



Nepean Blue Mountains Local Health District

This Report

This report provides Nepean Blue Mountains 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.

Content

- 01 Employee Engagement Index
- 02 Employee Workplace Culture Index
- 03 Drivers of Engagement
- 04 Highlights and Lowlights
- 05 External Comparisons
- 06 Inappropriate Behaviour
- 07 All Questions
- 08 Results by Demographic
- 09 Guide to using this report

1,810

ACTUAL RESPONSES

44%

2% Confidence Interval

ESTIMATED RESPONSE RATE

60%

ENGAGEMENT INDEX

42%

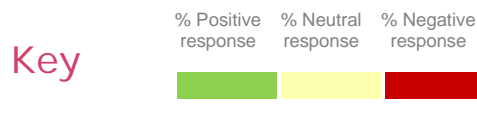
WORKPLACE CULTURE INDEX

Employee Engagement Index

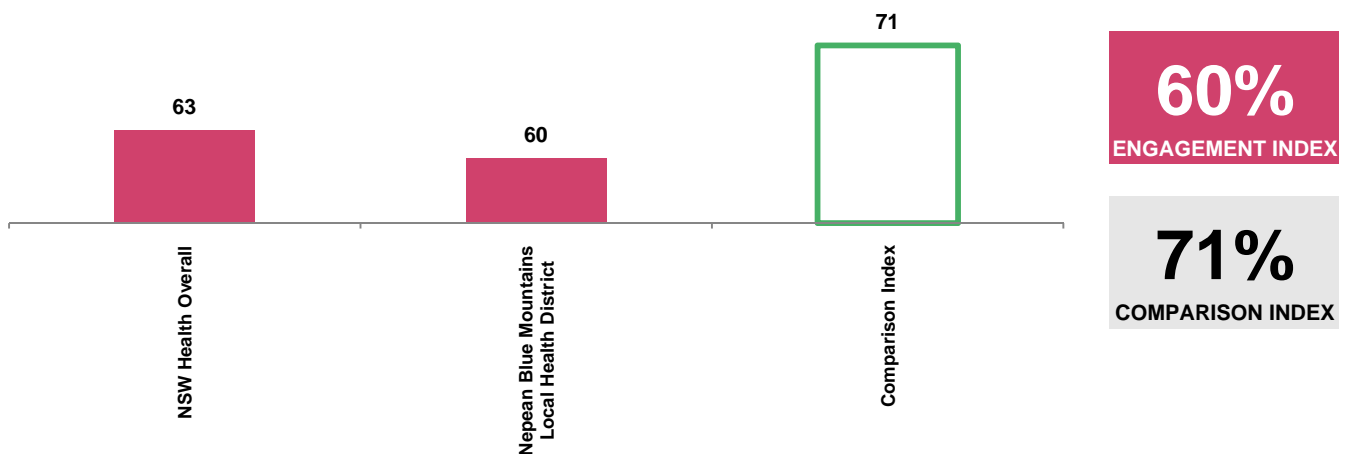
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

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

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



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	66% Positive, 21% Neutral, 13% Negative	-2
42. I would recommend my workplace as a good place to work	54% Positive, 23% Neutral, 23% Negative	-4
44. I have a strong sense of belonging to my workplace	59% Positive, 21% Neutral, 20% Negative	-2
45. Overall I am satisfied to be working here at the present time	61% Positive, 19% Neutral, 20% Negative	-3
3. Working here makes me want to do the best job I can	66% Positive, 19% Neutral, 16% Negative	-
43. I feel motivated to contribute more than what is normally required at work	56% Positive, 20% Neutral, 23% Negative	-5

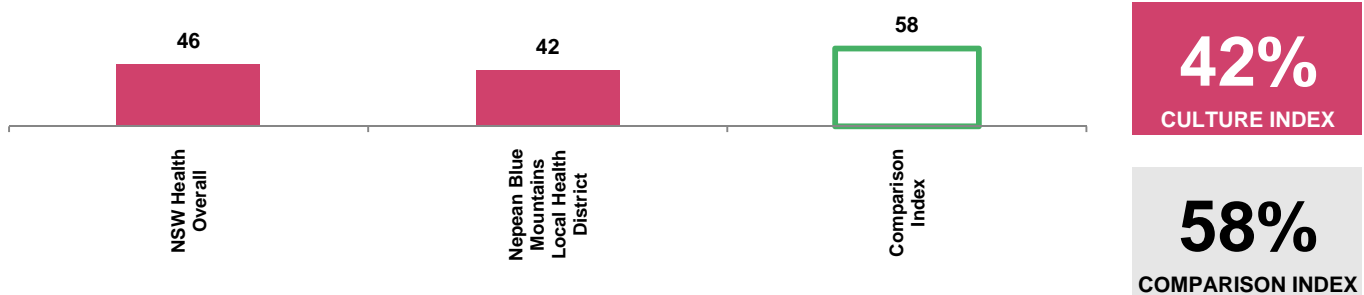


Employee Workplace Culture Index

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:

	Key			Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	42	20	38	-4
12. I believe I am valued for what I can offer at my workplace	53	19	28	-5
13. In my workplace, we recognise our successes and innovations	45	25	30	-5
14. Staff are treated respectfully regardless of their job	51	17	32	-4
17. Overall, I have confidence in the decisions made by my line manager	56	22	22	
18b. The senior managers at my workplace have a clear direction for the future	25	35	40	-7
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	28	46	-8
20. Overall, I have confidence in the decisions made by my senior managers	29	29	43	-7
22. I have a say in decisions which affect my work	35	24	41	-6
23. I think it is safe to speak up and challenge the way things are done	40	21	38	-6
24. Where I work, we share the lessons learnt when mistakes are made	51	22	27	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	28	38	-3
38. My team's objectives/work plans are clearly outlined	57	24	19	-3
39. Our objectives/work plans help us to deliver a quality service	55	27	18	-5
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	34	41	-3



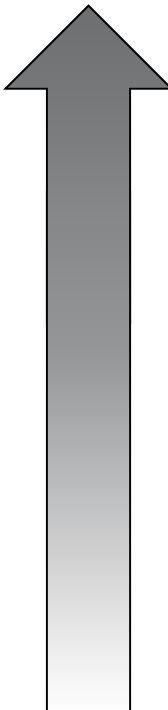
Drivers of Engagement

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 Nepean Blue Mountains Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Nepean Blue Mountains 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> 	53	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		49	54
13. In my workplace, we recognise our successes and innovations		45	50
11. Morale is good in my team		42	46
36. My work environment allows me to deliver the best possible services (patient care or support services)		48	54
38. My team's objectives/work plans are clearly outlined		57	60

Highlights and Lowlights

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

Highlights

Sections

	% Positive
Training and Development Opportunities	64
Your Team	57
Your Line Manager	56

Questions

	% Positive
1. My job makes good use of my skills and abilities	76
15d. My line manager treats me with respect	71
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	70
25. I have received the appropriate training and development to do my job effectively	68
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67

Lowlights

Sections

	% Positive
Senior Managers	28
Communication	42
Work Environment	48

Questions

	% Positive
4. Too many approvals are required for routine decisions*	12
40. At my workplace we are too focused on monitoring rather than delivering services*	22
18b. The senior managers at my workplace have a clear direction for the future	25
19. There is a positive relationship between senior management and staff in my workplace	25
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26

External Comparison

This section shows comparisons between Nepean Blue Mountains 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	71	
4. Too many approvals are required for routine decisions*	12	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	-6
40. At my workplace we are too focused on monitoring rather than delivering services*	22	-6
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	70	-7
15b. My line manager treats all staff in my team fairly	57	-7
44. I have a strong sense of belonging to my workplace	59	-8
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	-8
1. My job makes good use of my skills and abilities	76	-9
17. Overall, I have confidence in the decisions made by my line manager	56	-9
9. People in my team are honest and open	62	-9
37. In my workplace patient safety is at the centre of all decision making	63	-9
43. I feel motivated to contribute more than what is normally required at work	56	-10

External Comparison

This section shows comparisons between Nepean Blue Mountains 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
8. In my team we generally acknowledge one another's efforts and achievements	66	-10	■
15a. My line manager recognises and acknowledges when I have done my job well	57	-11	■
25. I have received the appropriate training and development to do my job effectively	68	-11	■
41. Overall I am proud to be a part of this workplace	66	-11	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	-12	■
42. I would recommend my workplace as a good place to work	54	-12	■
45. Overall I am satisfied to be working here at the present time	61	-12	■
3. Working here makes me want to do the best job I can	66	-12	■
22. I have a say in decisions which affect my work	35	-13	■
16. I receive regular and constructive feedback on my performance	41	-13	■
29. I am able to achieve a healthy work/life balance most of the time	58	-13	■
14. Staff are treated respectfully regardless of their job	51	-14	■
24. Where I work, we share the lessons learnt when mistakes are made	51	-14	■

External Comparison

This section shows comparisons between Nepean Blue Mountains 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
2. I feel I am able to suggest ideas to improve our ways of doing things	60	-14	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	-14	■
38. My team's objectives/work plans are clearly outlined	57	-15	■
31. Reasonable expectations are placed on staff according to their position	46	-15	■
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	49	-15	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	-15	■
12. I believe I am valued for what I can offer at my workplace	53	-16	■
5. I have sufficient control over my work so I can do my job well	54	-16	■
18a. The senior managers at my workplace are aware of the issues I face in my job	33	-16	■
10. My team resolves conflict quickly when it arises	46	-16	■
23. I think it is safe to speak up and challenge the way things are done	40	-17	■
11. Morale is good in my team	42	-17	■
21. I am kept well informed about what is happening in my workplace	41	-17	■

External Comparison

This section shows comparisons between Nepean Blue Mountains 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



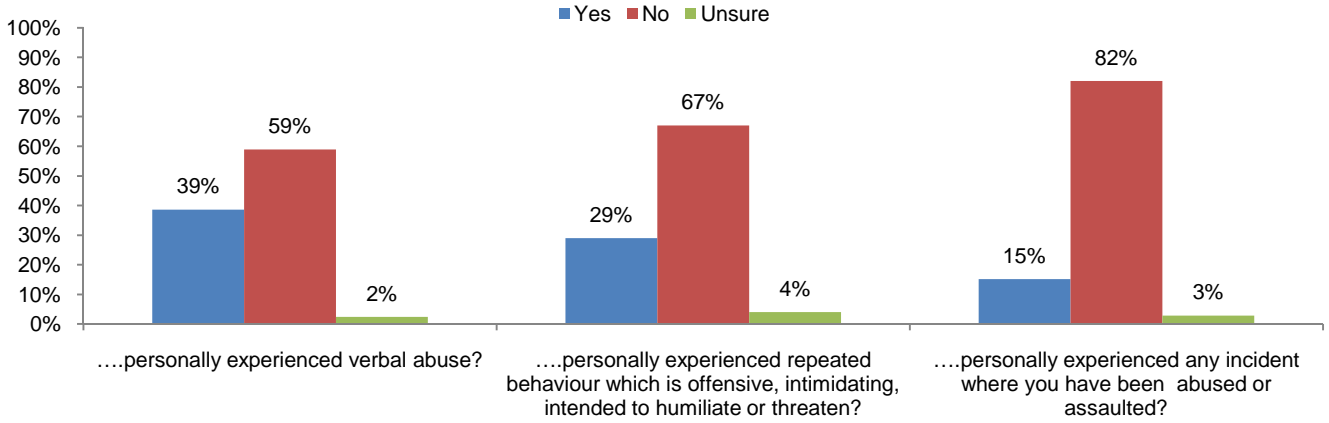
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
39. Our objectives/work plans help us to deliver a quality service	55	-17	■
20. Overall, I have confidence in the decisions made by my senior managers	29	-17	■
13. In my workplace, we recognise our successes and innovations	45	-18	■
19. There is a positive relationship between senior management and staff in my workplace	25	-19	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	-19	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	-20	■
30. There are mechanisms in place to support me if I experience stress or pressure	40	-22	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	-22	■
18b. The senior managers at my workplace have a clear direction for the future	25	-25	■

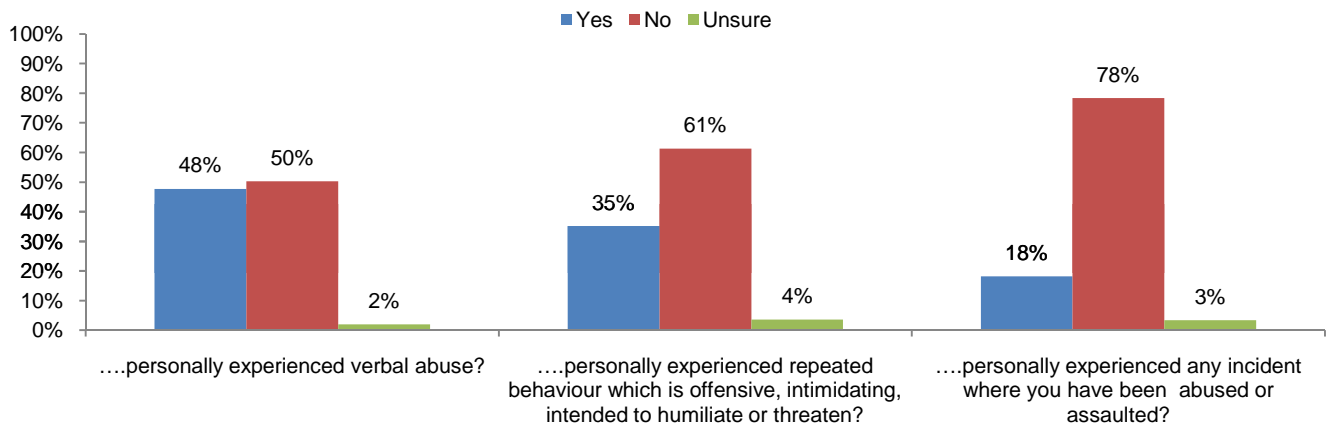
Inappropriate Behaviour

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

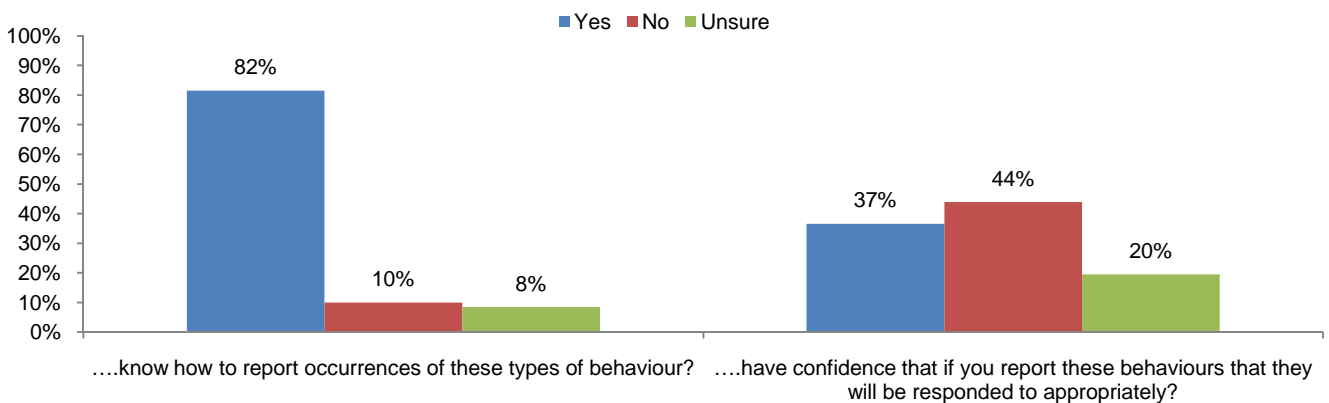
33. In the last three (3) months have you....



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



35. Do you currently....

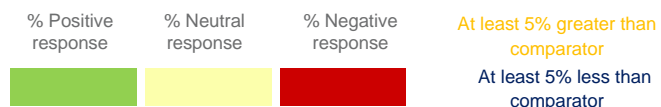


All Questions

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

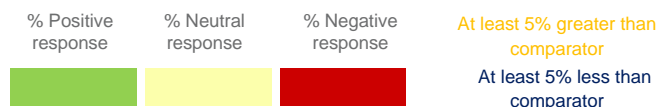
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	76	10	13	76	0	-9
2. I feel I am able to suggest ideas to improve our ways of doing things	60	16	24	60	-5	-14
3. Working here makes me want to do the best job I can	66	19	16	66	-1	-12
4. Too many approvals are required for routine decisions*	12	20	68	12	-2	-4
5. I have sufficient control over my work so I can do my job well	54	20	26	54	-6	-16
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	49	23	28	49	-5	-15

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Team

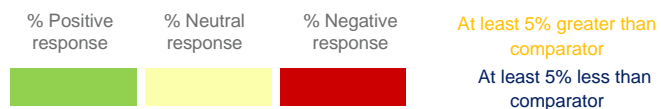
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
					57		0	-11
7. The people I work with are willing to help each other even if this means doing something outside their usual job		67	16	17	67	+2	-6	
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		62	21	17	62	+2	-9	
10. My team resolves conflict quickly when it arises		46	24	30	46	-1	-16	
Key 11. Morale is good in my team		42	20	38	42	-4	-17	

All Questions

This section shows the breakdown of responses to each question.

Key

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



Being valued

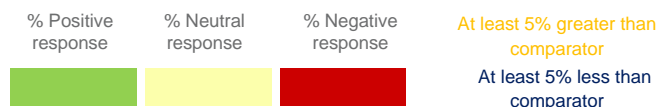
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 12. I believe I am valued for what I can offer at my workplace	53	19	28	53	-5	-4	-16
Key 13. In my workplace, we recognise our successes and innovations	45	25	30	45	-5	-5	-18
14. Staff are treated respectfully regardless of their job	51	17	32	51	-4	-4	-14

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Line Manager

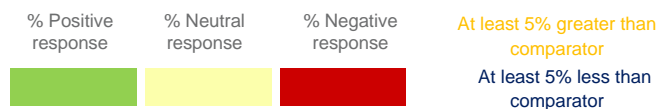
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	57	20	23	57	-3	-2	-9
15b. My line manager treats all staff in my team fairly	57	16	27	57	-1	-2	-7
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	19	25	56	-0	-2	-8
15d. My line manager treats me with respect	71	15	14	71	-2	-2	-4
16. I receive regular and constructive feedback on my performance	41	25	34	41	-3	-2	-13
17. Overall, I have confidence in the decisions made by my line manager	56	22	22	56	-2	-2	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

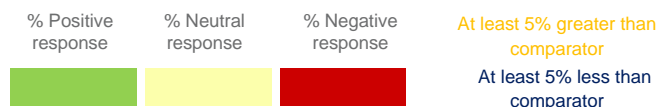
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	33	21	46	33	-7	-16
18b. The senior managers at my workplace have a clear direction for the future	25	35	40	25	-7	-25
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	28	46	26	-8	-19
19. There is a positive relationship between senior management and staff in my workplace	25	26	48	25	-9	-19
20. Overall, I have confidence in the decisions made by my senior managers	29	29	43	29	-8	-17

All Questions

This section shows the breakdown of responses to each question.

Key

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



Communication

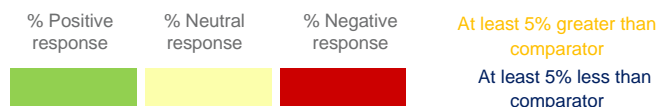
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	41	22	37	41	-4	-17
22. I have a say in decisions which affect my work	35	24	41	35	-6	-13
23. I think it is safe to speak up and challenge the way things are done	40	21	38	40	-6	-17
24. Where I work, we share the lessons learnt when mistakes are made	51	22	27	51	-2	-14

All Questions

This section shows the breakdown of responses to each question.

Key

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



Training and Development Opportunities

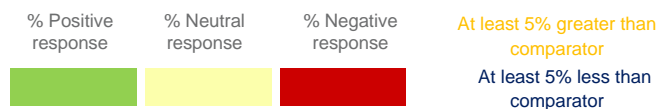
Question	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	68	17	15	68	-3	-10		
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	70	12	17	70	-6	-7		
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	22	26	53	-2	-14		

All Questions

This section shows the breakdown of responses to each question.

Key

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



Work Environment

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	28	38	34	-3	-20
29. I am able to achieve a healthy work/life balance most of the time	58	20	23	58	-2	-13
30. There are mechanisms in place to support me if I experience stress or pressure	40	25	35	40	-9	-22
31. Reasonable expectations are placed on staff according to their position	46	19	35	46	-6	-15
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	19	19	61	-4	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

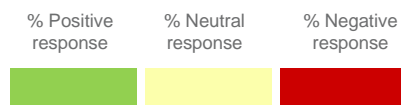
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
Inappropriate Behaviour				64	-4	-7
33a. In the last three (3) months, have you personally experienced verbal abuse?	59		39	59	-4	-4
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67		29	67	-4	-5
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82		15	82	-3	-2
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50		48	50	-4	-8
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61		35	61	-4	-9
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78		18	78	-4	-5
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	82	8	10	82	-1	+1
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	37	20	44	37	-6	-18

All Questions

This section shows the breakdown of responses to each question.

Key

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



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

Service Delivery

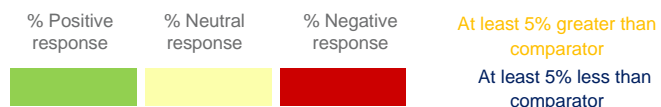
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	48	22	30	48	-6	-4	-22
37. In my workplace patient safety is at the centre of all decision making	63	20	17	63	-1	-1	-9
Key 38. My team's objectives/work plans are clearly outlined	57	24	19	57	-3	-3	-15
39. Our objectives/work plans help us to deliver a quality service	55	27	18	55	-5	-5	-17
40. At my workplace we are too focused on monitoring rather than delivering services*	22	29	49	22	-5	-5	-6

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	66	21	13	66	-2	-11
42. I would recommend my workplace as a good place to work	54	23	23	54	-4	-12
43. I feel motivated to contribute more than what is normally required at work	56	20	23	56	-5	-10
44. I have a strong sense of belonging to my workplace	59	21	20	59	-2	-8
45. Overall I am satisfied to be working here at the present time	61	19	20	61	-3	-12
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	34	41	26	-3	-15

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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Your Job	53	56	53	51	54	60	47	48	(r)	(r)	39	31	56
1. My job makes good use of my skills and abilities	76	84	79	65	74	86	62	79	(r)	(r)	56	36	72
2. I feel I am able to suggest ideas to improve our ways of doing things	60	56	58	64	66	66	58	64	(r)	(r)	46	50	70
3. Working here makes me want to do the best job I can	66	64	68	62	63	73	42	54	(r)	(r)	50	43	70
4. Too many approvals are required for routine decisions*	12	22	12	9	8	13	8	7	(r)	(r)	12	14	4
5. I have sufficient control over my work so I can do my job well	54	54	52	62	58	65	58	41	(r)	(r)	43	21	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	49	54	51	46	55	54	54	43	(r)	(r)	27	21	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	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Your Job	53	54	62	63	53	71	42	53	59	52	58	59	64	(r)
1. My job makes good use of my skills and abilities	76	79	77	91	71	89	71	77	83	74	81	85	100	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	60	59	79	60	56	94	60	61	70	58	69	74	75	(r)
3. Working here makes me want to do the best job I can	66	66	81	84	69	83	47	65	70	65	71	69	67	(r)
4. Too many approvals are required for routine decisions*	12	7	9	14	19	11	8	12	12	12	12	15	8	(r)
5. I have sufficient control over my work so I can do my job well	54	60	74	73	52	83	37	53	54	54	56	46	50	(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	49	55	55	56	53	67	33	49	63	46	61	63	83	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Your Job	53	52	53	66	(r)	60	(r)	51	55	34	62	65	55	51	49	56
1. My job makes good use of my skills and abilities	76	76	75	95	(r)	85	(r)	72	80	53	91	88	80	73	72	78
2. I feel I am able to suggest ideas to improve our ways of doing things	60	62	57	62	(r)	66	(r)	61	62	39	66	73	60	58	57	66
3. Working here makes me want to do the best job I can	66	64	65	83	(r)	83	(r)	62	68	43	81	85	70	61	60	69
4. Too many approvals are required for routine decisions*	12	11	12	21	(r)	8	(r)	14	11	12	10	20	12	13	9	14
5. I have sufficient control over my work so I can do my job well	54	51	57	76	(r)	65	(r)	50	57	32	66	66	57	54	49	55
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	49	49	49	60	(r)	52	(r)	48	52	26	61	56	50	47	46	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	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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Your Job	53	63	52	51	48	62	57	55	52	53	57	54	56	56	32	
1. My job makes good use of my skills and abilities	76	85	77	74	71	93	84	84	76	76	81	75	77	75	52	
2. I feel I am able to suggest ideas to improve our ways of doing things	60	71	58	58	57	63	64	63	62	57	66	62	63	62	38	
3. Working here makes me want to do the best job I can	66	80	64	61	60	80	73	62	64	66	72	65	70	71	42	
4. Too many approvals are required for routine decisions*	12	15	12	11	9	10	11	15	9	10	12	11	18	15	8	
5. I have sufficient control over my work so I can do my job well	54	63	51	55	50	65	56	58	52	54	56	57	60	60	29	
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	49	61	49	48	42	60	55	49	51	56	53	51	50	51	22	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Your Team	57	68	60	48	55	63	62	45	(r)	(r)	34	47	50
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	71	72	60	60	75	76	57	(r)	(r)	39	79	52
8. In my team we generally acknowledge one another's efforts and achievements	66	74	71	54	60	71	68	55	(r)	(r)	44	50	59
9. People in my team are honest and open	62	78	66	51	60	70	64	48	(r)	(r)	33	50	50
10. My team resolves conflict quickly when it arises	46	63	46	42	47	49	56	29	(r)	(r)	28	43	46
11. Morale is good in my team	42	52	44	30	46	48	48	34	(r)	(r)	26	14	46

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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Your Team	57	66	60	59	53	69	42	57	63	55	61	64	93	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	79	70	69	67	78	55	67	71	67	69	71	100	(r)
8. In my team we generally acknowledge one another's efforts and achievements	66	77	68	59	59	72	51	67	76	63	74	78	100	(r)
9. People in my team are honest and open	62	72	66	64	59	61	43	62	67	61	65	67	100	(r)
10. My team resolves conflict quickly when it arises	46	51	49	56	43	67	25	46	53	44	50	53	82	(r)
11. Morale is good in my team	42	52	45	49	39	67	33	41	49	41	47	50	82	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Your Team	57	56	57	76	(r)	59	(r)	59	58	38	76	71	57	52	52	62
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	67	69	79	(r)	68	(r)	66	70	49	79	78	66	65	63	72
8. In my team we generally acknowledge one another's efforts and achievements	66	65	66	79	(r)	75	(r)	65	68	50	83	83	64	61	62	72
9. People in my team are honest and open	62	60	64	79	(r)	62	(r)	66	63	43	80	80	60	58	58	67
10. My team resolves conflict quickly when it arises	46	45	45	71	(r)	42	(r)	52	46	29	69	53	50	39	42	50
11. Morale is good in my team	42	41	41	71	(r)	47	(r)	48	43	19	70	63	46	36	34	48

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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Your Team	57	67	57	52	53	77	57	59	59	58	61	56	59	59	34	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	72	68	66	66	82	65	73	64	68	70	69	73	70	45	
8. In my team we generally acknowledge one another's efforts and achievements	66	76	66	62	62	83	61	68	71	67	70	64	75	68	42	
9. People in my team are honest and open	62	74	61	57	59	83	66	64	63	62	67	63	61	61	39	
10. My team resolves conflict quickly when it arises	46	56	48	39	43	69	48	48	50	46	50	43	44	46	27	
11. Morale is good in my team	42	58	43	36	36	67	45	42	46	46	46	40	41	49	16	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Being valued	50	62	51	42	49	60	50	40	(r)	(r)	25	14	58
12. I believe I am valued for what I can offer at my workplace	53	64	54	45	55	66	50	39	(r)	(r)	35	21	62
13. In my workplace, we recognise our successes and innovations	45	52	46	38	45	51	54	43	(r)	(r)	20	7	52
14. Staff are treated respectfully regardless of their job	51	71	53	44	46	63	46	39	(r)	(r)	20	14	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	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Being valued	50	56	69	63	52	80	37	48	55	49	54	56	72	(r)
12. I believe I am valued for what I can offer at my workplace	53	60	72	73	58	83	37	51	57	53	55	55	75	(r)
13. In my workplace, we recognise our successes and innovations	45	49	64	58	43	72	33	44	51	44	49	53	83	(r)
14. Staff are treated respectfully regardless of their job	51	60	70	58	55	83	40	50	59	50	57	59	58	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Being valued	50	50	49	73	(r)	60	(r)	51	53	25	74	73	53	46	43	55
12. I believe I am valued for what I can offer at my workplace	53	52	53	79	(r)	77	(r)	55	56	30	80	76	54	49	47	59
13. In my workplace, we recognise our successes and innovations	45	45	45	64	(r)	46	(r)	43	48	23	66	66	48	42	36	51
14. Staff are treated respectfully regardless of their job	51	51	51	76	(r)	57	(r)	54	54	24	77	76	55	46	46	54

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Being valued	50	67	50	46	42	69	59	51	50	50	55	51	52	53	23	
12. I believe I am valued for what I can offer at my workplace	53	71	52	50	46	71	60	49	53	55	60	57	54	60	27	
13. In my workplace, we recognise our successes and innovations	45	61	46	41	37	63	55	50	47	44	48	45	46	46	18	
14. Staff are treated respectfully regardless of their job	51	69	53	46	44	74	61	54	51	52	56	51	56	54	23	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Your Line Manager	56	68	58	51	55	64	60	44	(r)	(r)	36	25	68
15a. My line manager recognises and acknowledges when I have done my job well	57	63	57	54	59	67	58	50	(r)	(r)	40	21	74
15b. My line manager treats all staff in my team fairly	57	67	57	55	55	67	62	45	(r)	(r)	38	29	67
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	68	58	53	51	60	69	43	(r)	(r)	30	21	65
15d. My line manager treats me with respect	71	85	73	65	70	80	69	57	(r)	(r)	44	36	78
16. I receive regular and constructive feedback on my performance	41	53	43	31	43	44	42	29	(r)	(r)	28	14	57
17. Overall, I have confidence in the decisions made by my line manager	56	71	57	50	52	67	58	43	(r)	(r)	34	29	66

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Your Line Manager	56	62	72	69	54	81	37	56	61	56	60	57	72	(r)
15a. My line manager recognises and acknowledges when I have done my job well	57	63	77	76	60	83	40	56	64	56	64	60	67	(r)
15b. My line manager treats all staff in my team fairly	57	66	72	67	56	78	38	57	65	55	65	60	83	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	62	66	60	51	83	35	56	58	55	58	55	75	(r)
15d. My line manager treats me with respect	71	74	87	89	73	94	52	71	76	70	75	73	92	(r)
16. I receive regular and constructive feedback on my performance	41	47	60	51	32	61	23	41	43	41	43	41	50	(r)
17. Overall, I have confidence in the decisions made by my line manager	56	63	72	71	52	83	37	55	59	55	58	55	67	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Your Line Manager	56	57	54	80	(r)	64	(r)	58	58	37	75	76	62	54	51	57
15a. My line manager recognises and acknowledges when I have done my job well	57	58	55	71	(r)	70	(r)	57	60	39	71	69	64	57	52	57
15b. My line manager treats all staff in my team fairly	57	58	55	69	(r)	63	(r)	64	58	37	76	76	61	52	53	59
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	56	53	88	(r)	60	(r)	55	58	39	77	76	62	52	48	58
15d. My line manager treats me with respect	71	71	70	93	(r)	84	(r)	73	73	50	89	86	76	69	67	70
16. I receive regular and constructive feedback on my performance	41	42	39	66	(r)	38	(r)	38	44	24	59	63	45	39	35	42
17. Overall, I have confidence in the decisions made by my line manager	56	56	53	90	(r)	69	(r)	58	58	31	79	86	62	52	49	56

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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Your Line Manager	56	71	57	53	48	73	67	62	57	60	60	53	57	56	33	
15a. My line manager recognises and acknowledges when I have done my job well	57	70	58	57	48	69	68	64	56	63	62	54	58	58	34	
15b. My line manager treats all staff in my team fairly	57	72	57	54	50	74	65	55	62	62	61	55	60	56	32	
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	71	57	51	47	76	68	65	54	59	57	53	57	53	29	
15d. My line manager treats me with respect	71	82	73	69	63	92	82	76	73	77	74	66	71	68	48	
16. I receive regular and constructive feedback on my performance	41	53	40	39	35	52	50	50	39	43	44	39	41	44	25	
17. Overall, I have confidence in the decisions made by my line manager	56	74	56	51	47	77	69	60	56	59	61	52	56	55	29	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Senior Managers	28	38	27	24	33	28	31	21	(r)	(r)	14	2	53
18a. The senior managers at my workplace are aware of the issues I face in my job	33	51	33	28	34	32	31	27	(r)	(r)	25	0	61
18b. The senior managers at my workplace have a clear direction for the future	25	29	26	23	28	26	23	13	(r)	(r)	10	0	43
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	29	25	20	37	27	31	21	(r)	(r)	13	0	53
19. There is a positive relationship between senior management and staff in my workplace	25	37	23	23	35	27	35	20	(r)	(r)	11	8	57
20. Overall, I have confidence in the decisions made by my senior managers	29	43	27	27	32	29	35	25	(r)	(r)	12	0	52

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Senior Managers	28	27	37	33	24	63	18	28	31	27	29	33	60	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	33	38	40	48	38	67	27	32	36	33	34	38	50	(r)
18b. The senior managers at my workplace have a clear direction for the future	25	18	34	30	16	61	14	27	30	24	27	35	42	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	28	32	30	23	56	13	26	30	25	29	26	67	(r)
19. There is a positive relationship between senior management and staff in my workplace	25	27	38	25	21	61	15	25	27	25	23	30	75	(r)
20. Overall, I have confidence in the decisions made by my senior managers	29	25	43	34	24	72	21	29	32	28	30	35	67	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Senior Managers	28	29	23	37	(r)	37	(r)	30	29	11	47	48	31	27	22	25
18a. The senior managers at my workplace are aware of the issues I face in my job	33	35	28	38	(r)	42	(r)	38	34	17	51	47	35	33	28	34
18b. The senior managers at my workplace have a clear direction for the future	25	27	20	26	(r)	31	(r)	25	26	10	42	39	27	24	20	23
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	28	21	33	(r)	37	(r)	28	27	9	44	42	30	26	20	24
19. There is a positive relationship between senior management and staff in my workplace	25	26	23	43	(r)	37	(r)	26	27	8	45	53	30	26	20	20
20. Overall, I have confidence in the decisions made by my senior managers	29	30	23	45	(r)	40	(r)	33	29	11	54	58	33	28	20	25

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Senior Managers	28	41	28	24	20	44	32	30	32	30	26	26	26	30	10	
18a. The senior managers at my workplace are aware of the issues I face in my job	33	44	34	30	27	49	34	35	37	34	32	33	33	42	16	
18b. The senior managers at my workplace have a clear direction for the future	25	36	24	21	20	39	29	30	27	25	27	21	23	28	9	
18c. The senior managers at my workplace lead by example in creating a positive workplace	26	39	27	23	17	42	30	25	30	29	25	26	25	24	9	
19. There is a positive relationship between senior management and staff in my workplace	25	40	27	22	16	43	31	27	34	30	22	25	23	24	7	
20. Overall, I have confidence in the decisions made by my senior managers	29	47	27	24	19	48	36	35	33	32	25	23	28	31	9	

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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Communication	42	48	42	40	41	46	44	29	(r)	(r)	26	17	62
21. I am kept well informed about what is happening in my workplace	41	42	44	40	33	47	42	23	(r)	(r)	22	8	63
22. I have a say in decisions which affect my work	35	34	34	34	39	42	46	27	(r)	(r)	24	23	57
23. I think it is safe to speak up and challenge the way things are done	40	54	40	38	44	43	42	27	(r)	(r)	26	23	61
24. Where I work, we share the lessons learnt when mistakes are made	51	62	53	49	48	53	46	41	(r)	(r)	33	15	69

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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Communication	42	47	61	41	41	74	28	41	47	41	46	47	60	(r)
21. I am kept well informed about what is happening in my workplace	41	54	57	36	39	67	21	40	45	40	44	45	50	(r)
22. I have a say in decisions which affect my work	35	40	60	39	33	61	23	34	42	34	42	39	58	(r)
23. I think it is safe to speak up and challenge the way things are done	40	44	60	39	46	78	27	39	46	40	45	42	75	(r)
24. Where I work, we share the lessons learnt when mistakes are made	51	51	68	50	47	89	40	51	57	50	56	61	58	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Communication	42	43	39	62	(r)	37	(r)	42	44	22	58	60	43	40	36	46
21. I am kept well informed about what is happening in my workplace	41	42	39	57	(r)	35	(r)	39	43	21	64	63	43	40	32	44
22. I have a say in decisions which affect my work	35	37	32	52	(r)	23	(r)	34	37	20	45	49	34	35	31	40
23. I think it is safe to speak up and challenge the way things are done	40	42	37	60	(r)	36	(r)	43	42	19	54	59	40	38	35	45
24. Where I work, we share the lessons learnt when mistakes are made	51	52	48	79	(r)	55	(r)	52	54	28	67	68	55	48	45	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	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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Communication	42	53	40	40	37	57	48	44	45	40	43	44	46	45	17	
21. I am kept well informed about what is happening in my workplace	41	56	40	38	33	61	50	47	47	35	40	41	41	45	16	
22. I have a say in decisions which affect my work	35	46	33	35	30	49	38	31	37	33	36	39	43	39	14	
23. I think it is safe to speak up and challenge the way things are done	40	53	37	39	36	54	44	41	42	41	42	43	45	45	15	
24. Where I work, we share the lessons learnt when mistakes are made	51	59	51	50	48	64	59	57	53	49	55	53	54	52	24	

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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Training and Development Opportunities	64	64	63	60	66	74	68	57	(r)	(r)	50	28	77
25. I have received the appropriate training and development to do my job effectively	68	77	70	63	62	74	58	66	(r)	(r)	53	23	76
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	70	57	64	76	83	85	88	71	(r)	(r)	67	54	87
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	59	56	39	52	63	58	32	(r)	(r)	30	8	69

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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Training and Development Opportunities	64	72	87	74	64	93	53	62	66	63	65	71	72	(r)
25. I have received the appropriate training and development to do my job effectively	68	72	77	80	64	100	67	68	69	68	67	70	83	(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	70	82	100	77	75	89	69	68	71	71	69	78	83	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	63	83	66	54	89	23	52	59	51	58	64	50	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Training and Development Opportunities	64	64	64	74	(r)	55	(r)	61	66	45	75	75	65	63	60	64
25. I have received the appropriate training and development to do my job effectively	68	67	70	83	(r)	71	(r)	65	71	43	78	78	66	66	67	69
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	70	73	69	67	(r)	49	(r)	69	72	58	74	78	73	70	70	69
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	52	54	71	(r)	46	(r)	48	55	34	72	69	57	52	44	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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Training and Development Opportunities	64	71	64	64	57	75	72	67	63	64	64	63	63	69	46	
25. I have received the appropriate training and development to do my job effectively	68	71	66	69	67	81	74	79	66	67	70	65	66	77	49	
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	70	73	73	71	65	71	75	68	68	73	71	72	71	83	56	
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	70	51	51	40	71	68	54	55	53	51	51	53	48	32	

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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Work Environment	48	51	48	46	46	54	53	40	(r)	(r)	33	25	63
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	43	36	33	30	36	35	20	(r)	(r)	18	8	41
29. I am able to achieve a healthy work/life balance most of the time	58	55	58	55	59	68	54	48	(r)	(r)	38	31	72
30. There are mechanisms in place to support me if I experience stress or pressure	40	36	40	35	40	46	50	30	(r)	(r)	29	15	61
31. Reasonable expectations are placed on staff according to their position	46	55	47	41	42	51	50	39	(r)	(r)	30	31	65
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	64	59	63	62	70	77	63	(r)	(r)	48	42	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Work Environment	48	56	67	59	48	74	36	46	47	48	48	46	53	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	37	55	45	29	56	13	34	37	33	37	34	50	(r)
29. I am able to achieve a healthy work/life balance most of the time	58	69	74	73	57	83	42	55	58	58	59	51	58	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	40	51	72	47	41	78	27	37	36	40	37	34	50	(r)
31. Reasonable expectations are placed on staff according to their position	46	56	70	64	47	72	42	44	47	47	48	45	42	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	68	64	68	65	83	56	60	60	62	58	65	67	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Work Environment	48	46	50	64	(r)	57	(r)	47	50	30	59	59	53	48	42	48
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	34	32	45	(r)	44	(r)	36	35	19	47	54	39	34	27	33
29. I am able to achieve a healthy work/life balance most of the time	58	53	66	64	(r)	77	(r)	56	60	38	63	61	58	56	56	61
30. There are mechanisms in place to support me if I experience stress or pressure	40	39	40	52	(r)	46	(r)	36	42	22	55	51	46	41	31	40
31. Reasonable expectations are placed on staff according to their position	46	45	48	76	(r)	52	(r)	47	48	29	59	56	52	45	41	48
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	61	62	80	(r)	67	(r)	57	64	40	73	71	67	63	56	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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Work Environment	48	59	47	46	42	55	55	50	52	49	49	48	50	51	26	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	34	47	34	30	27	43	44	36	36	34	35	35	31	36	15	
29. I am able to achieve a healthy work/life balance most of the time	58	65	57	57	54	58	59	59	65	62	61	55	62	62	36	
30. There are mechanisms in place to support me if I experience stress or pressure	40	52	38	37	34	48	51	38	40	39	40	38	46	41	19	
31. Reasonable expectations are placed on staff according to their position	46	57	46	44	41	60	51	50	51	49	45	48	49	49	23	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	72	62	60	54	66	69	68	65	63	63	63	61	66	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

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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Inappropriate Behaviour	64	68	64	67	61	73	74	67	(r)	(r)	48	38	66
33a. In the last three (3) months, have you personally experienced verbal abuse?	59	66	56	67	60	68	73	70	(r)	(r)	37	31	60
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	81	67	70	63	77	81	68	(r)	(r)	42	38	62
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82	84	83	84	81	91	85	88	(r)	(r)	61	46	81
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	59	47	57	45	61	65	64	(r)	(r)	35	31	57
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	78	60	63	51	74	69	64	(r)	(r)	44	23	55
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	86	78	80	73	86	88	87	(r)	(r)	57	38	79
35a. Do you currently know how to report occurrences of these types of behaviour?	82	59	85	80	79	84	81	70	(r)	(r)	81	77	87
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	37	31	38	34	34	41	50	23	(r)	(r)	28	23	51

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Inappropriate Behaviour	64	74	63	69	65	72	61	64	62	65	60	64	72	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	59	76	51	61	56	56	61	58	52	61	50	55	58	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	80	60	73	71	72	62	66	65	68	62	64	92	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82	90	74	86	82	83	83	81	80	83	76	84	92	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	66	49	61	48	44	58	47	43	52	39	48	42	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	73	51	70	60	72	60	60	58	62	54	56	83	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	88	74	77	77	83	80	77	75	79	71	80	91	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	82	81	93	77	89	89	69	82	87	81	87	93	75	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	37	37	54	43	35	78	15	37	37	37	37	36	42	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Inappropriate Behaviour	64	63	67	80	(r)	73	(r)	64	66	49	74	73	65	63	63	65
33a. In the last three (3) months, have you personally experienced verbal abuse?	59	56	63	76	(r)	66	(r)	56	61	44	70	68	61	56	57	60
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	64	70	95	(r)	81	(r)	68	68	51	79	75	68	64	66	67
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82	80	85	100	(r)	89	(r)	80	85	65	89	88	84	79	82	83
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	47	54	71	(r)	66	(r)	51	52	30	70	61	51	48	49	48
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	58	63	88	(r)	74	(r)	62	63	40	79	78	64	59	57	59
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	76	82	100	(r)	87	(r)	76	81	64	91	88	78	76	78	78
35a. Do you currently know how to report occurrences of these types of behaviour?	82	84	81	64	(r)	74	(r)	84	82	81	66	72	79	82	84	87
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	37	35	38	43	(r)	48	(r)	37	38	17	50	57	37	36	31	37

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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33
Inappropriate Behaviour	64	70	64	64	62	75	68	66	63	63	64	65	68	68	52
33a. In the last three (3) months, have you personally experienced verbal abuse?	59	64	57	59	57	73	61	58	56	58	61	60	63	63	46
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	74	67	66	63	79	72	71	66	66	62	66	74	70	54
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82	89	82	79	82	90	88	85	81	80	83	82	84	84	69
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	58	47	51	47	68	50	50	47	51	53	49	55	56	35
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	69	63	59	56	73	71	68	60	60	57	60	67	62	44
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	78	88	77	76	76	90	84	83	78	76	81	76	82	81	62
35a. Do you currently know how to report occurrences of these types of behaviour?	82	77	82	83	84	73	73	74	83	79	83	87	83	91	84
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	37	43	36	36	33	52	43	36	34	32	36	42	37	38	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	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Service Delivery	49	50	49	49	48	52	45	45	(r)	(r)	41	17	63
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	43	47	53	58	44	50	45	(r)	(r)	38	8	66
37. In my workplace patient safety is at the centre of all decision making	63	61	62	60	60	65	62	54	(r)	(r)	65	25	85
38. My team's objectives/work plans are clearly outlined	57	61	60	54	46	66	46	55	(r)	(r)	41	15	74
39. Our objectives/work plans help us to deliver a quality service	55	58	56	51	52	61	50	51	(r)	(r)	41	23	74
40. At my workplace we are too focused on monitoring rather than delivering services*	22	28	21	29	23	26	15	19	(r)	(r)	17	15	15

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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Service Delivery	49	49	63	64	45	67	42	49	51	49	50	53	62	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	49	74	70	39	72	43	46	46	48	44	48	67	(r)
37. In my workplace patient safety is at the centre of all decision making	63	61	76	75	66	89	49	61	62	63	60	66	75	(r)
38. My team's objectives/work plans are clearly outlined	57	62	66	75	50	83	50	57	62	57	62	62	67	(r)
39. Our objectives/work plans help us to deliver a quality service	55	53	68	73	50	72	46	55	58	55	58	61	58	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	22	19	32	28	21	17	23	22	27	21	25	30	42	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Service Delivery	49	49	49	65	(r)	52	(r)	47	52	30	59	63	51	48	45	51
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	47	48	60	(r)	60	(r)	45	51	25	62	53	55	47	41	50
37. In my workplace patient safety is at the centre of all decision making	63	63	62	68	(r)	65	(r)	63	65	44	70	78	67	60	60	63
38. My team's objectives/work plans are clearly outlined	57	57	58	83	(r)	58	(r)	53	61	34	69	80	59	57	53	59
39. Our objectives/work plans help us to deliver a quality service	55	55	54	76	(r)	55	(r)	52	59	28	69	76	58	55	51	55
40. At my workplace we are too focused on monitoring rather than delivering services*	22	22	23	37	(r)	21	(r)	21	23	18	25	28	18	20	21	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	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Service Delivery	49	58	48	48	45	58	50	50	52	52	53	48	50	55	28	
36. My work environment allows me to deliver the best possible services (patient care or support services)	48	58	46	48	43	58	48	49	52	47	54	47	50	57	21	
37. In my workplace patient safety is at the centre of all decision making	63	71	62	61	59	63	64	63	66	64	67	63	63	71	43	
38. My team's objectives/work plans are clearly outlined	57	67	58	57	52	75	64	56	61	62	62	55	60	61	30	
39. Our objectives/work plans help us to deliver a quality service	55	68	53	53	51	73	59	58	58	60	60	53	55	56	28	
40. At my workplace we are too focused on monitoring rather than delivering services*	22	27	19	22	21	22	15	24	21	25	25	23	22	29	17	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,810	97	894	173	136	232	26	56	-	-	109	14	47
Employee Engagement Index	60	65	61	58	59	68	49	48	(r)	(r)	45	37	66
Your Workplace	54	59	54	51	53	60	47	42	(r)	(r)	42	29	59
41. Overall I am proud to be a part of this workplace	66	72	67	62	68	71	58	51	(r)	(r)	51	54	68
42. I would recommend my workplace as a good place to work	54	62	55	50	53	61	46	38	(r)	(r)	40	23	60
43. I feel motivated to contribute more than what is normally required at work	56	61	56	58	56	62	46	51	(r)	(r)	41	31	68
44. I have a strong sense of belonging to my workplace	59	61	62	54	53	68	42	48	(r)	(r)	42	38	65
45. Overall I am satisfied to be working here at the present time	61	69	60	60	59	72	58	49	(r)	(r)	46	31	64
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	29	26	20	28	23	31	17	(r)	(r)	30	0	28

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,810	190	47	45	139	18	52	1160	364	1368	252	78	12	-
Employee Engagement Index	60	64	76	77	60	83	46	60	67	59	66	68	74	(r)
Your Workplace	54	57	70	67	53	75	42	53	60	52	59	61	75	(r)
41. Overall I am proud to be a part of this workplace	66	69	76	82	62	78	51	65	73	64	73	70	75	(r)
42. I would recommend my workplace as a good place to work	54	60	66	75	47	89	37	54	62	52	61	58	75	(r)
43. I feel motivated to contribute more than what is normally required at work	56	59	74	63	61	78	49	55	65	54	62	71	75	(r)
44. I have a strong sense of belonging to my workplace	59	64	74	77	65	89	44	58	66	57	65	73	83	(r)
45. Overall I am satisfied to be working here at the present time	61	67	83	82	54	83	49	60	65	60	64	65	67	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	21	45	21	28	33	20	25	31	24	30	30	75	(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	1,810	1077	532	42	-	53	-	288	1313	122	112	59	250	448	495	351
Employee Engagement Index	60	60	59	79	(r)	73	(r)	60	63	35	79	78	63	59	53	63
Your Workplace	54	54	52	70	(r)	66	(r)	55	56	30	70	70	57	53	47	55
41. Overall I am proud to be a part of this workplace	66	66	64	88	(r)	81	(r)	67	68	41	86	85	69	65	58	68
42. I would recommend my workplace as a good place to work	54	54	51	83	(r)	72	(r)	57	57	23	79	76	59	52	44	57
43. I feel motivated to contribute more than what is normally required at work	56	56	55	69	(r)	64	(r)	54	59	30	73	75	57	56	50	57
44. I have a strong sense of belonging to my workplace	59	58	59	64	(r)	66	(r)	59	61	39	71	68	59	59	53	63
45. Overall I am satisfied to be working here at the present time	61	60	59	83	(r)	74	(r)	63	63	34	81	81	65	59	54	61
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	27	21	29	(r)	37	(r)	31	25	14	30	37	31	26	23	22

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,810	376	444	498	398	84	153	130	180	190	232	294	186	104	157	
Employee Engagement Index	60	74	59	58	53	75	67	61	60	60	65	61	63	65	33	
Your Workplace	54	66	53	52	46	66	60	56	54	52	58	55	55	58	28	
41. Overall I am proud to be a part of this workplace	66	80	64	65	58	83	71	70	63	65	71	67	67	71	39	
42. I would recommend my workplace as a good place to work	54	71	53	50	45	77	61	62	55	51	58	56	55	52	22	
43. I feel motivated to contribute more than what is normally required at work	56	71	53	55	48	70	65	52	55	55	61	56	61	64	30	
44. I have a strong sense of belonging to my workplace	59	67	57	60	54	65	68	61	59	60	63	61	61	64	33	
45. Overall I am satisfied to be working here at the present time	61	76	61	57	52	74	67	62	61	61	65	63	62	67	32	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	26	32	28	24	19	28	29	26	33	22	28	25	23	31	14	

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

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

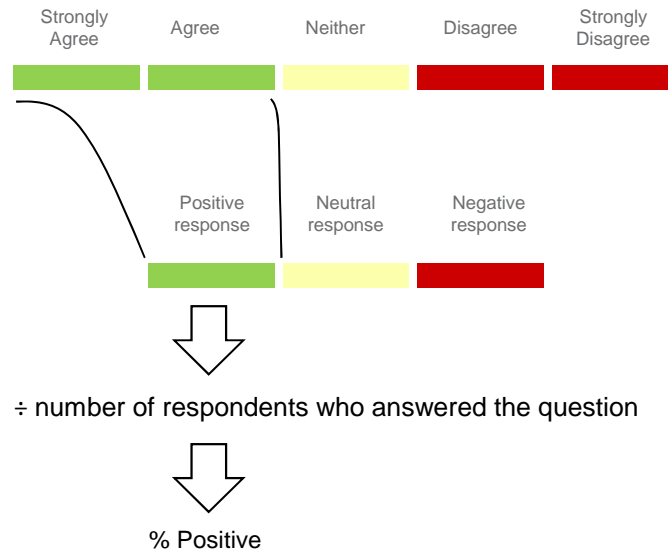
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.