	59	62	59	( r )	<b>67</b>	<b>70</b>	<b>53</b>	63	<b>46</b>	<b>70</b>	<b>66</b>	<b>53</b>	60	57	64
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	64	63	61	( r )	64	60	<b>58</b>	66	<b>47</b>	<b>76</b>	67	60	60	60	<b>68</b>
9. People in my team are honest and open	<b>55</b>	54	57	54	( r )	<b>60</b>	<b>50</b>	54	57	<b>44</b>	<b>67</b>	<b>65</b>	51	53	52	<b>60</b>
10. My team resolves conflict quickly when it arises	<b>41</b>	40	42	45	( r )	<b>48</b>	40	40	43	<b>30</b>	<b>58</b>	<b>55</b>	40	40	<b>34</b>	44
11. Morale is good in my team	<b>37</b>	35	40	36	( r )	<b>51</b>	<b>30</b>	33	40	<b>16</b>	<b>56</b>	<b>51</b>	38	33	<b>32</b>	40

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Your Team</b>	<b>52</b>	<b>59</b>	54	49	<b>46</b>	<b>67</b>	<b>57</b>	55	51	54	<b>47</b>	53	55	54	<b>39</b>	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>61</b>	63	63	61	<b>55</b>	63	61	60	57	<b>66</b>	<b>53</b>	62	<b>66</b>	<b>67</b>	<b>54</b>	
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>69</b>	67	60	<b>58</b>	<b>71</b>	61	62	60	68	61	65	67	<b>72</b>	<b>49</b>	
9. People in my team are honest and open	<b>55</b>	<b>65</b>	55	52	52	<b>76</b>	<b>61</b>	<b>61</b>	55	<b>61</b>	51	55	57	54	<b>45</b>	
10. My team resolves conflict quickly when it arises	<b>41</b>	<b>52</b>	41	39	<b>35</b>	<b>59</b>	<b>53</b>	45	43	41	<b>36</b>	41	<b>46</b>	44	<b>35</b>	
11. Morale is good in my team	<b>37</b>	<b>47</b>	41	<b>32</b>	<b>30</b>	<b>68</b>	<b>47</b>	<b>48</b>	40	36	34	40	40	35	<b>15</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Being valued</b>	<b>50</b>	49	48	48	51	<b>59</b>	<b>64</b>	<b>41</b>	<b>62</b>	( r )	<b>35</b>	<b>38</b>	<b>37</b>
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>54</b>	56	51	55	<b>59</b>	<b>63</b>	<b>66</b>	<b>48</b>	52	( r )	<b>46</b>	<b>38</b>	<b>43</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>44</b>	44	44	<b>39</b>	43	<b>53</b>	<b>69</b>	40	<b>62</b>	( r )	<b>32</b>	<b>31</b>	<b>39</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>50</b>	48	50	50	52	<b>61</b>	<b>59</b>	<b>36</b>	<b>71</b>	( r )	<b>28</b>	46	<b>29</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Being valued</b>	<b>50</b>	<b>54</b>	<b>67</b>	52	<b>39</b>	<b>65</b>	<b>24</b>	50	53	49	50	<b>62</b>	53	( r )
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>54</b>	54	<b>62</b>	<b>62</b>	<b>45</b>	58	<b>33</b>	55	57	53	54	<b>63</b>	<b>60</b>	( r )
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>44</b>	<b>49</b>	<b>65</b>	41	<b>38</b>	<b>64</b>	<b>13</b>	44	47	44	44	<b>58</b>	47	( r )
<b>14.</b> Staff are treated respectfully regardless of their job	<b>50</b>	<b>59</b>	<b>73</b>	52	<b>33</b>	<b>73</b>	<b>25</b>	50	55	50	52	<b>65</b>	53	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Being valued</b>	<b>50</b>	48	51	<b>55</b>	( r )	<b>54</b>	<b>43</b>	<b>44</b>	53	<b>22</b>	<b>64</b>	<b>60</b>	51	<b>43</b>	47	52
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>54</b>	52	55	55	( r )	<b>58</b>	50	49	57	<b>28</b>	<b>62</b>	<b>69</b>	54	<b>47</b>	51	56
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>44</b>	43	45	<b>52</b>	( r )	47	<b>30</b>	<b>38</b>	48	<b>22</b>	<b>61</b>	<b>53</b>	45	<b>38</b>	41	<b>49</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>50</b>	49	51	<b>60</b>	( r )	<b>57</b>	50	<b>43</b>	55	<b>17</b>	<b>69</b>	<b>58</b>	54	<b>45</b>	48	52



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Being valued</b>	<b>50</b>	<b>59</b>	52	46	<b>43</b>	<b>70</b>	<b>58</b>	<b>57</b>	<b>55</b>	47	48	49	<b>55</b>	49	<b>25</b>	
12. I believe I am valued for what I can offer at my workplace	<b>54</b>	<b>63</b>	55	50	<b>48</b>	<b>63</b>	<b>60</b>	<b>60</b>	<b>61</b>	53	51	53	<b>60</b>	56	<b>29</b>	
13. In my workplace, we recognise our successes and innovations	<b>44</b>	<b>52</b>	48	41	<b>38</b>	<b>71</b>	<b>58</b>	<b>56</b>	46	41	43	46	<b>51</b>	44	<b>17</b>	
14. Staff are treated respectfully regardless of their job	<b>50</b>	<b>61</b>	55	46	<b>42</b>	<b>76</b>	<b>57</b>	<b>56</b>	<b>58</b>	47	51	49	54	47	<b>31</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Your Line Manager</b>	<b>53</b>	55	50	55	<b>58</b>	57	<b>78</b>	51	<b>66</b>	( r )	<b>42</b>	49	<b>48</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>55</b>	<b>40</b>	54	54	59	<b>62</b>	<b>86</b>	56	<b>62</b>	( r )	<b>43</b>	<b>46</b>	<b>46</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>53</b>	<b>60</b>	<b>48</b>	<b>59</b>	<b>62</b>	<b>59</b>	<b>79</b>	<b>60</b>	<b>67</b>	( r )	<b>38</b>	<b>62</b>	<b>61</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>50</b>	<b>56</b>	47	<b>56</b>	<b>58</b>	53	<b>76</b>	<b>36</b>	<b>71</b>	( r )	<b>39</b>	<b>31</b>	<b>43</b>
<b>15d.</b> My line manager treats me with respect	<b>70</b>	<b>88</b>	69	72	68	<b>79</b>	<b>89</b>	72	<b>76</b>	( r )	<b>58</b>	<b>62</b>	<b>57</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>37</b>	<b>28</b>	38	34	41	36	<b>64</b>	<b>29</b>	<b>52</b>	( r )	<b>28</b>	<b>31</b>	<b>29</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>52</b>	56	48	56	<b>58</b>	54	<b>75</b>	54	<b>67</b>	( r )	<b>47</b>	<b>67</b>	50

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Your Line Manager</b>	<b>53</b>	55	<b>72</b>	53	<b>40</b>	<b>72</b>	<b>27</b>	53	56	52	56	57	57	( r )
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>55</b>	56	<b>74</b>	59	<b>49</b>	<b>73</b>	<b>29</b>	55	<b>60</b>	54	<b>63</b>	58	53	( r )
<b>15b.</b> My line manager treats all staff in my team fairly	<b>53</b>	<b>59</b>	<b>70</b>	<b>66</b>	<b>35</b>	<b>76</b>	<b>33</b>	53	56	52	54	<b>62</b>	<b>60</b>	( r )
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>50</b>	54	<b>67</b>	<b>38</b>	<b>34</b>	<b>76</b>	<b>8</b>	51	53	49	54	54	53	( r )
<b>15d.</b> My line manager treats me with respect	<b>70</b>	73	<b>92</b>	<b>83</b>	<b>59</b>	<b>82</b>	<b>50</b>	71	74	70	73	<b>76</b>	<b>80</b>	( r )
<b>16.</b> I receive regular and constructive feedback on my performance	<b>37</b>	40	<b>50</b>	<b>24</b>	<b>27</b>	<b>52</b>	<b>17</b>	38	38	37	37	37	33	( r )
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>52</b>	50	<b>77</b>	52	<b>39</b>	<b>73</b>	<b>25</b>	53	54	51	55	55	<b>60</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Your Line Manager</b>	<b>53</b>	52	54	53	( r )	57	55	49	55	<b>33</b>	<b>69</b>	<b>65</b>	56	<b>48</b>	51	53
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>55</b>	57	55	<b>51</b>	( r )	57	<b>40</b>	<b>50</b>	58	<b>35</b>	<b>73</b>	<b>68</b>	58	51	53	54
<b>15b.</b> My line manager treats all staff in my team fairly	<b>53</b>	53	53	54	( r )	55	<b>70</b>	52	55	<b>34</b>	<b>73</b>	<b>66</b>	56	50	49	51
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>50</b>	49	51	49	( r )	<b>57</b>	50	47	52	<b>30</b>	<b>68</b>	<b>67</b>	50	46	47	49
<b>15d.</b> My line manager treats me with respect	<b>70</b>	68	73	74	( r )	<b>77</b>	<b>90</b>	<b>65</b>	74	<b>46</b>	<b>82</b>	<b>82</b>	<b>75</b>	<b>63</b>	69	72
<b>16.</b> I receive regular and constructive feedback on my performance	<b>37</b>	37	39	34	( r )	36	<b>20</b>	33	40	<b>18</b>	<b>46</b>	<b>44</b>	37	<b>31</b>	36	41
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>52</b>	51	53	55	( r )	<b>58</b>	<b>60</b>	49	54	<b>32</b>	<b>72</b>	<b>63</b>	<b>58</b>	<b>47</b>	49	49

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Your Line Manager</b>	<b>53</b>	<b>62</b>	55	50	<b>46</b>	<b>71</b>	<b>68</b>	<b>59</b>	56	53	51	54	55	51	<b>33</b>	
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>55</b>	<b>63</b>	58	54	<b>47</b>	<b>61</b>	<b>69</b>	<b>62</b>	<b>62</b>	53	55	57	58	55	<b>32</b>	
<b>15b.</b> My line manager treats all staff in my team fairly	<b>53</b>	<b>63</b>	56	50	<b>44</b>	<b>76</b>	<b>71</b>	57	53	55	51	53	55	54	<b>31</b>	
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>50</b>	<b>62</b>	49	46	<b>43</b>	<b>76</b>	<b>63</b>	<b>62</b>	<b>57</b>	49	46	48	<b>54</b>	46	<b>32</b>	
<b>15d.</b> My line manager treats me with respect	<b>70</b>	<b>76</b>	72	68	68	<b>85</b>	<b>85</b>	72	71	70	69	72	<b>75</b>	68	<b>55</b>	
<b>16.</b> I receive regular and constructive feedback on my performance	<b>37</b>	<b>45</b>	39	36	<b>30</b>	<b>51</b>	<b>48</b>	41	41	37	37	40	37	33	<b>16</b>	
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>52</b>	<b>63</b>	<b>56</b>	<b>47</b>	<b>43</b>	<b>76</b>	<b>69</b>	<b>58</b>	51	53	49	53	52	52	<b>33</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Senior Managers</b>	<b>27</b>	31	25	31	<b>38</b>	25	<b>43</b>	27	<b>51</b>	( r )	<b>19</b>	23	<b>32</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>33</b>	<b>40</b>	32	35	<b>42</b>	<b>27</b>	<b>59</b>	<b>43</b>	<b>62</b>	( r )	<b>21</b>	<b>23</b>	32
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>24</b>	<b>32</b>	23	22	<b>32</b>	23	<b>38</b>	<b>17</b>	<b>52</b>	( r )	<b>16</b>	<b>15</b>	<b>32</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>25</b>	28	23	30	<b>34</b>	24	<b>38</b>	26	<b>43</b>	( r )	<b>19</b>	23	29
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>26</b>	24	22	<b>32</b>	<b>38</b>	26	<b>41</b>	29	<b>48</b>	( r )	<b>19</b>	<b>31</b>	<b>32</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>28</b>	32	25	<b>34</b>	<b>44</b>	26	<b>38</b>	<b>21</b>	<b>52</b>	( r )	<b>19</b>	<b>23</b>	<b>36</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Senior Managers</b>	<b>27</b>	<b>22</b>	<b>62</b>	29	<b>22</b>	<b>52</b>	<b>14</b>	27	31	26	26	<b>41</b>	<b>44</b>	( r )
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>33</b>	<b>26</b>	<b>67</b>	<b>50</b>	<b>28</b>	<b>61</b>	<b>39</b>	32	<b>38</b>	31	31	<b>54</b>	<b>53</b>	( r )
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>24</b>	<b>19</b>	<b>59</b>	25	<b>18</b>	<b>48</b>	<b>4</b>	25	27	24	24	<b>34</b>	27	( r )
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>25</b>	<b>21</b>	<b>48</b>	25	<b>19</b>	<b>42</b>	<b>9</b>	26	29	24	23	<b>41</b>	<b>40</b>	( r )
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>26</b>	24	<b>65</b>	24	22	<b>48</b>	<b>9</b>	25	29	25	25	<b>36</b>	<b>47</b>	( r )
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>28</b>	<b>21</b>	<b>69</b>	<b>21</b>	<b>23</b>	<b>61</b>	<b>9</b>	28	31	27	26	<b>40</b>	<b>53</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Senior Managers</b>	<b>27</b>	27	26	30	( r )	<b>36</b>	<b>32</b>	24	30	<b>9</b>	<b>46</b>	<b>39</b>	26	23	28	25
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>33</b>	34	30	34	( r )	<b>38</b>	<b>60</b>	31	35	<b>15</b>	<b>49</b>	35	34	<b>28</b>	36	30
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>24</b>	25	23	27	( r )	<b>30</b>	20	20	27	<b>11</b>	<b>43</b>	<b>33</b>	21	21	25	23
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>25</b>	25	25	28	( r )	<b>33</b>	<b>30</b>	22	28	<b>6</b>	<b>44</b>	<b>34</b>	25	<b>21</b>	26	25
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>26</b>	25	26	28	( r )	<b>37</b>	30	23	28	<b>6</b>	<b>46</b>	<b>44</b>	27	21	25	23
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>28</b>	27	26	<b>35</b>	( r )	<b>43</b>	<b>20</b>	24	30	<b>6</b>	<b>47</b>	<b>48</b>	26	<b>23</b>	29	25



# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Senior Managers</b>	<b>27</b>	<b>35</b>	30	24	<b>20</b>	<b>52</b>	<b>35</b>	<b>39</b>	30	28	27	26	26	27	<b>10</b>	
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>33</b>	<b>38</b>	36	31	<b>26</b>	<b>49</b>	34	<b>39</b>	36	34	35	31	32	<b>37</b>	<b>16</b>	
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>24</b>	<b>32</b>	28	21	<b>17</b>	<b>54</b>	<b>29</b>	<b>35</b>	29	27	24	26	<b>18</b>	<b>19</b>	<b>10</b>	
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>25</b>	<b>34</b>	29	22	<b>17</b>	<b>51</b>	<b>33</b>	<b>39</b>	27	26	24	28	23	23	<b>7</b>	
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>26</b>	<b>36</b>	27	22	<b>18</b>	<b>53</b>	<b>39</b>	<b>40</b>	29	26	25	23	27	25	<b>7</b>	
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>28</b>	<b>37</b>	30	26	<b>19</b>	<b>54</b>	<b>40</b>	<b>40</b>	28	27	27	25	28	30	<b>12</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Communication</b>	<b>42</b>	<b>54</b>	42	40	47	<b>48</b>	42	42	<b>63</b>	( r )	<b>33</b>	<b>37</b>	<b>29</b>
21. I am kept well informed about what is happening in my workplace	<b>38</b>	<b>44</b>	38	<b>30</b>	36	<b>45</b>	41	38	<b>65</b>	( r )	<b>26</b>	<b>31</b>	<b>32</b>
22. I have a say in decisions which affect my work	<b>38</b>	<b>44</b>	36	36	<b>44</b>	<b>44</b>	<b>55</b>	<b>29</b>	<b>75</b>	( r )	<b>31</b>	<b>31</b>	<b>21</b>
23. I think it is safe to speak up and challenge the way things are done	<b>45</b>	<b>60</b>	44	45	<b>50</b>	48	<b>38</b>	42	<b>60</b>	( r )	<b>32</b>	<b>38</b>	<b>36</b>
24. Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	<b>68</b>	48	48	<b>58</b>	54	<b>34</b>	<b>58</b>	50	( r )	<b>43</b>	46	<b>25</b>

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Communication</b>	<b>42</b>	43	<b>61</b>	46	<b>29</b>	<b>57</b>	<b>28</b>	43	<b>47</b>	41	46	<b>49</b>	<b>53</b>	( r )
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>38</b>	41	<b>58</b>	<b>28</b>	<b>29</b>	<b>59</b>	<b>22</b>	37	39	38	38	41	33	( r )
<b>22.</b> I have a say in decisions which affect my work	<b>38</b>	38	<b>50</b>	38	<b>26</b>	<b>69</b>	<b>22</b>	38	<b>44</b>	36	<b>45</b>	<b>43</b>	<b>60</b>	( r )
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>45</b>	43	<b>58</b>	48	<b>30</b>	<b>56</b>	<b>35</b>	46	<b>52</b>	43	<b>52</b>	<b>56</b>	<b>60</b>	( r )
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	52	<b>77</b>	<b>69</b>	<b>32</b>	<b>44</b>	<b>35</b>	50	52	49	51	<b>56</b>	<b>60</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Communication</b>	<b>42</b>	43	43	38	( r )	46	43	<b>38</b>	46	<b>18</b>	<b>55</b>	<b>53</b>	44	39	38	44
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>38</b>	37	39	36	( r )	<b>44</b>	40	<b>33</b>	41	<b>18</b>	<b>59</b>	<b>49</b>	<b>43</b>	34	<b>31</b>	39
<b>22.</b> I have a say in decisions which affect my work	<b>38</b>	39	38	<b>33</b>	( r )	34	<b>10</b>	34	41	<b>15</b>	<b>46</b>	<b>48</b>	38	35	34	40
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>45</b>	45	46	<b>37</b>	( r )	49	<b>50</b>	<b>40</b>	48	<b>16</b>	<b>52</b>	<b>50</b>	46	43	41	48
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	49	49	47	( r )	<b>54</b>	<b>70</b>	<b>43</b>	53	<b>22</b>	<b>62</b>	<b>66</b>	50	<b>44</b>	46	51

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Communication</b>	<b>42</b>	<b>51</b>	44	38	38	<b>64</b>	<b>60</b>	<b>52</b>	46	43	40	40	47	40	<b>23</b>	
21. I am kept well informed about what is happening in my workplace	<b>38</b>	<b>50</b>	38	<b>33</b>	34	<b>61</b>	<b>58</b>	<b>51</b>	40	37	34	40	<b>43</b>	<b>26</b>	<b>18</b>	
22. I have a say in decisions which affect my work	<b>38</b>	<b>46</b>	39	<b>33</b>	34	<b>63</b>	<b>52</b>	<b>43</b>	42	40	37	<b>33</b>	42	37	<b>21</b>	
23. I think it is safe to speak up and challenge the way things are done	<b>45</b>	<b>51</b>	48	42	<b>40</b>	<b>58</b>	<b>61</b>	<b>54</b>	<b>49</b>	46	43	42	<b>52</b>	46	<b>20</b>	
24. Where I work, we share the lessons learnt when mistakes are made	<b>49</b>	<b>58</b>	51	<b>44</b>	46	<b>73</b>	<b>68</b>	<b>61</b>	<b>55</b>	51	<b>45</b>	46	52	50	<b>32</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Training and Development Opportunities</b>	<b>62</b>	<b>53</b>	64	<b>56</b>	<b>53</b>	66	62	64	<b>97</b>	( r )	59	<b>44</b>	63
25. I have received the appropriate training and development to do my job effectively	64	64	<b>70</b>	<b>56</b>	<b>43</b>	63	<b>55</b>	63	<b>100</b>	( r )	<b>57</b>	<b>31</b>	61
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	76	<b>44</b>	<b>70</b>	79	<b>83</b>	<b>86</b>	<b>86</b>	79	<b>95</b>	( r )	<b>80</b>	<b>85</b>	<b>86</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	47	<b>52</b>	51	<b>33</b>	<b>33</b>	49	45	50	<b>95</b>	( r )	<b>38</b>	<b>15</b>	43

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Training and Development Opportunities</b>	<b>62</b>	<b>69</b>	<b>77</b>	<b>57</b>	<b>53</b>	<b>92</b>	<b>48</b>	61	63	62	63	63	<b>56</b>	( r )
25. I have received the appropriate training and development to do my job effectively	64	74	81	59	49	97	48	63	64	63	67	61	60	( 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	76	86	85	72	67	94	65	74	75	76	72	79	73	( r )
27. I am encouraged to take opportunities to learn new skills and have new experiences	47	47	65	41	43	84	30	47	49	46	51	50	<b>33</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Training and Development Opportunities</b>	<b>62</b>	61	64	66	( r )	60	<b>57</b>	<b>56</b>	65	<b>44</b>	<b>69</b>	<b>70</b>	59	58	61	65
25. I have received the appropriate training and development to do my job effectively	<b>64</b>	63	66	<b>59</b>	( r )	64	<b>70</b>	<b>53</b>	67	<b>47</b>	63	<b>69</b>	<b>59</b>	<b>57</b>	65	<b>71</b>
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	<b>76</b>	77	75	<b>81</b>	( r )	<b>69</b>	<b>70</b>	74	77	<b>60</b>	76	<b>81</b>	72	77	75	76
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>47</b>	44	50	<b>59</b>	( r )	47	<b>30</b>	43	50	<b>25</b>	<b>68</b>	<b>61</b>	48	<b>42</b>	43	49



# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Training and Development Opportunities</b>	<b>62</b>	66	63	62	59	<b>81</b>	<b>71</b>	58	66	61	64	62	62	62	<b>46</b>	
25. I have received the appropriate training and development to do my job effectively	<b>64</b>	61	65	64	66	<b>78</b>	<b>69</b>	<b>56</b>	<b>70</b>	64	66	60	64	<b>69</b>	<b>50</b>	
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	<b>76</b>	77	76	78	72	<b>88</b>	77	<b>70</b>	78	<b>71</b>	77	77	80	76	<b>61</b>	
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>47</b>	<b>59</b>	48	44	<b>38</b>	<b>78</b>	<b>67</b>	49	50	49	47	48	43	<b>40</b>	<b>27</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Work Environment</b>	<b>51</b>	<b>40</b>	49	53	54	<b>59</b>	<b>62</b>	50	<b>79</b>	( r )	<b>46</b>	<b>38</b>	49
28. I have confidence in the processes that my workplace uses to resolve staff conflict	31	<b>36</b>	29	31	34	<b>36</b>	<b>38</b>	<b>25</b>	<b>70</b>	( r )	<b>22</b>	31	<b>26</b>
29. I am able to achieve a healthy work/life balance most of the time	60	<b>36</b>	57	64	64	<b>69</b>	<b>72</b>	58	<b>75</b>	( r )	<b>51</b>	62	<b>52</b>
30. There are mechanisms in place to support me if I experience stress or pressure	54	<b>38</b>	50	<b>58</b>	56	<b>60</b>	<b>64</b>	<b>46</b>	<b>80</b>	( r )	55	<b>38</b>	<b>59</b>
31. Reasonable expectations are placed on staff according to their position	47	<b>40</b>	45	<b>42</b>	<b>41</b>	<b>55</b>	<b>62</b>	<b>54</b>	<b>80</b>	( r )	51	<b>38</b>	<b>41</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	<b>48</b>	63	<b>71</b>	<b>73</b>	<b>73</b>	<b>72</b>	67	<b>90</b>	( r )	<b>52</b>	<b>23</b>	67

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Work Environment</b>	<b>51</b>	<b>58</b>	<b>80</b>	<b>57</b>	<b>44</b>	<b>79</b>	<b>35</b>	50	51	52	49	<b>56</b>	<b>39</b>	( r )
28. I have confidence in the processes that my workplace uses to resolve staff conflict	31	30	<b>42</b>	28	<b>16</b>	<b>56</b>	<b>9</b>	33	33	31	28	<b>44</b>	33	( r )
29. I am able to achieve a healthy work/life balance most of the time	60	<b>65</b>	<b>93</b>	<b>69</b>	56	<b>81</b>	<b>43</b>	58	<b>54</b>	61	60	<b>51</b>	<b>20</b>	( r )
30. There are mechanisms in place to support me if I experience stress or pressure	54	<b>61</b>	<b>88</b>	<b>62</b>	<b>47</b>	<b>75</b>	<b>30</b>	52	53	54	<b>47</b>	<b>67</b>	<b>40</b>	( r )
31. Reasonable expectations are placed on staff according to their position	47	<b>55</b>	<b>85</b>	48	44	<b>91</b>	<b>39</b>	44	47	47	46	46	47	( r )
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	<b>79</b>	<b>89</b>	<b>76</b>	<b>58</b>	<b>91</b>	<b>52</b>	63	67	65	66	<b>73</b>	<b>53</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Work Environment</b>	<b>51</b>	49	55	54	( r )	<b>56</b>	<b>32</b>	<b>45</b>	54	<b>29</b>	<b>65</b>	<b>62</b>	51	48	50	50
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>31</b>	30	31	<b>38</b>	( r )	<b>40</b>	30	30	33	<b>10</b>	<b>55</b>	<b>52</b>	32	<b>26</b>	28	29
29. I am able to achieve a healthy work/life balance most of the time	<b>60</b>	<b>54</b>	<b>65</b>	<b>65</b>	( r )	<b>67</b>	<b>30</b>	<b>49</b>	63	<b>41</b>	<b>69</b>	<b>67</b>	57	58	61	56
30. There are mechanisms in place to support me if I experience stress or pressure	<b>54</b>	52	57	55	( r )	51	<b>30</b>	50	56	<b>30</b>	<b>59</b>	56	53	50	52	56
31. Reasonable expectations are placed on staff according to their position	<b>47</b>	45	50	47	( r )	49	<b>20</b>	43	49	<b>26</b>	<b>63</b>	<b>61</b>	49	43	44	46
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>65</b>	63	69	67	( r )	<b>72</b>	<b>50</b>	<b>53</b>	<b>71</b>	<b>37</b>	<b>80</b>	<b>76</b>	65	<b>60</b>	66	66

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Work Environment</b>	<b>51</b>	<b>57</b>	53	48	49	<b>68</b>	<b>63</b>	53	53	50	51	51	55	50	<b>34</b>	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	31	<b>43</b>	32	27	<b>23</b>	<b>56</b>	<b>56</b>	<b>44</b>	32	31	28	28	32	27	<b>17</b>	
29. I am able to achieve a healthy work/life balance most of the time	60	63	61	56	58	<b>78</b>	<b>69</b>	55	63	58	58	58	<b>65</b>	<b>55</b>	<b>45</b>	
30. There are mechanisms in place to support me if I experience stress or pressure	54	54	54	51	55	<b>61</b>	58	51	54	50	54	55	58	54	<b>39</b>	
31. Reasonable expectations are placed on staff according to their position	47	<b>52</b>	49	43	<b>42</b>	<b>58</b>	<b>61</b>	45	50	50	47	44	49	49	<b>28</b>	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	<b>71</b>	66	62	65	<b>88</b>	69	69	65	63	66	68	70	66	<b>45</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Inappropriate Behaviour</b>	<b>68</b>	71	67	68	<b>73</b>	<b>76</b>	72	71	<b>85</b>	( r )	<b>53</b>	64	<b>59</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	60	<b>58</b>	62	<b>72</b>	<b>76</b>	<b>75</b>	<b>79</b>	<b>95</b>	( r )	<b>53</b>	<b>69</b>	<b>50</b>
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>71</b>	<b>80</b>	69	70	75	<b>85</b>	75	67	75	( r )	<b>53</b>	69	<b>46</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>84</b>	<b>92</b>	84	83	83	<b>90</b>	82	88	<b>95</b>	( r )	<b>70</b>	<b>69</b>	<b>73</b>
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>51</b>	52	<b>46</b>	53	<b>63</b>	<b>63</b>	<b>68</b>	<b>58</b>	<b>85</b>	( r )	<b>40</b>	<b>69</b>	50
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>65</b>	<b>80</b>	62	64	69	<b>79</b>	<b>79</b>	<b>58</b>	<b>74</b>	( r )	<b>49</b>	62	<b>54</b>
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>81</b>	83	81	80	81	<b>87</b>	79	83	<b>95</b>	( r )	<b>62</b>	<b>67</b>	81
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>88</b>	<b>80</b>	89	89	92	84	<b>93</b>	92	<b>95</b>	( r )	<b>80</b>	<b>69</b>	85
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>42</b>	44	43	45	<b>49</b>	39	<b>28</b>	42	<b>70</b>	( r )	<b>17</b>	38	<b>35</b>

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Inappropriate Behaviour</b>	<b>68</b>	<b>74</b>	72	72	<b>57</b>	<b>85</b>	<b>54</b>	68	68	68	64	<b>74</b>	<b>77</b>	( r )
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	<b>72</b>	<b>76</b>	62	<b>50</b>	<b>88</b>	65	62	60	64	<b>55</b>	64	<b>80</b>	( r )
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>71</b>	<b>76</b>	<b>84</b>	<b>86</b>	<b>58</b>	<b>84</b>	<b>52</b>	71	70	71	<b>66</b>	75	<b>80</b>	( r )
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>84</b>	89	<b>76</b>	<b>90</b>	<b>72</b>	<b>97</b>	<b>74</b>	85	83	84	82	86	87	( r )
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>51</b>	<b>65</b>	<b>60</b>	52	<b>42</b>	<b>78</b>	<b>39</b>	50	47	53	<b>40</b>	54	<b>80</b>	( r )
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>65</b>	<b>71</b>	64	<b>75</b>	<b>51</b>	<b>81</b>	<b>43</b>	66	65	65	<b>60</b>	<b>74</b>	<b>80</b>	( r )
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>81</b>	<b>87</b>	<b>72</b>	<b>89</b>	<b>62</b>	<b>94</b>	<b>65</b>	82	79	81	<b>76</b>	<b>86</b>	85	( r )
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>88</b>	89	<b>96</b>	<b>83</b>	91	88	<b>78</b>	88	<b>94</b>	86	<b>94</b>	<b>96</b>	<b>93</b>	( r )
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>42</b>	40	<b>46</b>	41	<b>31</b>	<b>69</b>	<b>17</b>	42	44	41	38	<b>61</b>	<b>33</b>	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Inappropriate Behaviour</b>	<b>68</b>	66	71	72	( r )	70	66	<b>63</b>	70	<b>58</b>	<b>78</b>	72	67	64	67	70
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	60	66	<b>68</b>	( r )	62	64	59	64	<b>55</b>	<b>70</b>	67	62	61	61	64
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>71</b>	68	74	<b>78</b>	( r )	73	<b>64</b>	<b>63</b>	74	<b>60</b>	<b>86</b>	71	70	<b>65</b>	70	74
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>84</b>	81	87	<b>92</b>	( r )	82	<b>91</b>	<b>77</b>	86	<b>78</b>	<b>90</b>	<b>90</b>	86	80	84	84
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>51</b>	48	56	52	( r )	<b>58</b>	<b>45</b>	49	52	<b>45</b>	<b>74</b>	<b>59</b>	49	47	50	51
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>65</b>	61	69	<b>71</b>	( r )	<b>73</b>	64	<b>58</b>	68	<b>51</b>	<b>91</b>	69	63	<b>59</b>	62	69
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>81</b>	77	85	<b>90</b>	( r )	84	82	<b>74</b>	83	<b>70</b>	<b>90</b>	<b>89</b>	84	<b>76</b>	79	82
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>88</b>	91	87	<b>82</b>	( r )	<b>76</b>	91	88	88	<b>83</b>	<b>75</b>	<b>78</b>	<b>82</b>	89	91	<b>93</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>42</b>	38	45	45	( r )	<b>50</b>	<b>27</b>	<b>36</b>	45	<b>20</b>	<b>50</b>	<b>57</b>	43	<b>35</b>	39	44



# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32
<b>Inappropriate Behaviour</b>	<b>68</b>	71	70	65	67	68	75	68	71	68	66	67	71	73	59
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	65	65	57	65	66	73	61	65	65	62	62	64	66	53
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>71</b>	75	72	66	71	73	76	65	77	72	70	68	75	78	61
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>84</b>	88	86	81	81	88	94	89	92	83	83	83	83	86	75
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>51</b>	56	53	48	48	50	57	57	51	50	50	47	58	60	41
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>65</b>	70	66	61	64	59	74	65	64	66	64	64	71	71	55
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>81</b>	85	84	78	77	85	92	87	90	80	78	81	81	83	71
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>88</b>	81	89	91	91	73	79	78	89	90	84	92	92	94	88
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>42</b>	45	44	39	39	54	56	43	44	43	38	41	46	46	23

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Service Delivery</b>	<b>48</b>	<b>35</b>	47	50	45	50	<b>53</b>	<b>53</b>	<b>68</b>	( r )	48	<b>37</b>	45
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	<b>20</b>	45	<b>60</b>	<b>57</b>	44	50	<b>54</b>	<b>80</b>	( r )	46	<b>23</b>	46
37. In my workplace patient safety is at the centre of all decision making	61	<b>32</b>	60	63	<b>54</b>	<b>68</b>	63	58	<b>90</b>	( r )	59	<b>46</b>	58
38. My team's objectives/work plans are clearly outlined	54	<b>64</b>	54	54	<b>49</b>	55	<b>64</b>	54	<b>60</b>	( r )	57	54	<b>46</b>
39. Our objectives/work plans help us to deliver a quality service	53	<b>40</b>	52	57	50	55	<b>70</b>	50	<b>70</b>	( r )	54	<b>38</b>	50
40. At my workplace we are too focused on monitoring rather than delivering services*	24	20	25	<b>16</b>	<b>15</b>	28	<b>18</b>	<b>50</b>	<b>40</b>	( r )	23	23	27

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Service Delivery</b>	<b>48</b>	<b>56</b>	<b>65</b>	48	<b>37</b>	<b>68</b>	<b>28</b>	47	46	48	46	49	<b>36</b>	( r )
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>48</b>	<b>59</b>	<b>64</b>	48	<b>35</b>	<b>84</b>	<b>22</b>	46	44	49	44	<b>42</b>	<b>27</b>	( r )
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>61</b>	<b>69</b>	<b>84</b>	<b>72</b>	57	<b>88</b>	<b>26</b>	59	59	61	58	63	<b>40</b>	( r )
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>54</b>	<b>59</b>	<b>76</b>	<b>45</b>	<b>40</b>	<b>63</b>	<b>30</b>	55	54	54	50	<b>60</b>	<b>60</b>	( r )
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>53</b>	<b>61</b>	<b>68</b>	<b>48</b>	<b>42</b>	<b>69</b>	<b>30</b>	53	53	53	50	<b>60</b>	<b>36</b>	( r )
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>24</b>	<b>33</b>	<b>32</b>	24	<b>13</b>	<b>34</b>	<b>30</b>	23	23	24	26	<b>18</b>	20	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Service Delivery</b>	<b>48</b>	46	49	45	( r )	<b>59</b>	<b>40</b>	<b>39</b>	51	<b>29</b>	<b>65</b>	<b>56</b>	50	<b>42</b>	46	48
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>48</b>	47	47	<b>40</b>	( r )	<b>59</b>	45	<b>36</b>	52	<b>29</b>	<b>63</b>	<b>54</b>	49	<b>41</b>	48	48
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>61</b>	59	61	65	( r )	<b>73</b>	<b>45</b>	<b>48</b>	65	<b>40</b>	<b>76</b>	<b>71</b>	63	57	57	62
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>54</b>	51	56	<b>48</b>	( r )	<b>67</b>	<b>45</b>	<b>47</b>	57	<b>33</b>	<b>75</b>	<b>65</b>	56	<b>48</b>	52	54
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>53</b>	51	55	<b>47</b>	( r )	<b>67</b>	<b>45</b>	<b>45</b>	56	<b>30</b>	<b>72</b>	<b>64</b>	55	<b>47</b>	50	54
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>24</b>	22	26	26	( r )	<b>29</b>	<b>18</b>	<b>19</b>	26	<b>12</b>	<b>41</b>	28	25	<b>19</b>	24	25

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Service Delivery</b>	<b>48</b>	<b>54</b>	51	<b>42</b>	<b>43</b>	<b>71</b>	52	50	48	47	47	48	51	48	<b>31</b>	
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>48</b>	<b>56</b>	52	<b>41</b>	<b>40</b>	<b>68</b>	<b>55</b>	52	48	46	47	48	48	51	<b>30</b>	
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>61</b>	65	62	58	58	<b>85</b>	<b>66</b>	57	58	58	63	62	65	62	<b>40</b>	
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>54</b>	<b>61</b>	56	<b>48</b>	<b>48</b>	<b>83</b>	56	<b>62</b>	55	53	50	56	56	55	<b>34</b>	
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>53</b>	<b>60</b>	57	<b>45</b>	49	<b>83</b>	56	<b>60</b>	52	52	50	54	<b>58</b>	49	<b>34</b>	
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>24</b>	28	<b>29</b>	<b>19</b>	21	<b>35</b>	26	<b>17</b>	25	25	25	21	<b>29</b>	21	<b>18</b>	

# 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	1,607	25	840	178	110	248	29	25	21	-	87	14	28
Employee Engagement Index	59	63	58	61	65	63	62	58	71	( r )	49	61	39
<b>Your Workplace</b>	<b>53</b>	57	52	54	<b>59</b>	57	56	51	<b>68</b>	( r )	<b>43</b>	55	<b>34</b>
41. Overall I am proud to be a part of this workplace	<b>64</b>	64	63	66	<b>70</b>	69	68	63	<b>80</b>	( r )	<b>55</b>	<b>69</b>	<b>46</b>
42. I would recommend my workplace as a good place to work	<b>53</b>	<b>48</b>	52	52	<b>62</b>	57	<b>64</b>	50	<b>75</b>	( r )	<b>44</b>	54	<b>31</b>
43. I feel motivated to contribute more than what is normally required at work	<b>58</b>	<b>64</b>	56	60	<b>66</b>	63	<b>71</b>	58	60	( r )	56	62	<b>35</b>
44. I have a strong sense of belonging to my workplace	<b>58</b>	<b>68</b>	58	58	<b>64</b>	61	54	<b>46</b>	<b>75</b>	( r )	<b>41</b>	<b>69</b>	<b>32</b>
45. Overall I am satisfied to be working here at the present time	<b>61</b>	64	59	63	<b>65</b>	<b>67</b>	<b>54</b>	63	<b>75</b>	( r )	<b>47</b>	<b>69</b>	<b>46</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>25</b>	<b>36</b>	25	24	26	25	25	<b>29</b>	<b>40</b>	( r )	<b>14</b>	<b>8</b>	<b>15</b>

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,607	231	27	29	145	33	24	1075	369	1165	226	97	15	-
Employee Engagement Index	59	64	73	68	50	73	35	59	63	58	61	66	65	( r )
<b>Your Workplace</b>	<b>53</b>	57	<b>67</b>	<b>58</b>	<b>44</b>	<b>69</b>	<b>30</b>	53	57	52	55	<b>61</b>	<b>60</b>	( r )
41. Overall I am proud to be a part of this workplace	<b>64</b>	<b>70</b>	<b>84</b>	66	<b>49</b>	<b>81</b>	<b>39</b>	64	68	63	64	<b>75</b>	<b>80</b>	( r )
42. I would recommend my workplace as a good place to work	<b>53</b>	<b>58</b>	<b>76</b>	<b>69</b>	<b>38</b>	<b>69</b>	<b>17</b>	53	54	53	53	55	<b>67</b>	( r )
43. I feel motivated to contribute more than what is normally required at work	<b>58</b>	61	<b>72</b>	<b>48</b>	<b>53</b>	<b>69</b>	<b>43</b>	58	<b>64</b>	56	61	<b>71</b>	60	( r )
44. I have a strong sense of belonging to my workplace	<b>58</b>	58	<b>72</b>	<b>76</b>	<b>47</b>	<b>72</b>	<b>26</b>	58	<b>66</b>	55	<b>65</b>	<b>73</b>	<b>79</b>	( r )
45. Overall I am satisfied to be working here at the present time	<b>61</b>	<b>68</b>	<b>76</b>	<b>76</b>	<b>52</b>	<b>78</b>	<b>39</b>	60	60	61	62	59	<b>53</b>	( r )
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>25</b>	24	24	<b>14</b>	23	<b>42</b>	<b>13</b>	24	28	23	26	<b>33</b>	21	( r )

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,607	802	530	95	-	91	11	284	1164	82	71	99	223	356	389	383
Employee Engagement Index	59	59	60	55	( r )	66	63	51	64	27	75	67	58	57	56	61
<b>Your Workplace</b>	<b>53</b>	52	54	<b>48</b>	( r )	57	56	<b>47</b>	57	<b>24</b>	<b>68</b>	<b>61</b>	52	51	50	54
<b>41.</b> Overall I am proud to be a part of this workplace	<b>64</b>	64	65	<b>56</b>	( r )	<b>73</b>	64	<b>57</b>	68	<b>28</b>	<b>79</b>	<b>74</b>	61	62	62	65
<b>42.</b> I would recommend my workplace as a good place to work	<b>53</b>	51	55	49	( r )	<b>60</b>	55	<b>46</b>	58	<b>17</b>	<b>75</b>	<b>66</b>	53	50	<b>49</b>	54
<b>43.</b> I feel motivated to contribute more than what is normally required at work	<b>58</b>	58	57	57	( r )	<b>65</b>	55	55	61	<b>28</b>	<b>80</b>	<b>65</b>	57	55	54	59
<b>44.</b> I have a strong sense of belonging to my workplace	<b>58</b>	58	59	<b>51</b>	( r )	55	55	<b>47</b>	<b>62</b>	<b>32</b>	<b>65</b>	57	54	57	55	<b>62</b>
<b>45.</b> Overall I am satisfied to be working here at the present time	<b>61</b>	59	62	<b>56</b>	( r )	<b>68</b>	<b>73</b>	<b>53</b>	65	<b>24</b>	<b>76</b>	<b>68</b>	60	58	59	60
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>25</b>	24	26	21	( r )	23	<b>36</b>	25	25	<b>12</b>	<b>30</b>	<b>35</b>	28	22	24	22



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,607	370	396	396	357	41	62	77	134	200	302	302	213	95	101	
Employee Engagement Index	59	68	62	54	54	79	68	65	65	60	56	60	64	61	32	
<b>Your Workplace</b>	<b>53</b>	<b>61</b>	56	<b>48</b>	<b>48</b>	<b>70</b>	<b>61</b>	<b>60</b>	<b>59</b>	54	50	53	57	53	<b>28</b>	
41. Overall I am proud to be a part of this workplace	64	71	66	61	59	83	74	73	69	66	59	67	68	66	33	
42. I would recommend my workplace as a good place to work	53	64	57	48	45	76	65	64	62	59	50	52	55	49	21	
43. I feel motivated to contribute more than what is normally required at work	58	68	61	51	54	73	65	58	63	57	57	59	65	57	33	
44. I have a strong sense of belonging to my workplace	58	63	58	54	56	76	63	65	61	55	54	58	63	65	34	
45. Overall I am satisfied to be working here at the present time	61	70	63	55	54	85	69	62	68	62	57	59	68	60	35	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	30	29	21	18	29	31	35	31	25	26	23	22	21	11	

# Guide to using this report

## Methodology

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

### Questionnaire design

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

### Data collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were distributed in all facilities by local survey champions.

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

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

Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

## Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 27 April 2011. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to Q51. *Which of the following best describes your current employment status? A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).*

### Example calculation for NSW Health Overall:

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

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

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

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

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

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

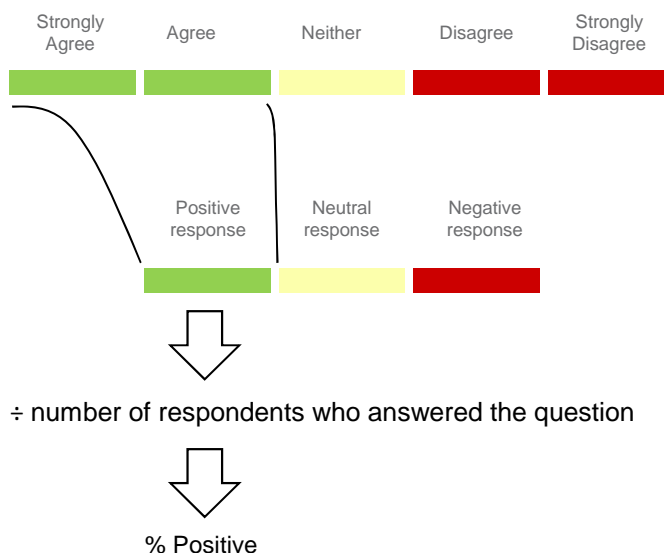
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# Guide to using this report

## % Positive

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.



## Index and Section Scores

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

## Rounding

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

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

## Scoring of Negatively Worded Questions

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

## Benchmark data

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