



Murrumbidgee Local Health District

This Report

This report provides Murrumbidgee 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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1,351

ACTUAL RESPONSES

37%

2% Confidence Interval

ESTIMATED RESPONSE RATE

65%

ENGAGEMENT INDEX

48%

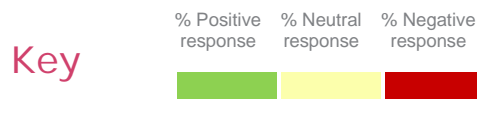
WORKPLACE CULTURE INDEX

Employee Engagement Index

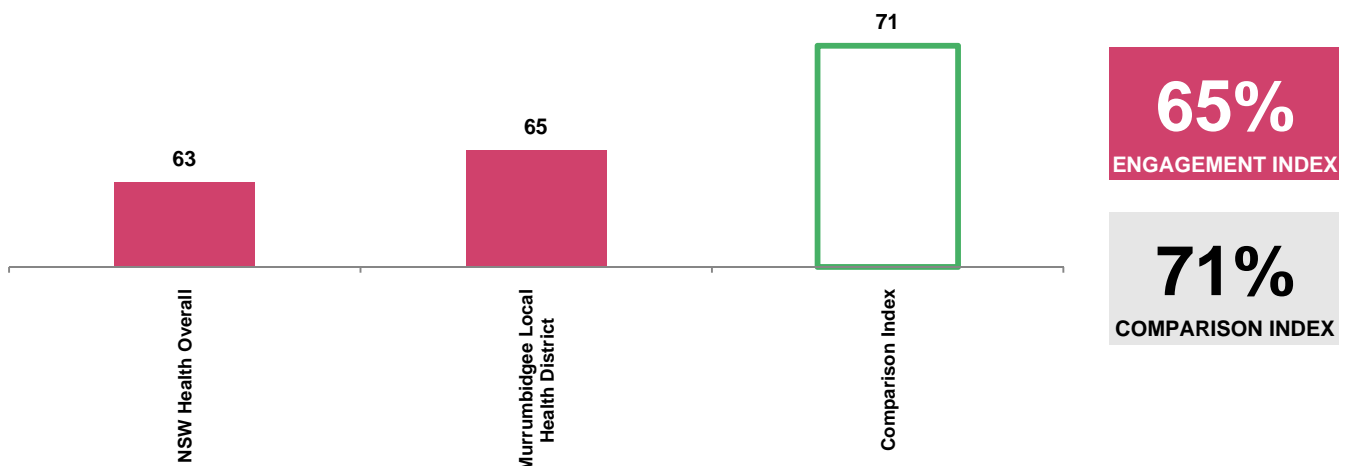
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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	71% Positive, 17% Neutral, 12% Negative	+3
42. I would recommend my workplace as a good place to work	59% Positive, 21% Neutral, 20% Negative	
44. I have a strong sense of belonging to my workplace	62% Positive, 22% Neutral, 16% Negative	
45. Overall I am satisfied to be working here at the present time	65% Positive, 19% Neutral, 16% Negative	
3. Working here makes me want to do the best job I can	71% Positive, 18% Neutral, 11% Negative	+4
43. I feel motivated to contribute more than what is normally required at work	63% Positive, 21% Neutral, 16% Negative	+2



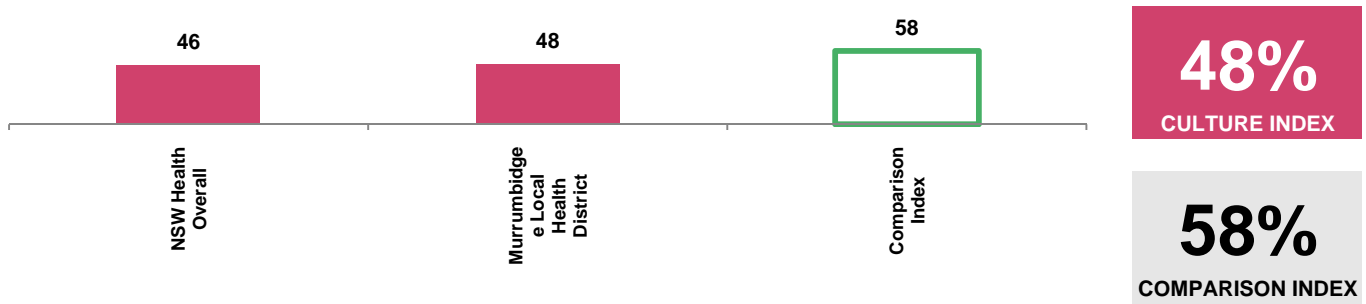
Employee Workplace Culture Index

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

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



		Response Scale	Variance from NSW Health Overall
11.	Morale is good in my team	41 23 36	-5
12.	I believe I am valued for what I can offer at my workplace	59 20 21	+1
13.	In my workplace, we recognise our successes and innovations	51 26 23	+1
14.	Staff are treated respectfully regardless of their job	55 19 26	0
17.	Overall, I have confidence in the decisions made by my line manager	58 22 20	0
18b.	The senior managers at my workplace have a clear direction for the future	34 32 34	+2
18c.	The senior managers at my workplace lead by example in creating a positive workplace	38 28 34	+4
20.	Overall, I have confidence in the decisions made by my senior managers	38 30 31	+2
22.	I have a say in decisions which affect my work	45 24 31	+4
23.	I think it is safe to speak up and challenge the way things are done	49 22 29	+3
24.	Where I work, we share the lessons learnt when mistakes are made	54 25 21	+1
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	37 27 36	0
38.	My team's objectives/work plans are clearly outlined	61 24 16	+1
39.	Our objectives/work plans help us to deliver a quality service	62 26 13	+2
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	31 34 35	+2



Drivers of Engagement

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

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

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

Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	<i>Greatest</i> 	59	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		56	54
36. My work environment allows me to deliver the best possible services (patient care or support services)		57	54
38. My team's objectives/work plans are clearly outlined		61	60
11. Morale is good in my team		41	46
28. I have confidence in the processes that my workplace uses to resolve staff conflict		37	37

Highlights and Lowlights

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

Highlights

Sections

% Positive

Training and Development Opportunities	67
Your Workplace	58
Your Job	57

Questions

% Positive

1. My job makes good use of my skills and abilities	80
15d. My line manager treats me with respect	74
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	73
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72
41. Overall I am proud to be a part of this workplace	71

Lowlights

Sections

% Positive

Senior Managers	38
Communication	49
Your Team	54

Questions

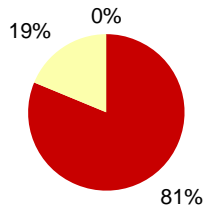
% Positive

4. Too many approvals are required for routine decisions*	13
40. At my workplace we are too focused on monitoring rather than delivering services*	26
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31
18b. The senior managers at my workplace have a clear direction for the future	34
19. There is a positive relationship between senior management and staff in my workplace	36

External Comparison

This section shows comparisons between Murrumbidgee 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



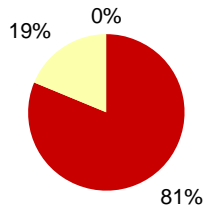
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark % Positive
15d. My line manager treats me with respect	74	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	
40. At my workplace we are too focused on monitoring rather than delivering services*	26	-2
37. In my workplace patient safety is at the centre of all decision making	70	-2
4. Too many approvals are required for routine decisions*	13	-3
22. I have a say in decisions which affect my work	45	-3
43. I feel motivated to contribute more than what is normally required at work	63	-3
18a. The senior managers at my workplace are aware of the issues I face in my job	45	-4
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	73	-4
44. I have a strong sense of belonging to my workplace	62	-5
1. My job makes good use of my skills and abilities	80	-5
41. Overall I am proud to be a part of this workplace	71	-6
15b. My line manager treats all staff in my team fairly	57	-7

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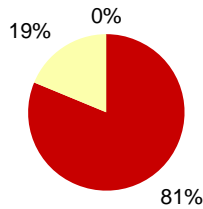
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
17. Overall, I have confidence in the decisions made by my line manager	58	-7	■
42. I would recommend my workplace as a good place to work	59	-7	■
30. There are mechanisms in place to support me if I experience stress or pressure	55	-7	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	-7	■
15a. My line manager recognises and acknowledges when I have done my job well	61	-7	■
3. Working here makes me want to do the best job I can	71	-7	■
20. Overall, I have confidence in the decisions made by my senior managers	38	-8	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	-8	■
19. There is a positive relationship between senior management and staff in my workplace	36	-8	■
23. I think it is safe to speak up and challenge the way things are done	49	-8	■
29. I am able to achieve a healthy work/life balance most of the time	63	-8	■
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	56	-8	■
45. Overall I am satisfied to be working here at the present time	65	-8	■

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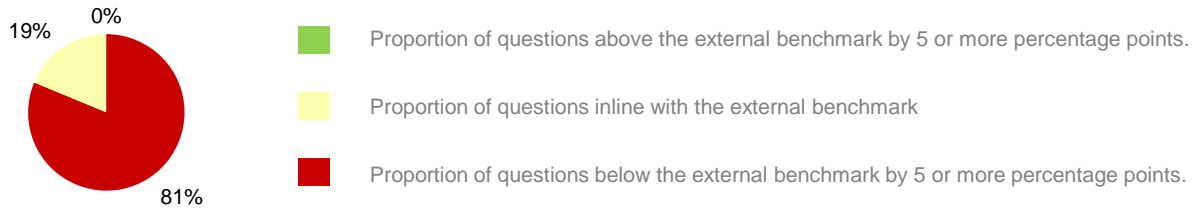
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
31. Reasonable expectations are placed on staff according to their position	52	-9	■
25. I have received the appropriate training and development to do my job effectively	70	-9	■
2. I feel I am able to suggest ideas to improve our ways of doing things	65	-9	■
5. I have sufficient control over my work so I can do my job well	60	-10	■
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	-10	■
8. In my team we generally acknowledge one another's efforts and achievements	66	-10	■
12. I believe I am valued for what I can offer at my workplace	59	-10	■
14. Staff are treated respectfully regardless of their job	55	-10	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	-10	■
39. Our objectives/work plans help us to deliver a quality service	62	-10	■
24. Where I work, we share the lessons learnt when mistakes are made	54	-11	■
38. My team's objectives/work plans are clearly outlined	61	-11	■
9. People in my team are honest and open	59	-12	■

External Comparison

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

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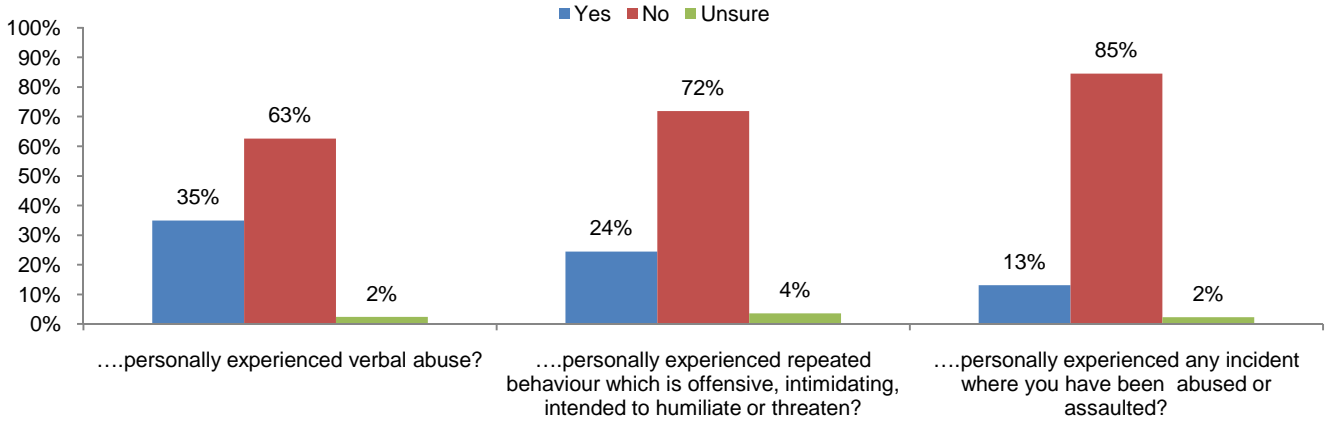


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	-12	
21. I am kept well informed about what is happening in my workplace	46	-12	
13. In my workplace, we recognise our successes and innovations	51	-12	
16. I receive regular and constructive feedback on my performance	42	-12	
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	-13	
18b. The senior managers at my workplace have a clear direction for the future	34	-16	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	
11. Morale is good in my team	41	-18	
10. My team resolves conflict quickly when it arises	42	-20	

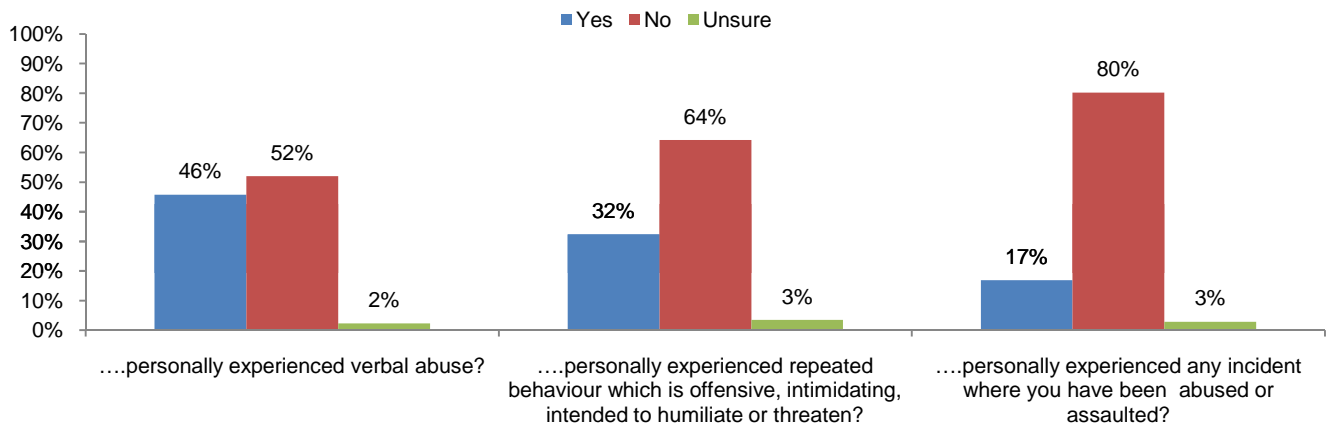
Inappropriate Behaviour

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

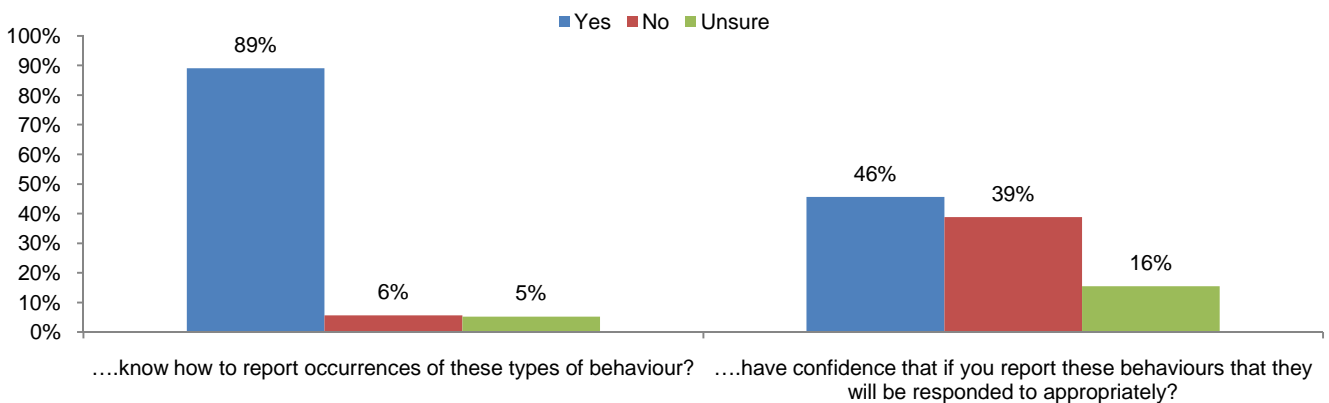
33. In the last three (3) months have you....



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



35. Do you currently....

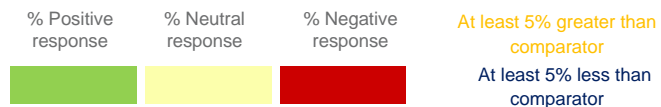


All Questions

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

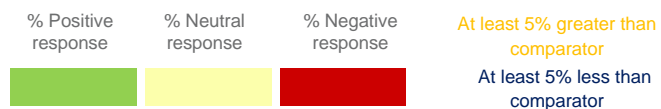
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	80	10	10	80	+4	-5
2. I feel I am able to suggest ideas to improve our ways of doing things	65	16	19	65	-0	-9
3. Working here makes me want to do the best job I can	71	18	11	71	+4	-7
4. Too many approvals are required for routine decisions*	13	27	59	13	-1	-3
5. I have sufficient control over my work so I can do my job well	60	19	21	60	+0	-10
Key 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	56	22	22	56	+2	-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



Your Team

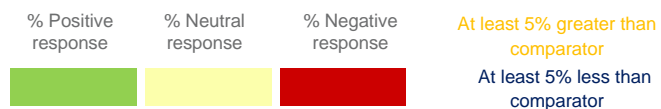
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
				54		-3	-14
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	16	21	63	-2		-10
8. In my team we generally acknowledge one another's efforts and achievements	66	16	18	66	+0		-10
9. People in my team are honest and open	59	21	19	59	-1		-12
10. My team resolves conflict quickly when it arises	42	26	33	42	-5		-20
Key 11. Morale is good in my team	41	23	36	41	-5		-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



Being valued

Key

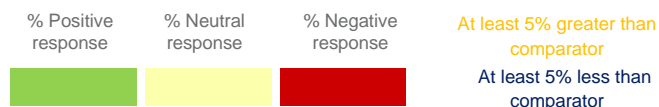
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
12. I believe I am valued for what I can offer at my workplace	59	20	21	59	+1	+1	-10
13. In my workplace, we recognise our successes and innovations	51	26	23	51	+1	+1	-12
14. Staff are treated respectfully regardless of their job	55	19	26	55	+0	+0	-10

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Line Manager

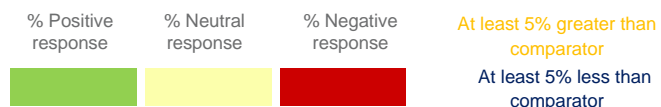
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	61	18	21	61	+1	-7	-8
15b. My line manager treats all staff in my team fairly	57	18	25	57	-1	-7	-7
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	21	27	52	-4	-12	-12
15d. My line manager treats me with respect	74	15	10	74	+1	-1	-1
16. I receive regular and constructive feedback on my performance	42	27	32	42	-2	-12	-12
17. Overall, I have confidence in the decisions made by my line manager	58	22	20	58	+0	-7	-7

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

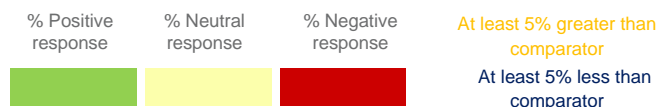
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	45	21	34	45	+5	+3	-9
18b. The senior managers at my workplace have a clear direction for the future	34	32	34	34	+2	+2	-16
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	28	34	38	+4	+4	-7
19. There is a positive relationship between senior management and staff in my workplace	36	27	37	36	+2	+2	-8
20. Overall, I have confidence in the decisions made by my senior managers	38	30	31	38	+2	+2	-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



Communication

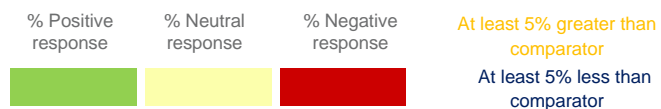
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	46	22	32	46	+1	-12
22. I have a say in decisions which affect my work	45	24	31	45	+4	-3
23. I think it is safe to speak up and challenge the way things are done	49	22	29	49	+3	-8
24. Where I work, we share the lessons learnt when mistakes are made	54	25	21	54	+1	-11

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

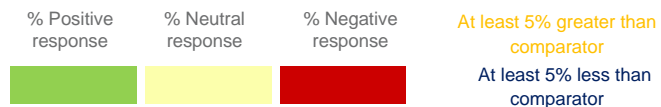
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	70	15	15	70	+2	-7		
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	73	13	14	73	-3	-4		
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	20	21	59	+4	-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



Work Environment

Key

Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	27	36	37	37	0	-17
29. I am able to achieve a healthy work/life balance most of the time	63	18	19	63	63	+3	-8
30. There are mechanisms in place to support me if I experience stress or pressure	55	23	22	55	55	+6	-7
31. Reasonable expectations are placed on staff according to their position	52	19	29	52	52	+0	-9
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	16	12	72	72	+7	-1

All Questions

This section shows the breakdown of responses to each question.

Key

Key

A question identified as being a key driver of employee engagement

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

Inappropriate Behaviour

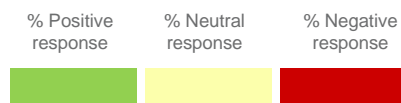
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
33a. In the last three (3) months, have you personally experienced verbal abuse?	63		35	63	0	0
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72		24	72	+1	0
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85		13	85	-0	+1
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	52		46	52	-2	-6
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64		32	64	-1	-6
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	80		17	80	-2	-3
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	89	5	6	89	+6	+8
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	46	16	39	46	+3	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



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

Service Delivery

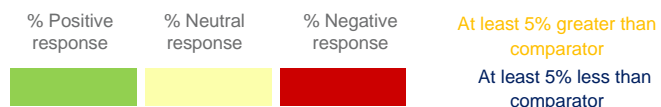
	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	57 20 24	57	+3	-13
37. In my workplace patient safety is at the centre of all decision making	70 17 13	70	+6	-2
Key 38. My team's objectives/work plans are clearly outlined	61 24 16	61	+1	-11
39. Our objectives/work plans help us to deliver a quality service	62 26 13	62	+2	-10
40. At my workplace we are too focused on monitoring rather than delivering services*	26 31 42	26	-1	-2

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	71	17	12	71	+3	-6
42. I would recommend my workplace as a good place to work	59	21	20	59	+1	-7
43. I feel motivated to contribute more than what is normally required at work	63	21	16	63	+2	-3
44. I have a strong sense of belonging to my workplace	62	22	16	62	+1	-5
45. Overall I am satisfied to be working here at the present time	65	19	16	65	+1	-8
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	35	31	+2	-10

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Your Job	57	48	56	54	64	65	68	44	76	(r)	58	(r)	64
1. My job makes good use of my skills and abilities	80	87	79	75	78	86	95	68	89	(r)	81	(r)	80
2. I feel I am able to suggest ideas to improve our ways of doing things	65	53	63	57	77	76	80	41	95	(r)	63	(r)	70
3. Working here makes me want to do the best job I can	71	47	70	72	77	71	85	50	84	(r)	76	(r)	75
4. Too many approvals are required for routine decisions*	13	20	12	7	20	22	5	23	21	(r)	8	(r)	5
5. I have sufficient control over my work so I can do my job well	60	47	58	62	62	69	75	45	84	(r)	67	(r)	80
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	56	36	53	53	66	65	65	36	84	(r)	50	(r)	74

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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Your Job	57	66	53	65	54	78	44	56	59	57	57	63	61	(r)
1. My job makes good use of my skills and abilities	80	88	100	90	76	92	59	78	82	79	81	86	79	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	65	76	45	70	62	96	36	63	70	64	65	78	86	(r)
3. Working here makes me want to do the best job I can	71	80	36	90	64	88	59	70	70	71	66	78	71	(r)
4. Too many approvals are required for routine decisions*	13	17	18	10	11	20	18	13	13	14	14	8	14	(r)
5. I have sufficient control over my work so I can do my job well	60	69	73	70	54	84	55	60	56	63	60	53	43	(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	56	66	45	60	55	88	36	54	64	53	58	77	71	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Your Job	57	57	58	65	(r)	53	(r)	54	60	32	58	57	57	56	58	59
1. My job makes good use of my skills and abilities	80	79	81	84	(r)	75	(r)	75	82	48	83	78	78	79	80	81
2. I feel I am able to suggest ideas to improve our ways of doing things	65	65	66	64	(r)	59	(r)	61	67	37	56	58	60	66	71	68
3. Working here makes me want to do the best job I can	71	70	70	87	(r)	61	(r)	69	73	37	77	69	71	64	69	74
4. Too many approvals are required for routine decisions*	13	12	15	14	(r)	18	(r)	15	13	11	19	19	15	15	12	10
5. I have sufficient control over my work so I can do my job well	60	58	63	75	(r)	61	(r)	54	63	37	60	64	63	58	59	62
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	56	58	54	66	(r)	47	(r)	53	59	22	55	56	54	54	57	58

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Your Job	57	59	59	54	59	69	54	57	60	56	62	58	61	61	39	
1. My job makes good use of my skills and abilities	80	84	80	77	80	95	80	77	84	80	84	80	83	82	58	
2. I feel I am able to suggest ideas to improve our ways of doing things	65	66	66	61	68	82	62	60	69	61	74	65	70	69	43	
3. Working here makes me want to do the best job I can	71	74	71	66	72	84	66	66	73	71	73	71	76	77	53	
4. Too many approvals are required for routine decisions*	13	15	15	12	12	16	16	17	13	14	16	10	14	14	9	
5. I have sufficient control over my work so I can do my job well	60	59	61	58	64	74	49	63	58	57	66	68	63	68	37	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	59	58	51	57	63	52	60	60	56	60	57	59	58	36	

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Your Team	54	49	51	55	62	66	70	50	86	(r)	50	(r)	54
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	53	61	62	67	72	75	73	89	(r)	61	(r)	75
8. In my team we generally acknowledge one another's efforts and achievements	66	60	64	68	72	72	85	68	89	(r)	59	(r)	60
9. People in my team are honest and open	59	67	56	60	68	76	70	55	89	(r)	47	(r)	50
10. My team resolves conflict quickly when it arises	42	40	36	45	53	59	58	36	74	(r)	37	(r)	35
11. Morale is good in my team	41	27	37	42	48	53	60	18	89	(r)	45	(r)	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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Your Team	54	67	40	64	52	88	48	52	61	52	58	67	70	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	73	45	70	65	92	64	61	71	60	69	78	86	(r)
8. In my team we generally acknowledge one another's efforts and achievements	66	76	64	70	72	92	64	63	72	65	69	81	71	(r)
9. People in my team are honest and open	59	72	45	60	55	92	55	57	64	58	62	71	71	(r)
10. My team resolves conflict quickly when it arises	42	55	18	60	35	72	36	40	49	39	48	55	64	(r)
11. Morale is good in my team	41	57	27	60	35	92	23	38	47	39	44	53	57	(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	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Your Team	54	54	54	61	(r)	48	(r)	54	56	30	61	55	51	56	53	54
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	63	63	70	(r)	61	(r)	64	64	44	70	62	56	64	60	67
8. In my team we generally acknowledge one another's efforts and achievements	66	67	67	67	(r)	55	(r)	64	68	39	65	59	61	71	67	68
9. People in my team are honest and open	59	58	61	67	(r)	41	(r)	58	61	35	66	58	58	65	57	57
10. My team resolves conflict quickly when it arises	42	44	38	50	(r)	36	(r)	47	43	13	50	47	42	39	42	40
11. Morale is good in my team	41	41	40	51	(r)	45	(r)	39	43	16	53	49	40	39	41	38

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Your Team	54	55	57	51	55	62	49	59	51	63	57	54	56	58	36	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	63	63	59	67	74	56	65	56	66	65	61	71	76	50	
8. In my team we generally acknowledge one another's efforts and achievements	66	62	72	63	69	66	58	65	66	76	69	71	69	69	43	
9. People in my team are honest and open	59	59	62	60	58	66	62	61	57	70	62	58	59	59	44	
10. My team resolves conflict quickly when it arises	42	43	46	39	39	50	34	53	41	52	42	41	40	45	24	
11. Morale is good in my team	41	46	43	33	41	53	34	49	37	53	46	38	43	43	20	

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Being valued	55	56	53	48	64	65	72	38	84	(r)	45	(r)	57
12. I believe I am valued for what I can offer at my workplace	59	73	57	56	69	65	70	36	84	(r)	63	(r)	65
13. In my workplace, we recognise our successes and innovations	51	40	50	40	60	62	65	23	74	(r)	41	(r)	55
14. Staff are treated respectfully regardless of their job	55	53	53	48	62	67	80	55	95	(r)	31	(r)	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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Being valued	55	66	45	67	55	88	44	53	59	54	56	68	69	(r)
12. I believe I am valued for what I can offer at my workplace	59	68	45	80	55	88	41	58	61	59	57	71	79	(r)
13. In my workplace, we recognise our successes and innovations	51	61	45	50	55	80	27	49	55	49	50	68	57	(r)
14. Staff are treated respectfully regardless of their job	55	69	45	70	57	96	64	51	60	53	60	64	71	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Being valued	55	55	55	65	(r)	49	(r)	53	58	24	62	55	56	52	56	55
12. I believe I am valued for what I can offer at my workplace	59	59	59	68	(r)	54	(r)	64	61	27	65	58	61	52	62	60
13. In my workplace, we recognise our successes and innovations	51	52	50	58	(r)	39	(r)	44	54	22	55	47	52	49	52	51
14. Staff are treated respectfully regardless of their job	55	53	57	68	(r)	53	(r)	49	58	23	65	58	55	55	54	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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Being valued	55	58	59	50	55	67	49	56	56	57	61	54	62	61	32	
12. I believe I am valued for what I can offer at my workplace	59	64	62	53	59	74	52	55	57	60	63	62	69	64	33	
13. In my workplace, we recognise our successes and innovations	51	53	56	46	49	66	47	44	52	54	57	51	58	55	27	
14. Staff are treated respectfully regardless of their job	55	57	57	52	56	61	48	67	59	57	63	49	60	64	35	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Your Line Manager	57	63	57	50	63	64	69	36	79	(r)	49	(r)	55
15a. My line manager recognises and acknowledges when I have done my job well	61	60	60	57	67	63	85	32	79	(r)	51	(r)	65
15b. My line manager treats all staff in my team fairly	57	53	56	48	66	65	75	41	95	(r)	51	(r)	58
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	73	51	47	59	64	50	32	74	(r)	47	(r)	42
15d. My line manager treats me with respect	74	67	74	67	81	81	85	64	100	(r)	63	(r)	75
16. I receive regular and constructive feedback on my performance	42	60	42	33	46	45	50	18	47	(r)	33	(r)	40
17. Overall, I have confidence in the decisions made by my line manager	58	67	59	46	59	68	70	32	79	(r)	47	(r)	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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Your Line Manager	57	67	45	66	56	81	42	56	62	56	61	65	63	(r)
15a. My line manager recognises and acknowledges when I have done my job well	61	65	55	60	63	84	36	60	64	59	63	67	57	(r)
15b. My line manager treats all staff in my team fairly	57	66	45	70	58	92	50	56	62	56	60	70	64	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	69	27	67	46	68	36	51	57	51	55	63	64	(r)
15d. My line manager treats me with respect	74	82	73	80	75	100	68	73	78	73	77	81	79	(r)
16. I receive regular and constructive feedback on my performance	42	50	27	40	41	56	23	40	45	41	48	43	43	(r)
17. Overall, I have confidence in the decisions made by my line manager	58	68	45	78	53	88	41	57	63	57	63	67	71	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Your Line Manager	57	57	57	70	(r)	54	(r)	57	59	28	71	59	58	55	55	57
15a. My line manager recognises and acknowledges when I have done my job well	61	61	59	70	(r)	56	(r)	62	62	27	73	65	58	57	60	61
15b. My line manager treats all staff in my team fairly	57	57	57	69	(r)	55	(r)	58	59	25	69	64	56	55	55	57
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	51	51	73	(r)	53	(r)	57	53	24	68	49	56	49	47	53
15d. My line manager treats me with respect	74	73	77	84	(r)	66	(r)	70	76	51	80	78	75	73	73	74
16. I receive regular and constructive feedback on my performance	42	42	40	46	(r)	39	(r)	36	44	16	57	37	42	41	39	41
17. Overall, I have confidence in the decisions made by my line manager	58	56	59	79	(r)	55	(r)	58	61	24	76	59	61	55	54	57

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43
Your Line Manager	57	66	59	50	55	73	63	60	61	63	63	55	58	54	31
15a. My line manager recognises and acknowledges when I have done my job well	61	70	63	52	58	74	64	62	66	66	69	57	62	59	32
15b. My line manager treats all staff in my team fairly	57	66	56	50	58	68	62	61	61	65	63	56	58	52	30
15c. My line manager ensures that when issues are raised in the team, they are addressed	52	61	53	46	49	71	60	53	52	57	54	52	53	51	29
15d. My line manager treats me with respect	74	80	76	69	73	95	76	77	79	80	79	74	75	71	49
16. I receive regular and constructive feedback on my performance	42	51	44	35	38	55	47	44	44	50	48	38	40	41	17
17. Overall, I have confidence in the decisions made by my line manager	58	69	61	48	55	74	70	63	65	59	65	56	58	53	30

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Senior Managers	38	13	37	33	47	41	50	19	67	(r)	38	(r)	48
18a. The senior managers at my workplace are aware of the issues I face in my job	45	27	46	43	47	39	55	32	63	(r)	48	(r)	55
18b. The senior managers at my workplace have a clear direction for the future	34	13	34	26	37	35	45	14	53	(r)	38	(r)	40
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	13	36	33	44	41	50	18	68	(r)	44	(r)	45
19. There is a positive relationship between senior management and staff in my workplace	36	7	34	28	53	45	50	18	79	(r)	31	(r)	45
20. Overall, I have confidence in the decisions made by my senior managers	38	7	36	35	53	44	50	14	74	(r)	32	(r)	55

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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Senior Managers	38	38	13	64	32	75	22	40	43	36	39	52	59	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	45	37	9	67	41	68	41	49	53	43	49	59	64	(r)
18b. The senior managers at my workplace have a clear direction for the future	34	34	18	67	26	68	14	35	36	33	34	41	57	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	41	18	67	29	76	14	39	42	36	37	52	46	(r)
19. There is a positive relationship between senior management and staff in my workplace	36	36	9	67	32	84	18	37	41	34	36	51	64	(r)
20. Overall, I have confidence in the decisions made by my senior managers	38	43	9	56	30	80	23	39	44	36	38	56	64	(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	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Senior Managers	38	39	37	42	(r)	44	(r)	38	40	21	51	44	38	36	35	39
18a. The senior managers at my workplace are aware of the issues I face in my job	45	46	44	42	(r)	50	(r)	46	46	34	53	47	41	44	43	49
18b. The senior managers at my workplace have a clear direction for the future	34	34	34	36	(r)	39	(r)	28	35	23	44	40	38	31	30	33
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	38	36	48	(r)	50	(r)	36	39	16	52	49	37	36	32	38
19. There is a positive relationship between senior management and staff in my workplace	36	38	34	40	(r)	39	(r)	40	37	13	51	40	36	32	33	36
20. Overall, I have confidence in the decisions made by my senior managers	38	40	36	45	(r)	43	(r)	41	40	18	55	45	40	35	35	38

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Senior Managers	38	46	40	34	34	50	34	47	33	42	46	36	39	46	20	
18a. The senior managers at my workplace are aware of the issues I face in my job	45	50	44	48	41	47	36	55	39	48	54	42	49	59	30	
18b. The senior managers at my workplace have a clear direction for the future	34	44	36	26	30	53	30	41	30	37	42	32	34	37	16	
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	47	39	33	34	50	35	47	33	40	46	34	39	48	16	
19. There is a positive relationship between senior management and staff in my workplace	36	43	39	29	33	47	33	43	30	40	43	35	36	44	16	
20. Overall, I have confidence in the decisions made by my senior managers	38	48	41	33	34	53	37	49	32	46	47	35	37	42	19	

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Communication	49	40	48	41	53	56	68	27	78	(r)	42	(r)	48
21. I am kept well informed about what is happening in my workplace	46	20	47	36	49	55	60	27	63	(r)	31	(r)	45
22. I have a say in decisions which affect my work	45	27	44	37	51	55	70	23	79	(r)	41	(r)	40
23. I think it is safe to speak up and challenge the way things are done	49	67	47	39	53	59	75	32	84	(r)	45	(r)	50
24. Where I work, we share the lessons learnt when mistakes are made	54	47	54	52	57	55	65	27	84	(r)	51	(r)	55

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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Communication	49	58	41	58	46	82	27	48	56	46	53	63	66	(r)
21. I am kept well informed about what is happening in my workplace	46	58	27	67	43	68	23	45	56	43	53	58	71	(r)
22. I have a say in decisions which affect my work	45	57	55	67	43	84	14	44	53	43	51	58	71	(r)
23. I think it is safe to speak up and challenge the way things are done	49	59	55	56	42	88	32	48	56	47	54	66	50	(r)
24. Where I work, we share the lessons learnt when mistakes are made	54	57	27	44	55	88	41	54	60	52	56	72	71	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Communication	49	49	49	54	(r)	45	(r)	50	50	22	55	47	47	44	49	51
21. I am kept well informed about what is happening in my workplace	46	47	46	57	(r)	44	(r)	52	48	19	52	46	45	42	47	48
22. I have a say in decisions which affect my work	45	47	44	49	(r)	37	(r)	45	47	21	53	45	45	40	46	47
23. I think it is safe to speak up and challenge the way things are done	49	49	50	54	(r)	43	(r)	52	51	16	56	46	48	45	51	50
24. Where I work, we share the lessons learnt when mistakes are made	54	54	54	55	(r)	57	(r)	50	56	31	60	51	52	51	50	60

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43
Communication	49	53	51	42	49	59	47	50	47	52	57	47	52	51	28
21. I am kept well informed about what is happening in my workplace	46	53	48	41	44	53	48	46	45	51	58	48	45	42	25
22. I have a say in decisions which affect my work	45	51	49	37	44	53	44	48	46	49	50	44	49	51	25
23. I think it is safe to speak up and challenge the way things are done	49	52	51	43	50	58	49	52	48	52	56	46	55	53	28
24. Where I work, we share the lessons learnt when mistakes are made	54	56	57	48	56	73	49	53	49	56	65	52	58	60	35

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Training and Development Opportunities	67	76	69	58	57	75	72	41	88	(r)	59	(r)	68
25. I have received the appropriate training and development to do my job effectively	70	87	74	54	49	71	75	50	84	(r)	59	(r)	68
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	73	60	69	76	73	92	85	50	100	(r)	71	(r)	84
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	80	63	43	48	61	55	23	79	(r)	47	(r)	53

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Training and Development Opportunities	67	72	61	63	67	92	41	67	67	68	67	69	73	(r)
25. I have received the appropriate training and development to do my job effectively	70	73	55	67	62	88	55	71	68	71	70	61	79	(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	73	82	82	67	80	100	41	70	69	75	67	75	69	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	61	45	56	59	88	27	60	65	57	64	71	71	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Training and Development Opportunities	67	67	68	77	(r)	67	(r)	62	69	46	70	73	68	66	67	67
25. I have received the appropriate training and development to do my job effectively	70	67	75	73	(r)	66	(r)	60	72	52	66	77	66	72	69	72
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	73	75	70	85	(r)	74	(r)	69	75	53	75	79	76	72	75	70
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	60	58	72	(r)	60	(r)	57	61	33	70	63	63	55	56	59

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Training and Development Opportunities	67	71	68	63	68	80	70	66	65	69	71	68	67	70	54	
25. I have received the appropriate training and development to do my job effectively	70	69	66	68	75	74	71	68	69	73	74	72	70	72	56	
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	73	75	77	68	73	84	74	69	71	72	75	73	70	81	72	
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	70	60	53	54	82	66	60	57	62	63	59	62	59	34	

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Work Environment	56	43	54	56	52	64	64	42	83	(r)	56	(r)	59
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	27	35	35	33	44	45	23	63	(r)	37	(r)	53
29. I am able to achieve a healthy work/life balance most of the time	63	47	60	69	59	69	75	55	95	(r)	71	(r)	63
30. There are mechanisms in place to support me if I experience stress or pressure	55	67	55	55	44	65	70	23	74	(r)	51	(r)	63
31. Reasonable expectations are placed on staff according to their position	52	13	52	45	49	60	47	41	89	(r)	57	(r)	47
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	60	69	76	74	81	84	71	95	(r)	63	(r)	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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Work Environment	56	67	49	78	53	86	45	54	55	56	53	61	46	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	48	27	56	33	76	27	35	40	35	37	46	50	(r)
29. I am able to achieve a healthy work/life balance most of the time	63	70	55	89	64	96	55	60	55	66	57	56	29	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	55	68	55	67	58	80	23	53	54	56	52	61	43	(r)
31. Reasonable expectations are placed on staff according to their position	52	65	36	100	53	84	45	50	53	53	51	59	36	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	84	73	78	57	96	77	70	73	71	69	84	71	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Work Environment	56	53	59	61	(r)	60	(r)	52	58	29	63	56	56	54	57	55
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	38	34	39	(r)	43	(r)	39	38	11	55	46	38	32	32	36
29. I am able to achieve a healthy work/life balance most of the time	63	58	68	73	(r)	71	(r)	52	66	34	65	64	66	64	64	60
30. There are mechanisms in place to support me if I experience stress or pressure	55	51	59	61	(r)	63	(r)	50	58	22	57	53	54	54	58	54
31. Reasonable expectations are placed on staff according to their position	52	50	57	55	(r)	55	(r)	49	55	28	63	53	51	49	56	50
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	70	76	75	(r)	70	(r)	69	74	52	75	65	72	70	72	74

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Work Environment	56	59	56	53	56	66	52	58	57	61	60	54	57	62	37	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	43	39	30	35	58	26	42	37	45	37	41	35	34	18	
29. I am able to achieve a healthy work/life balance most of the time	63	64	64	61	63	68	67	63	69	66	64	59	65	68	46	
30. There are mechanisms in place to support me if I experience stress or pressure	55	59	53	53	56	71	49	60	56	59	63	51	58	63	33	
31. Reasonable expectations are placed on staff according to their position	52	55	53	52	52	61	46	56	55	57	60	48	54	62	33	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	73	72	69	74	74	75	69	70	78	75	71	71	82	57	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Inappropriate Behaviour	69	62	67	70	72	78	71	64	89	(r)	68	(r)	78
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	67	59	60	72	76	65	68	84	(r)	65	(r)	75
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72	73	69	74	77	85	75	73	95	(r)	69	(r)	85
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	93	82	91	90	89	80	82	100	(r)	88	(r)	90
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	52	33	48	50	53	69	60	55	74	(r)	53	(r)	80
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	60	62	68	62	75	70	59	89	(r)	61	(r)	80
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	80	80	77	85	83	88	75	86	100	(r)	86	(r)	90
35a. Do you currently know how to report occurrences of these types of behaviour?	89	60	91	84	91	92	85	59	95	(r)	80	(r)	90
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	46	27	44	49	51	52	55	32	74	(r)	39	(r)	35

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Inappropriate Behaviour	69	78	72	74	62	91	69	67	66	70	63	71	75	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	77	55	78	56	84	73	60	58	65	55	61	64	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72	82	82	78	63	96	68	70	70	73	66	78	79	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	91	82	78	79	100	86	83	81	86	79	85	93	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	52	63	64	67	46	76	64	49	43	55	40	51	50	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	76	82	67	50	88	64	62	59	67	56	64	64	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	80	87	82	78	74	100	91	79	75	83	72	76	93	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	89	94	82	89	85	100	68	89	94	87	92	99	93	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	46	52	45	56	40	84	36	44	50	44	46	57	64	(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	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Inappropriate Behaviour	69	66	72	78	(r)	62	(r)	65	71	50	72	74	66	68	68	70
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	60	66	74	(r)	54	(r)	60	65	40	67	67	57	60	63	66
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72	71	74	82	(r)	63	(r)	63	75	52	74	81	66	71	71	76
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	83	88	93	(r)	70	(r)	81	86	75	84	91	84	85	83	86
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	52	48	55	64	(r)	50	(r)	55	53	31	68	62	48	48	50	51
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	61	69	73	(r)	60	(r)	56	66	49	71	74	56	63	63	68
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	80	76	86	94	(r)	70	(r)	77	82	65	81	87	82	80	78	81
35a. Do you currently know how to report occurrences of these types of behaviour?	89	89	90	90	(r)	80	(r)	83	91	69	76	81	89	91	91	92
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	46	43	49	54	(r)	52	(r)	49	47	17	56	53	44	49	43	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

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43
Inappropriate Behaviour	69	70	68	68	71	78	72	67	66	74	69	68	71	73	57
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	64	60	61	67	79	59	55	63	65	63	62	68	73	49
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72	75	68	70	76	84	75	66	69	79	72	72	72	80	62
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	85	86	83	88	84	92	92	83	80	89	84	83	87	87	78
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	52	55	50	48	54	71	54	46	51	53	53	50	56	58	41
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	64	66	61	63	69	74	71	63	58	73	63	64	67	67	51
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	80	80	80	83	80	92	90	83	73	84	81	77	82	84	71
35a. Do you currently know how to report occurrences of these types of behaviour?	89	85	90	88	92	84	86	84	91	90	91	90	92	94	76
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	46	48	49	44	43	45	52	54	43	57	46	44	47	44	26

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Service Delivery	55	31	55	51	55	59	60	40	78	(r)	63	(r)	47
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	13	55	61	64	56	63	41	89	(r)	65	(r)	55
37. In my workplace patient safety is at the centre of all decision making	70	27	71	59	70	72	63	59	89	(r)	82	(r)	60
38. My team's objectives/work plans are clearly outlined	61	60	61	55	56	63	79	36	79	(r)	71	(r)	50
39. Our objectives/work plans help us to deliver a quality service	62	47	61	57	56	65	79	50	79	(r)	76	(r)	50
40. At my workplace we are too focused on monitoring rather than delivering services*	26	7	25	23	28	41	16	14	53	(r)	19	(r)	20

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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Service Delivery	55	62	33	67	48	80	50	54	55	55	56	58	53	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	66	27	67	45	92	59	55	53	58	55	48	57	(r)
37. In my workplace patient safety is at the centre of all decision making	70	76	55	89	70	96	73	68	69	70	70	73	71	(r)
38. My team's objectives/work plans are clearly outlined	61	66	27	67	52	84	41	61	63	60	61	70	64	(r)
39. Our objectives/work plans help us to deliver a quality service	62	65	36	67	58	84	50	61	65	60	65	69	57	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	26	36	18	44	17	46	27	25	27	26	28	31	14	(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	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Service Delivery	55	55	56	55	(r)	56	(r)	49	57	34	64	53	55	51	54	56
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	55	59	58	(r)	61	(r)	50	59	28	69	50	58	50	58	56
37. In my workplace patient safety is at the centre of all decision making	70	68	72	72	(r)	73	(r)	65	72	41	83	68	69	65	69	71
38. My team's objectives/work plans are clearly outlined	61	60	62	61	(r)	57	(r)	55	63	38	70	59	57	56	61	63
39. Our objectives/work plans help us to deliver a quality service	62	62	60	60	(r)	64	(r)	58	63	41	69	62	62	57	59	64
40. At my workplace we are too focused on monitoring rather than delivering services*	26	27	26	24	(r)	25	(r)	19	27	22	30	26	28	28	23	26

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Service Delivery	55	56	55	51	57	69	51	50	49	55	59	57	62	61	36	
36. My work environment allows me to deliver the best possible services (patient care or support services)	57	58	55	51	60	66	43	48	53	62	65	58	64	64	32	
37. In my workplace patient safety is at the centre of all decision making	70	72	69	66	72	87	66	65	62	69	71	76	74	79	48	
38. My team's objectives/work plans are clearly outlined	61	61	59	57	64	76	57	55	49	60	63	65	70	68	40	
39. Our objectives/work plans help us to deliver a quality service	62	63	60	58	64	84	56	57	53	62	66	63	70	65	40	
40. At my workplace we are too focused on monitoring rather than delivering services*	26	27	30	24	25	32	32	26	27	23	31	22	31	27	19	

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	1,351	15	848	110	79	158	20	22	19	-	49	-	20
Employee Engagement Index	65	49	64	63	69	69	76	45	89	(r)	69	(r)	67
Your Workplace	58	44	58	56	62	62	67	37	83	(r)	62	(r)	61
41. Overall I am proud to be a part of this workplace	71	47	70	70	77	72	84	68	95	(r)	73	(r)	65
42. I would recommend my workplace as a good place to work	59	40	58	53	62	65	63	45	95	(r)	61	(r)	60
43. I feel motivated to contribute more than what is normally required at work	63	67	60	64	69	70	79	32	74	(r)	67	(r)	70
44. I have a strong sense of belonging to my workplace	62	47	62	58	63	66	74	36	100	(r)	63	(r)	60
45. Overall I am satisfied to be working here at the present time	65	47	64	63	67	67	68	41	84	(r)	71	(r)	70
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	20	31	27	35	29	32	0	53	(r)	35	(r)	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	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	1,351	233	11	10	111	25	22	882	357	937	225	97	14	-
Employee Engagement Index	65	74	45	78	59	92	48	64	68	64	65	75	75	(r)
Your Workplace	58	66	42	70	53	86	40	58	63	57	59	69	73	(r)
41. Overall I am proud to be a part of this workplace	71	75	55	78	64	96	68	71	74	70	71	80	79	(r)
42. I would recommend my workplace as a good place to work	59	68	27	78	52	96	41	58	62	58	59	71	57	(r)
43. I feel motivated to contribute more than what is normally required at work	63	74	64	67	58	83	32	62	68	61	64	76	79	(r)
44. I have a strong sense of belonging to my workplace	62	70	45	67	54	100	45	62	70	59	67	76	86	(r)
45. Overall I am satisfied to be working here at the present time	65	74	45	89	62	88	41	63	64	65	62	70	79	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	18	44	30	54	14	31	37	28	34	41	57	(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	1,351	679	487	67	-	51	-	118	1114	64	110	78	193	240	291	376
Employee Engagement Index	65	65	66	71	(r)	61	(r)	60	68	33	71	63	62	61	64	68
Your Workplace	58	58	59	60	(r)	57	(r)	54	61	29	63	57	56	55	58	61
41. Overall I am proud to be a part of this workplace	71	70	71	77	(r)	65	(r)	66	73	32	76	67	67	67	72	73
42. I would recommend my workplace as a good place to work	59	57	62	66	(r)	59	(r)	55	61	30	66	58	57	56	61	59
43. I feel motivated to contribute more than what is normally required at work	63	63	62	70	(r)	61	(r)	55	65	36	73	65	61	60	58	66
44. I have a strong sense of belonging to my workplace	62	63	62	55	(r)	59	(r)	56	65	31	61	55	54	59	62	70
45. Overall I am satisfied to be working here at the present time	65	63	66	73	(r)	65	(r)	58	67	32	74	65	64	61	63	66
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	33	30	15	(r)	33	(r)	34	31	14	27	31	31	28	29	34

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	1,351	317	316	268	381	38	103	88	122	141	168	270	175	91	97	
Employee Engagement Index	65	67	65	61	66	81	58	61	65	66	69	65	72	71	43	
Your Workplace	58	60	59	55	59	72	51	55	58	60	63	59	65	64	36	
41. Overall I am proud to be a part of this workplace	71	70	71	69	72	92	63	63	71	72	76	70	79	78	44	
42. I would recommend my workplace as a good place to work	59	62	61	54	59	76	51	60	62	61	64	58	65	66	34	
43. I feel motivated to contribute more than what is normally required at work	63	70	64	57	60	68	58	63	64	62	68	61	69	68	43	
44. I have a strong sense of belonging to my workplace	62	59	61	59	68	71	53	51	60	61	66	65	73	69	41	
45. Overall I am satisfied to be working here at the present time	65	68	64	61	65	92	57	63	60	68	67	65	73	70	42	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	31	32	28	31	30	21	31	28	34	39	33	34	31	13	

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:

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

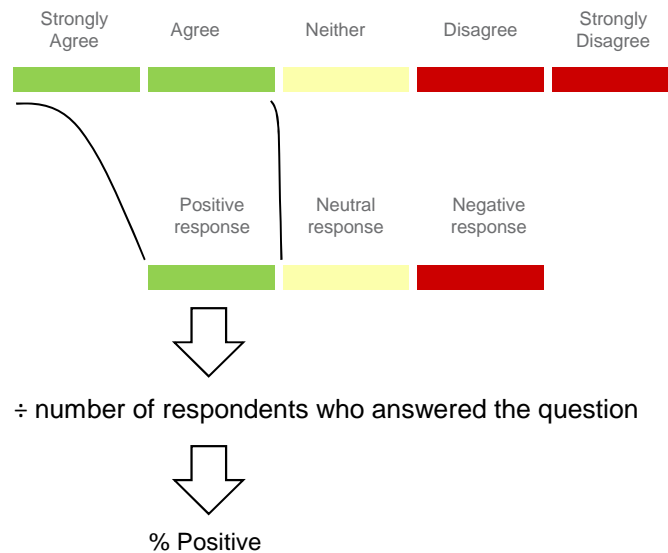
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.