

2011 YourSay Workplace Survey

Facility Report



Northern Sydney Local Health District

This Report

This report provides Northern Sydney 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

1,813

ACTUAL RESPONSES

22%

2% Confidence Interval

ESTIMATED RESPONSE RATE

65%

ENGAGEMENT INDEX

49%

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

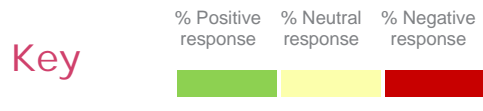
Stay

An emotional commitment to the organisation and a desire to stay

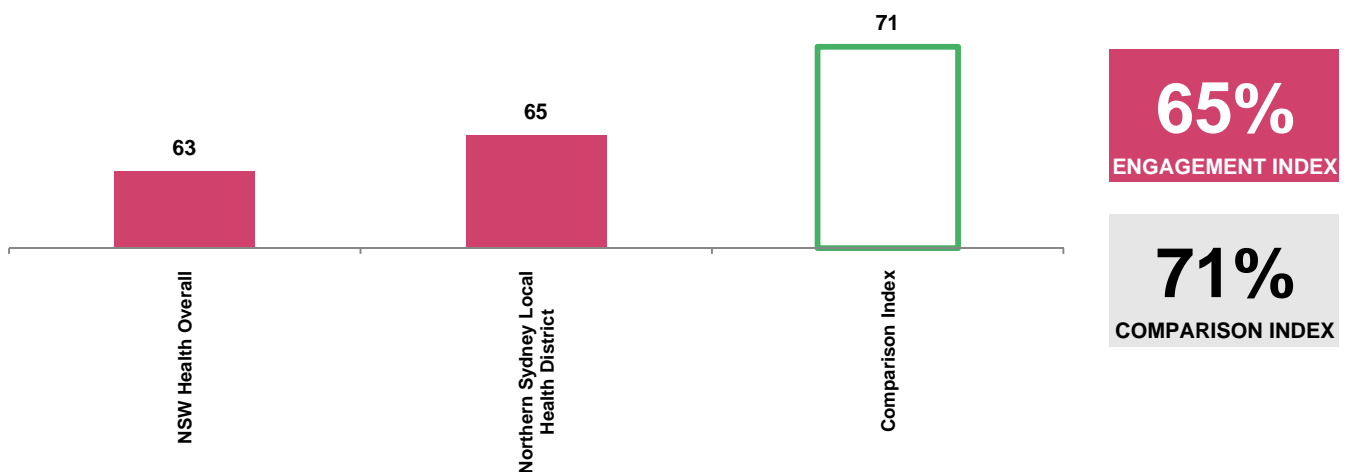
Strive

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	69 (Positive), 18 (Neutral), 12 (Negative)	
42. I would recommend my workplace as a good place to work	59 (Positive), 22 (Neutral), 19 (Negative)	
44. I have a strong sense of belonging to my workplace	64 (Positive), 20 (Neutral), 16 (Negative)	+3
45. Overall I am satisfied to be working here at the present time	66 (Positive), 17 (Neutral), 17 (Negative)	+2
3. Working here makes me want to do the best job I can	69 (Positive), 17 (Neutral), 14 (Negative)	+2
43. I feel motivated to contribute more than what is normally required at work	65 (Positive), 19 (Neutral), 17 (Negative)	+4

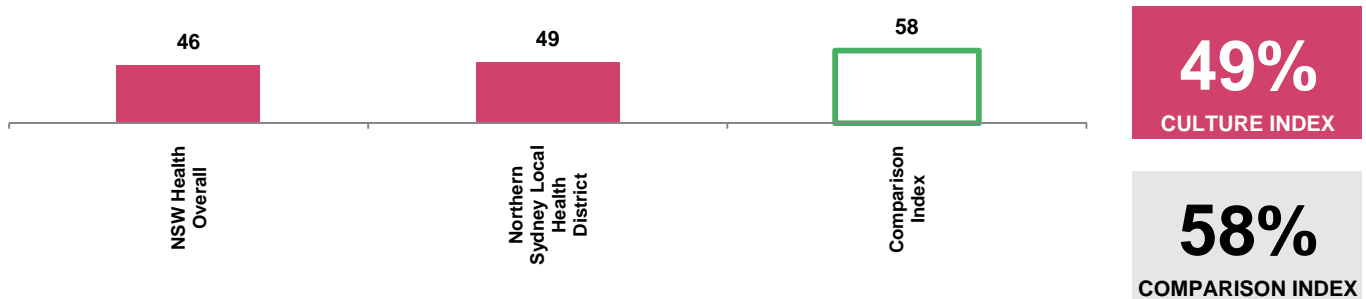


Employee Workplace Culture Index

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

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

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	53	19	28		+7
12. I believe I am valued for what I can offer at my workplace	62	15	22		+4
13. In my workplace, we recognise our successes and innovations	53	23	24		+3
14. Staff are treated respectfully regardless of their job	59	16	25		+4
17. Overall, I have confidence in the decisions made by my line manager	63	17	20		+5
18b. The senior managers at my workplace have a clear direction for the future	30	34	36		-2
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	27	38		0
20. Overall, I have confidence in the decisions made by my senior managers	36	29	36		0
22. I have a say in decisions which affect my work	43	22	35		+2
23. I think it is safe to speak up and challenge the way things are done	50	18	32		+4
24. Where I work, we share the lessons learnt when mistakes are made	56	21	23		+3
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	27	33		+4
38. My team's objectives/work plans are clearly outlined	64	20	16		+4
39. Our objectives/work plans help us to deliver a quality service	63	22	15		+3
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	37	33		+1



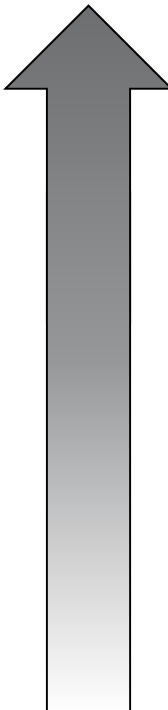
Drivers of Engagement

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 Northern Sydney Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Northern Sydney 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> 	62	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		58	54
13. In my workplace, we recognise our successes and innovations		53	50
11. Morale is good in my team		53	46
36. My work environment allows me to deliver the best possible services (patient care or support services)		50	54
38. My team's objectives/work plans are clearly outlined		64	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	71
Your Line Manager	63
Your Team	62

Questions	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	84
1. My job makes good use of my skills and abilities	78
15d. My line manager treats me with respect	77
25. I have received the appropriate training and development to do my job effectively	71
41. Overall I am proud to be a part of this workplace	69

Lowlights

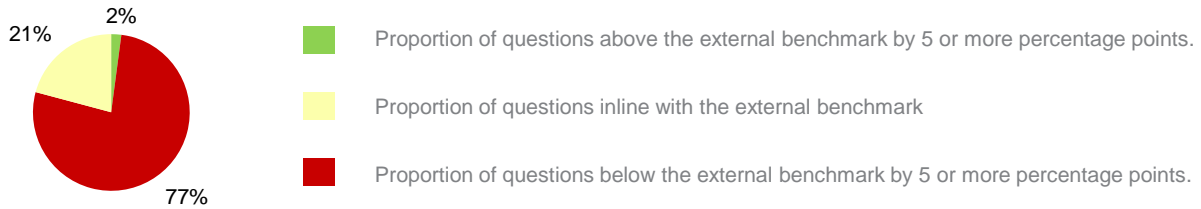
Sections	% Positive
Senior Managers	34
Communication	49
Service Delivery	53

Questions	% Positive
4. Too many approvals are required for routine decisions*	13
40. At my workplace we are too focused on monitoring rather than delivering services*	27
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30
18b. The senior managers at my workplace have a clear direction for the future	30
19. There is a positive relationship between senior management and staff in my workplace	33

External Comparison

This section shows comparisons between Northern Sydney 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

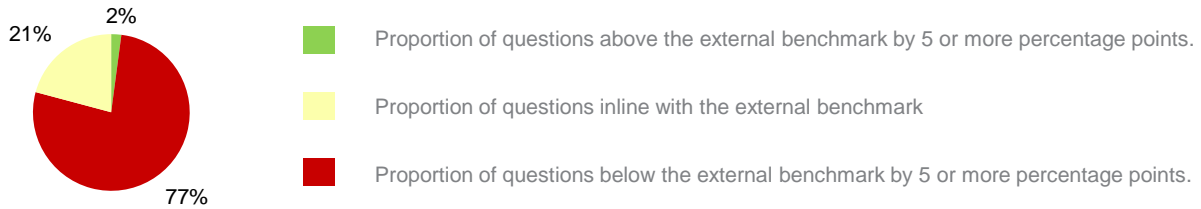


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	84	+7	
15d. My line manager treats me with respect	77	+2	
15b. My line manager treats all staff in my team fairly	63	-1	
40. At my workplace we are too focused on monitoring rather than delivering services*	27	-1	
43. I feel motivated to contribute more than what is normally required at work	65	-1	
17. Overall, I have confidence in the decisions made by my line manager	63	-2	
15a. My line manager recognises and acknowledges when I have done my job well	66	-2	
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	-2	
4. Too many approvals are required for routine decisions*	13	-3	
44. I have a strong sense of belonging to my workplace	64	-3	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	-4	
22. I have a say in decisions which affect my work	43	-5	
16. I receive regular and constructive feedback on my performance	49	-5	

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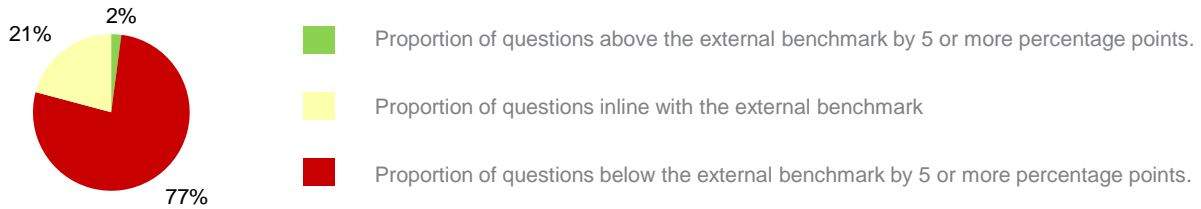


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
2. I feel I am able to suggest ideas to improve our ways of doing things	68	-6	
9. People in my team are honest and open	65	-6	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	-6	
14. Staff are treated respectfully regardless of their job	59	-6	
11. Morale is good in my team	53	-6	
12. I believe I am valued for what I can offer at my workplace	62	-7	
8. In my team we generally acknowledge one another's efforts and achievements	69	-7	
1. My job makes good use of my skills and abilities	78	-7	
31. Reasonable expectations are placed on staff according to their position	54	-7	
42. I would recommend my workplace as a good place to work	59	-7	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	-7	
23. I think it is safe to speak up and challenge the way things are done	50	-7	
45. Overall I am satisfied to be working here at the present time	66	-7	

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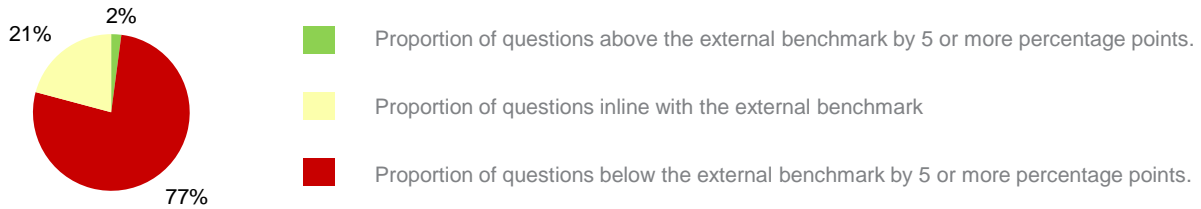


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	-7	
41. Overall I am proud to be a part of this workplace	69	-8	
38. My team's objectives/work plans are clearly outlined	64	-8	
37. In my workplace patient safety is at the centre of all decision making	64	-8	
25. I have received the appropriate training and development to do my job effectively	71	-8	
3. Working here makes me want to do the best job I can	69	-9	
10. My team resolves conflict quickly when it arises	53	-9	
24. Where I work, we share the lessons learnt when mistakes are made	56	-9	
5. I have sufficient control over my work so I can do my job well	61	-9	
30. There are mechanisms in place to support me if I experience stress or pressure	53	-9	
39. Our objectives/work plans help us to deliver a quality service	63	-9	
29. I am able to achieve a healthy work/life balance most of the time	62	-9	
13. In my workplace, we recognise our successes and innovations	53	-10	

External Comparison

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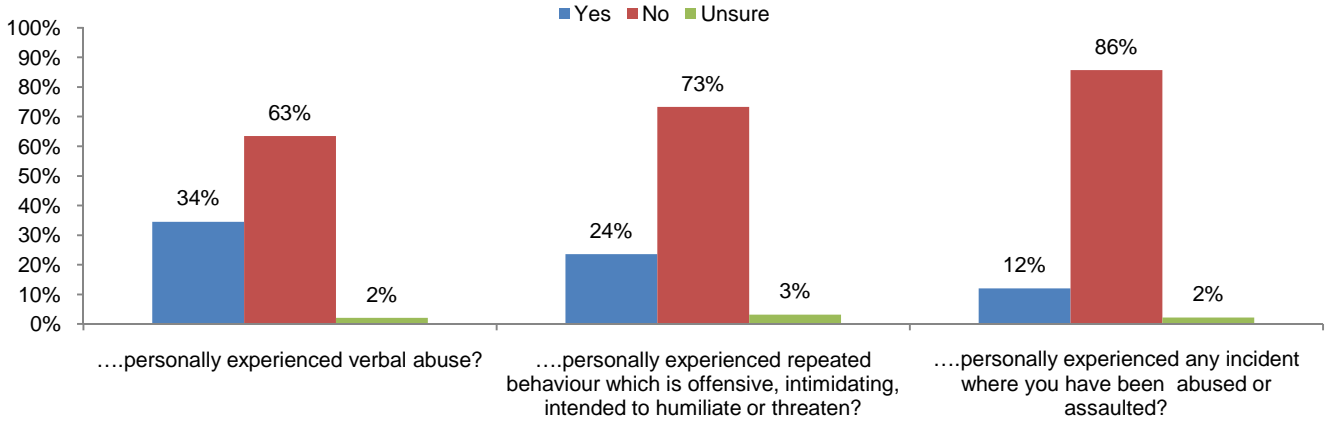


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
21. I am kept well informed about what is happening in my workplace	48	-10	
20. Overall, I have confidence in the decisions made by my senior managers	36	-10	
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	-11	
18a. The senior managers at my workplace are aware of the issues I face in my job	38	-11	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	-11	
19. There is a positive relationship between senior management and staff in my workplace	33	-11	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	-13	
36. My work environment allows me to deliver the best possible services (patient care or support services)	50	-20	
18b. The senior managers at my workplace have a clear direction for the future	30	-20	

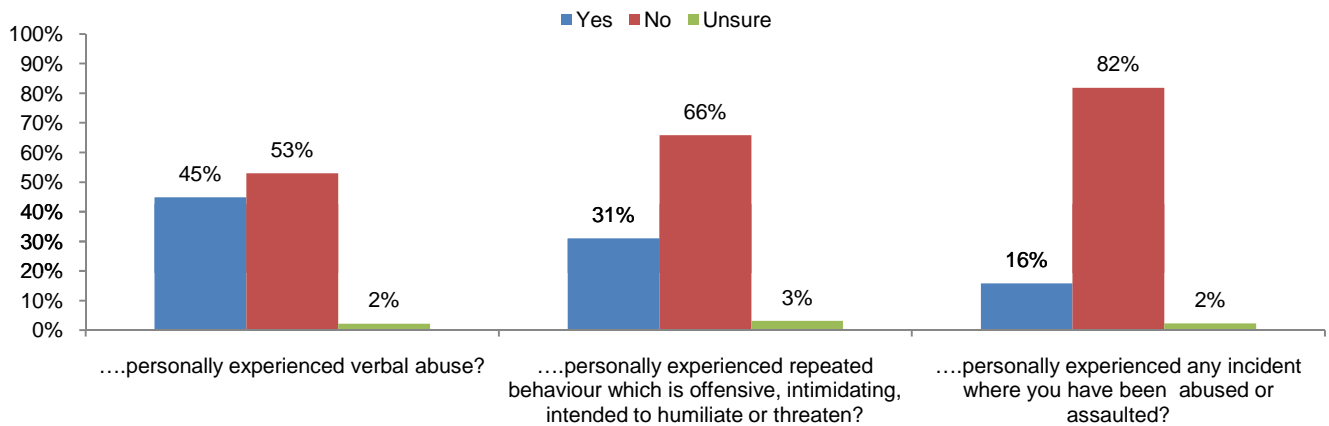
Inappropriate Behaviour

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

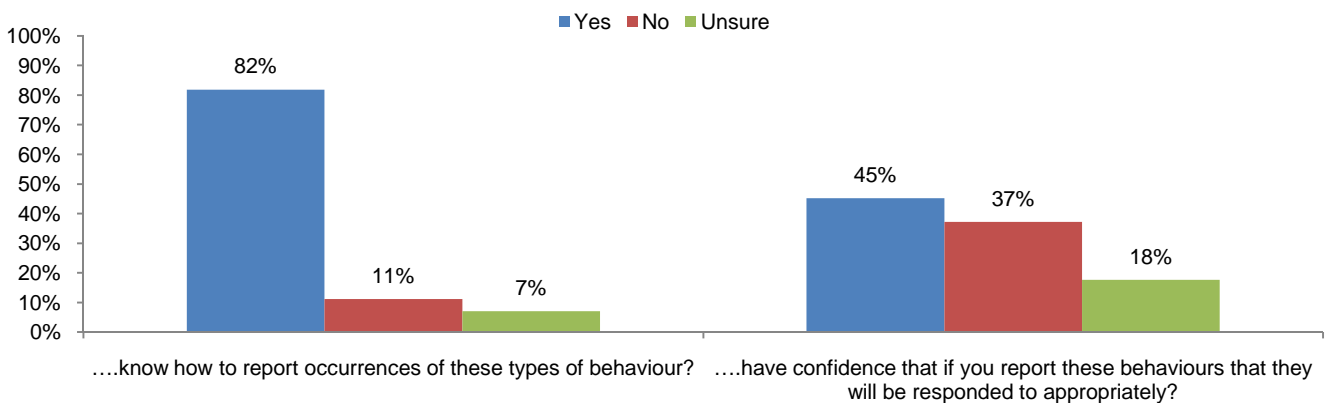
33. In the last three (3) months have you....



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



35. Do you currently....

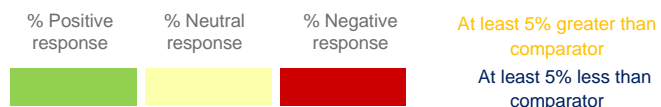


All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Job

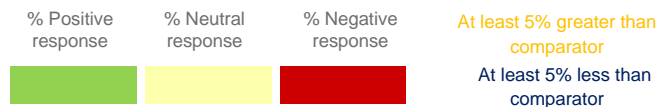
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
					58		+2	-7
1. My job makes good use of my skills and abilities		78	9	12	78	+2	-7	
2. I feel I am able to suggest ideas to improve our ways of doing things		68	13	19	68	+3	-6	
3. Working here makes me want to do the best job I can		69	17	14	69	+2	-9	
4. Too many approvals are required for routine decisions*		13	21	66	13	-1	-3	
5. I have sufficient control over my work so I can do my job well		61	15	24	61	+1	-9	
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		58	19	23	58	+4	-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 Team

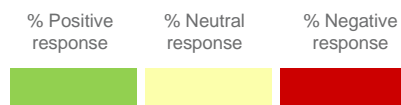
Question	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69 (15% Neutral, 16% Negative)	69	+4 -4
8. In my team we generally acknowledge one another's efforts and achievements	69 (14% Neutral, 17% Negative)	69	+3 -7
9. People in my team are honest and open	65 (19% Neutral, 16% Negative)	65	+5 -6
10. My team resolves conflict quickly when it arises	53 (23% Neutral, 24% Negative)	53	+6 -9
Key 11. Morale is good in my team	53 (19% Neutral, 28% Negative)	53	+7 -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



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

Being valued

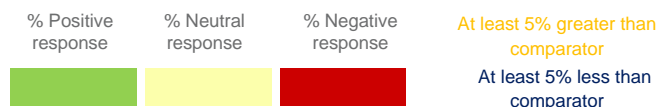
	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
Key 12. I believe I am valued for what I can offer at my workplace	62 15 22	62	+4 -7
Key 13. In my workplace, we recognise our successes and innovations	53 23 24	53	+3 -10
14. Staff are treated respectfully regardless of their job	59 16 25	59	+4 -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 Line Manager

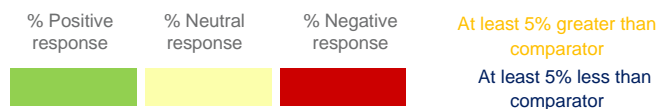
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	Australian and International Health Sector Benchmark
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	
15a. My line manager recognises and acknowledges when I have done my job well	66	16	19	66	+6	-2
15b. My line manager treats all staff in my team fairly	63	15	21	63	+5	-1
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	17	21	62	+6	-2
15d. My line manager treats me with respect	77	12	12	77	+4	+2
16. I receive regular and constructive feedback on my performance	49	22	29	49	+5	-5
17. Overall, I have confidence in the decisions made by my line manager	63	17	20	63	+5	-2

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

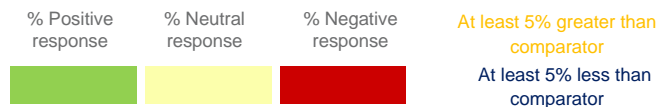
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	38	22	40	38	-2	-11
18b. The senior managers at my workplace have a clear direction for the future	30	34	36	30	-2	-20
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	27	38	34	+0	-11
19. There is a positive relationship between senior management and staff in my workplace	33	29	38	33	-1	-11
20. Overall, I have confidence in the decisions made by my senior managers	36	29	36	36	-0	-10

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	48	20	32	48	+3	-10
22. I have a say in decisions which affect my work	43	22	35	43	+2	-5
23. I think it is safe to speak up and challenge the way things are done	50	18	32	50	+4	-7
24. Where I work, we share the lessons learnt when mistakes are made	56	21	23	56	+3	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



Training and Development Opportunities

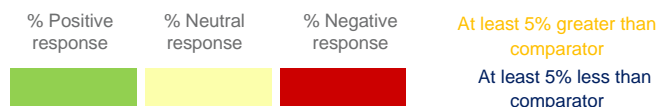
Question	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:
						NSW Health Overall Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71	14	15	71	+3	-8
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	84	9	8	84	+8	+7
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	20	20	60	+5	-7

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	41	27	33	41	+4	-13
29. I am able to achieve a healthy work/life balance most of the time	62	18	20	62	+2	-9
30. There are mechanisms in place to support me if I experience stress or pressure	53	24	24	53	+4	-9
31. Reasonable expectations are placed on staff according to their position	54	18	28	54	+2	-7
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	20	14	66	+1	-7

All Questions

This section shows the breakdown of responses to each question.

Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

Inappropriate Behaviour

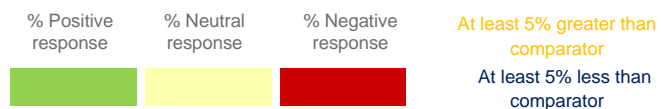
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
33a. In the last three (3) months, have you personally experienced verbal abuse?	63		34	69	+1	-2
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73		24	73	+2	+1
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86		12	86	+1	+2
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	53		45	53	-1	-5
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66		31	66	+1	-4
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82		16	82	-0	-1
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	82	7	11	82	-1	+1
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	45	18	37	45	+2	-10

All Questions

This section shows the breakdown of responses to each question.

Key

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



Service Delivery

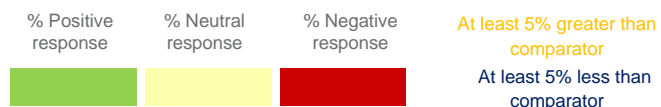
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
				53		0	-10
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	50	21	28	50	-4		-20
37. In my workplace patient safety is at the centre of all decision making	64	21	15	64	-0		-8
Key 38. My team's objectives/work plans are clearly outlined	64	20	16	64	+4		-8
39. Our objectives/work plans help us to deliver a quality service	63	22	15	63	+3		-9
40. At my workplace we are too focused on monitoring rather than delivering services*	27	31	42	27	-0		-1

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	69	18	12	69	+1	-8
42. I would recommend my workplace as a good place to work	59	22	19	59	+1	-7
43. I feel motivated to contribute more than what is normally required at work	65	19	17	65	+4	-1
44. I have a strong sense of belonging to my workplace	64	20	16	64	+3	-3
45. Overall I am satisfied to be working here at the present time	66	17	17	66	+2	-7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	37	33	30	+1	-11

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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Your Job	58	56	58	58	55	63	57	49	50	(r)	57	48	59
1. My job makes good use of my skills and abilities	78	82	84	70	69	85	74	66	75	(r)	64	58	82
2. I feel I am able to suggest ideas to improve our ways of doing things	68	60	69	73	69	74	59	54	42	(r)	64	68	58
3. Working here makes me want to do the best job I can	69	68	70	76	65	69	74	59	67	(r)	70	60	75
4. Too many approvals are required for routine decisions*	13	20	12	10	10	18	7	11	8	(r)	21	3	11
5. I have sufficient control over my work so I can do my job well	61	52	55	68	66	67	74	61	58	(r)	70	48	67
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	58	57	61	52	53	64	52	44	50	(r)	55	52	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	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Your Job	58	64	66	50	57	54	46	58	60	57	57	61	69	(r)
1. My job makes good use of my skills and abilities	78	82	88	68	77	75	61	79	83	77	82	84	89	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	68	73	71	61	67	60	48	69	72	67	68	75	89	(r)
3. Working here makes me want to do the best job I can	69	78	79	55	64	70	58	69	70	69	68	71	82	(r)
4. Too many approvals are required for routine decisions*	13	18	21	13	14	5	14	12	12	14	11	11	5	(r)
5. I have sufficient control over my work so I can do my job well	61	68	79	58	61	60	59	59	54	63	49	59	68	(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	58	65	57	43	56	55	38	59	66	55	65	64	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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Your Job	58	58	58	67	60	58	(r)	55	61	35	64	63	58	58	56	57
1. My job makes good use of my skills and abilities	78	78	80	79	75	83	(r)	76	81	60	80	77	82	79	78	77
2. I feel I am able to suggest ideas to improve our ways of doing things	68	69	69	74	75	57	(r)	65	72	43	73	78	68	67	67	69
3. Working here makes me want to do the best job I can	69	69	69	80	75	76	(r)	65	73	40	82	78	69	65	68	69
4. Too many approvals are required for routine decisions*	13	13	12	22	8	12	(r)	14	13	9	16	12	12	14	12	13
5. I have sufficient control over my work so I can do my job well	61	59	60	74	58	64	(r)	56	64	29	72	68	60	62	58	57
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	58	58	55	71	67	52	(r)	56	61	29	64	68	55	59	55	58

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Your Job	58	63	58	58	51	66	62	63	60	55	58	57	61	59	43	
1. My job makes good use of my skills and abilities	78	82	80	78	74	85	85	86	81	77	75	78	78	78	70	
2. I feel I am able to suggest ideas to improve our ways of doing things	68	74	70	69	61	76	70	74	73	63	72	65	70	71	56	
3. Working here makes me want to do the best job I can	69	77	69	68	61	81	75	70	66	67	72	70	71	75	48	
4. Too many approvals are required for routine decisions*	13	13	13	14	11	6	10	15	16	15	13	12	16	14	9	
5. I have sufficient control over my work so I can do my job well	61	69	60	61	51	74	67	66	60	55	58	61	65	63	42	
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	58	66	58	58	49	73	66	65	62	52	56	59	62	54	34	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Your Team	62	72	62	55	62	68	62	51	65	(r)	48	52	66
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	73	70	60	66	73	67	68	67	(r)	53	77	76
8. In my team we generally acknowledge one another's efforts and achievements	69	78	71	62	67	77	74	53	67	(r)	51	61	76
9. People in my team are honest and open	65	83	63	58	67	73	70	51	75	(r)	54	55	65
10. My team resolves conflict quickly when it arises	53	64	50	47	61	56	52	47	67	(r)	44	42	55
11. Morale is good in my team	53	60	54	46	51	62	48	35	50	(r)	38	23	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	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Your Team	62	70	61	50	59	62	43	62	67	60	66	67	81	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	78	58	55	61	58	56	70	75	66	75	74	82	(r)
8. In my team we generally acknowledge one another's efforts and achievements	69	80	75	50	70	63	47	69	76	66	75	76	92	(r)
9. People in my team are honest and open	65	73	63	61	62	79	40	66	71	63	67	75	87	(r)
10. My team resolves conflict quickly when it arises	53	60	46	41	49	58	39	54	57	51	55	55	74	(r)
11. Morale is good in my team	53	61	63	45	53	53	33	52	58	51	58	56	71	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Your Team	62	61	61	74	73	66	(r)	60	64	37	67	68	61	61	60	62
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	67	69	86	83	76	(r)	69	70	51	75	71	66	68	67	71
8. In my team we generally acknowledge one another's efforts and achievements	69	69	69	78	83	69	(r)	66	73	41	71	71	66	69	68	73
9. People in my team are honest and open	65	64	67	71	83	69	(r)	64	68	34	71	73	66	62	64	67
10. My team resolves conflict quickly when it arises	53	52	52	63	67	60	(r)	52	55	28	54	60	52	53	54	50
11. Morale is good in my team	53	52	51	74	50	57	(r)	50	56	29	64	62	56	53	49	49

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Your Team	62	69	62	60	56	69	68	71	62	61	58	63	68	59	39	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	75	68	69	63	74	68	75	72	68	67	71	75	67	50	
8. In my team we generally acknowledge one another's efforts and achievements	69	75	69	68	66	75	73	77	70	66	66	75	74	69	46	
9. People in my team are honest and open	65	72	65	62	61	75	72	71	63	68	60	67	70	69	39	
10. My team resolves conflict quickly when it arises	53	60	53	50	48	56	61	65	54	53	48	52	62	48	29	
11. Morale is good in my team	53	63	54	50	44	65	64	65	53	52	49	52	60	44	30	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Being valued	58	59	57	56	58	66	67	42	56	(r)	55	35	61
12. I believe I am valued for what I can offer at my workplace	62	61	60	63	63	71	70	47	50	(r)	64	48	65
13. In my workplace, we recognise our successes and innovations	53	53	52	51	53	63	63	33	42	(r)	47	26	62
14. Staff are treated respectfully regardless of their job	59	64	59	54	56	65	67	46	75	(r)	54	32	55

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Being valued	58	69	63	41	61	54	39	57	61	57	57	66	75	(r)
12. I believe I am valued for what I can offer at my workplace	62	71	79	53	65	53	43	61	63	62	58	71	79	(r)
13. In my workplace, we recognise our successes and innovations	53	66	46	32	56	53	30	52	57	52	53	59	74	(r)
14. Staff are treated respectfully regardless of their job	59	71	63	39	60	58	44	58	63	57	59	67	71	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Being valued	58	58	55	73	72	65	(r)	56	61	28	67	69	57	57	55	58
12. I believe I am valued for what I can offer at my workplace	62	62	58	73	83	71	(r)	65	64	29	72	69	62	61	57	64
13. In my workplace, we recognise our successes and innovations	53	52	52	68	67	57	(r)	48	57	24	62	70	50	52	52	52
14. Staff are treated respectfully regardless of their job	59	58	56	77	67	67	(r)	56	62	31	67	68	59	59	55	57

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Being valued	58	68	57	56	50	66	64	65	59	56	57	57	64	59	37	
12. I believe I am valued for what I can offer at my workplace	62	72	60	59	57	69	67	68	64	58	61	60	69	69	40	
13. In my workplace, we recognise our successes and innovations	53	62	54	52	45	62	57	62	53	53	52	52	60	54	31	
14. Staff are treated respectfully regardless of their job	59	71	57	58	49	66	69	65	60	57	57	58	64	54	40	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Your Line Manager	63	65	64	61	68	70	57	44	71	(r)	52	46	63
15a. My line manager recognises and acknowledges when I have done my job well	66	64	67	59	70	71	59	46	75	(r)	57	55	66
15b. My line manager treats all staff in my team fairly	63	68	62	63	68	74	56	39	75	(r)	51	42	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	61	61	60	70	67	52	46	75	(r)	54	42	62
15d. My line manager treats me with respect	77	78	78	77	79	82	70	57	83	(r)	63	61	79
16. I receive regular and constructive feedback on my performance	49	47	48	46	55	55	54	37	50	(r)	39	32	51
17. Overall, I have confidence in the decisions made by my line manager	63	71	65	60	64	69	50	38	67	(r)	51	45	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Your Line Manager	63	69	61	52	68	55	41	62	66	62	63	69	75	(r)
15a. My line manager recognises and acknowledges when I have done my job well	66	70	54	57	74	63	44	64	67	65	62	75	76	(r)
15b. My line manager treats all staff in my team fairly	63	71	63	58	67	58	36	63	68	62	64	73	79	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	69	67	59	64	53	43	61	64	61	61	65	74	(r)
15d. My line manager treats me with respect	77	81	79	64	83	68	51	77	80	75	79	81	78	(r)
16. I receive regular and constructive feedback on my performance	49	53	46	30	53	42	34	48	52	48	46	59	63	(r)
17. Overall, I have confidence in the decisions made by my line manager	63	70	58	47	69	47	36	62	66	61	65	64	79	(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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Your Line Manager	63	63	61	75	75	65	(r)	59	66	39	71	81	66	61	60	60
15a. My line manager recognises and acknowledges when I have done my job well	66	65	65	76	75	69	(r)	62	69	42	70	87	69	63	61	64
15b. My line manager treats all staff in my team fairly	63	64	61	78	67	67	(r)	61	66	38	72	83	66	63	60	60
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	61	61	76	58	55	(r)	59	64	39	68	81	66	59	58	58
15d. My line manager treats me with respect	77	76	76	87	100	81	(r)	74	80	47	84	91	78	75	74	74
16. I receive regular and constructive feedback on my performance	49	49	47	57	75	44	(r)	43	52	32	56	64	51	48	46	44
17. Overall, I have confidence in the decisions made by my line manager	63	63	59	76	75	71	(r)	58	66	36	77	80	67	59	58	58

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Your Line Manager	63	74	65	58	54	78	75	72	65	60	60	60	62	65	46	
15a. My line manager recognises and acknowledges when I have done my job well	66	74	68	62	58	75	76	74	67	66	63	61	66	67	52	
15b. My line manager treats all staff in my team fairly	63	74	66	59	54	84	77	71	69	60	58	61	63	64	44	
15c. My line manager ensures that when issues are raised in the team, they are addressed	62	73	65	54	53	82	74	68	61	60	56	60	61	66	43	
15d. My line manager treats me with respect	77	85	77	74	69	91	84	84	80	70	75	76	81	79	56	
16. I receive regular and constructive feedback on my performance	49	59	51	41	40	63	56	63	51	48	46	43	44	52	34	
17. Overall, I have confidence in the decisions made by my line manager	63	76	64	57	52	75	80	71	65	59	59	61	59	61	44	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Senior Managers	34	36	32	36	42	34	39	24	47	(r)	35	34	41
18a. The senior managers at my workplace are aware of the issues I face in my job	38	38	36	37	45	38	30	32	50	(r)	42	48	47
18b. The senior managers at my workplace have a clear direction for the future	30	30	29	32	36	30	22	22	42	(r)	26	26	42
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	36	31	38	43	33	44	20	58	(r)	40	35	38
19. There is a positive relationship between senior management and staff in my workplace	33	35	29	35	43	33	48	20	42	(r)	34	32	36
20. Overall, I have confidence in the decisions made by my senior managers	36	39	33	41	43	36	48	25	42	(r)	34	30	40

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Senior Managers	34	37	43	18	38	42	23	34	36	34	28	44	62	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	38	41	54	17	43	41	32	37	42	37	34	50	68	(r)
18b. The senior managers at my workplace have a clear direction for the future	30	36	29	24	33	50	21	29	31	30	23	40	55	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	36	33	14	36	44	19	35	35	34	28	43	58	(r)
19. There is a positive relationship between senior management and staff in my workplace	33	34	58	14	38	33	19	33	33	33	25	39	63	(r)
20. Overall, I have confidence in the decisions made by my senior managers	36	37	38	22	40	39	25	35	38	35	30	46	66	(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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Senior Managers	34	35	29	42	36	43	(r)	34	36	16	48	47	37	30	32	31
18a. The senior managers at my workplace are aware of the issues I face in my job	38	39	35	41	42	48	(r)	39	39	24	44	49	41	35	37	36
18b. The senior managers at my workplace have a clear direction for the future	30	32	24	36	42	36	(r)	28	32	12	44	44	32	26	28	28
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	35	29	44	33	51	(r)	35	36	15	48	45	39	29	32	30
19. There is a positive relationship between senior management and staff in my workplace	33	33	30	42	33	39	(r)	34	34	14	49	45	34	29	30	30
20. Overall, I have confidence in the decisions made by my senior managers	36	37	29	47	27	40	(r)	35	37	15	53	50	37	31	32	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	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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Senior Managers	34	45	35	29	25	42	42	37	34	33	34	35	34	31	23	
18a. The senior managers at my workplace are aware of the issues I face in my job	38	45	42	35	29	45	40	36	40	36	39	41	37	34	34	
18b. The senior managers at my workplace have a clear direction for the future	30	40	30	26	23	42	35	30	31	30	32	29	33	26	20	
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	47	35	28	25	39	44	36	34	33	34	35	33	34	21	
19. There is a positive relationship between senior management and staff in my workplace	33	45	31	28	24	40	42	38	31	31	30	34	35	30	21	
20. Overall, I have confidence in the decisions made by my senior managers	36	49	36	29	25	44	46	42	33	34	35	37	34	32	18	

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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Communication	49	51	49	45	50	56	49	42	33	(r)	46	39	51
21. I am kept well informed about what is happening in my workplace	48	52	48	42	49	55	56	38	25	(r)	37	35	43
22. I have a say in decisions which affect my work	43	42	43	40	47	48	44	35	42	(r)	44	45	39
23. I think it is safe to speak up and challenge the way things are done	50	49	48	48	48	59	44	50	33	(r)	51	45	54
24. Where I work, we share the lessons learnt when mistakes are made	56	63	57	51	54	61	52	46	33	(r)	52	29	68

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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Communication	49	55	48	40	50	41	38	49	51	48	45	56	75	(r)
21. I am kept well informed about what is happening in my workplace	48	59	46	29	48	32	32	48	50	47	46	51	74	(r)
22. I have a say in decisions which affect my work	43	48	46	35	48	47	31	42	45	43	36	49	79	(r)
23. I think it is safe to speak up and challenge the way things are done	50	53	54	38	49	42	39	51	51	50	44	59	68	(r)
24. Where I work, we share the lessons learnt when mistakes are made	56	61	46	59	55	42	48	55	59	54	54	66	81	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Communication	49	49	47	59	50	50	(r)	49	51	28	61	64	51	48	44	47
21. I am kept well informed about what is happening in my workplace	48	49	44	57	33	48	(r)	45	50	24	64	61	49	47	43	44
22. I have a say in decisions which affect my work	43	44	40	53	42	43	(r)	43	45	25	55	56	46	42	37	43
23. I think it is safe to speak up and challenge the way things are done	50	50	48	60	50	55	(r)	52	52	26	59	65	52	50	44	49
24. Where I work, we share the lessons learnt when mistakes are made	56	54	57	66	75	55	(r)	55	57	36	68	73	58	52	53	53

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Communication	49	58	51	45	40	65	60	59	48	47	46	49	48	48	32	
21. I am kept well informed about what is happening in my workplace	48	59	51	43	37	60	66	61	45	48	44	48	42	42	29	
22. I have a say in decisions which affect my work	43	51	46	40	33	61	51	46	46	39	41	46	42	40	27	
23. I think it is safe to speak up and challenge the way things are done	50	57	52	49	41	63	57	63	52	46	48	46	51	53	33	
24. Where I work, we share the lessons learnt when mistakes are made	56	66	56	50	49	78	67	65	50	54	50	56	58	55	38	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Training and Development Opportunities	71	68	75	67	66	79	67	62	58	(r)	59	59	66
25. I have received the appropriate training and development to do my job effectively	71	75	78	64	53	76	63	71	50	(r)	58	58	64
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	84	62	82	91	90	89	85	84	67	(r)	81	81	75
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	67	65	46	55	71	52	32	58	(r)	38	39	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	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Training and Development Opportunities	71	76	79	59	75	68	61	71	73	70	73	74	74	(r)
25. I have received the appropriate training and development to do my job effectively	71	79	75	54	73	68	69	69	72	70	72	69	74	(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	84	86	92	81	86	79	80	84	81	84	81	87	68	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	63	71	42	67	58	34	60	67	57	66	65	79	(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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Training and Development Opportunities	71	71	72	75	55	72	(r)	65	74	57	72	80	74	72	68	71
25. I have received the appropriate training and development to do my job effectively	71	70	73	76	55	73	(r)	66	74	53	70	81	71	71	68	72
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	84	85	83	74	55	83	(r)	78	85	83	79	82	86	87	83	82
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	59	59	76	55	60	(r)	51	64	35	67	77	65	58	53	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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Training and Development Opportunities	71	74	74	72	66	79	79	78	72	68	71	70	67	73	65	
25. I have received the appropriate training and development to do my job effectively	71	72	71	72	67	76	81	76	74	64	69	71	66	72	65	
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	84	79	88	87	81	82	83	88	85	81	81	83	83	87	88	
27. I am encouraged to take opportunities to learn new skills and have new experiences	60	71	61	57	50	78	74	70	58	58	61	56	53	60	42	

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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Work Environment	55	53	53	57	56	62	59	41	57	(r)	54	47	59
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	41	39	42	43	42	56	28	50	(r)	50	23	43
29. I am able to achieve a healthy work/life balance most of the time	62	57	60	65	62	68	59	49	67	(r)	59	58	63
30. There are mechanisms in place to support me if I experience stress or pressure	53	45	54	51	53	61	56	34	50	(r)	42	55	54
31. Reasonable expectations are placed on staff according to their position	54	63	52	57	52	58	56	42	50	(r)	57	45	63
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	58	63	70	69	78	67	51	67	(r)	62	57	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Work Environment	55	62	64	47	58	56	38	54	54	55	51	57	62	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	46	42	33	34	53	22	41	42	40	40	45	47	(r)
29. I am able to achieve a healthy work/life balance most of the time	62	67	67	56	67	63	44	60	56	64	54	60	58	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	53	57	67	47	58	42	30	52	55	52	54	53	66	(r)
31. Reasonable expectations are placed on staff according to their position	54	62	65	44	59	53	41	53	52	55	48	53	68	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	77	79	56	71	68	51	64	66	66	62	72	71	(r)

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Work Environment	55	54	55	61	61	59	(r)	54	57	35	63	68	57	55	51	53
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	42	36	42	33	52	(r)	43	42	14	51	57	43	40	34	39
29. I am able to achieve a healthy work/life balance most of the time	62	59	64	65	83	71	(r)	58	64	46	72	73	62	63	57	59
30. There are mechanisms in place to support me if I experience stress or pressure	53	52	54	59	67	49	(r)	49	56	33	55	63	56	54	50	51
31. Reasonable expectations are placed on staff according to their position	54	53	55	68	58	62	(r)	56	55	35	66	72	59	53	47	52
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	66	67	68	64	60	(r)	62	69	47	72	74	65	64	66	65

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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Work Environment	55	62	55	53	49	66	64	61	54	52	52	53	56	59	41	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	50	39	38	34	65	51	49	37	37	38	40	39	44	17	
29. I am able to achieve a healthy work/life balance most of the time	62	67	61	62	56	72	70	66	60	57	59	57	62	71	52	
30. There are mechanisms in place to support me if I experience stress or pressure	53	60	55	51	45	56	62	61	60	50	51	54	49	54	34	
31. Reasonable expectations are placed on staff according to their position	54	65	52	51	48	59	65	58	55	50	52	51	58	58	45	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	69	70	62	62	81	73	69	60	63	61	65	72	70	57	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Inappropriate Behaviour	69	73	65	68	69	77	76	63	69	(r)	64	72	74
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	71	54	64	67	75	85	67	58	(r)	55	84	74
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	84	68	73	73	82	74	65	75	(r)	73	80	85
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	95	83	90	83	90	96	80	83	(r)	81	87	91
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	53	58	45	54	54	62	74	54	50	(r)	56	68	62
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	75	59	63	66	79	63	58	67	(r)	62	77	75
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	90	77	83	81	89	89	77	83	(r)	76	90	87
35a. Do you currently know how to report occurrences of these types of behaviour?	82	68	89	76	79	84	70	70	92	(r)	72	68	80
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	45	39	45	44	48	52	56	35	42	(r)	39	26	43

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Inappropriate Behaviour	69	79	70	59	70	71	56	68	69	69	66	73	74	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	76	67	51	61	74	56	63	60	65	55	71	63	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	85	75	65	74	74	52	73	74	73	71	81	74	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	92	83	76	88	89	73	86	85	86	82	90	95	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	53	63	57	36	50	56	48	52	47	55	45	50	58	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	78	65	57	66	67	52	65	65	66	63	70	65	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	89	78	76	82	84	73	82	81	82	79	83	89	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	82	87	83	70	90	84	63	80	89	79	88	88	97	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	45	59	54	43	46	37	29	43	48	44	46	48	53	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Inappropriate Behaviour	69	67	72	75	66	64	(r)	67	70	56	71	75	67	69	67	70
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	61	66	73	50	59	(r)	65	64	53	68	70	60	64	60	65
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	72	77	82	58	61	(r)	73	75	56	73	81	72	76	70	74
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	83	91	89	92	80	(r)	83	88	75	90	91	86	86	83	86
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	53	50	56	68	58	54	(r)	57	53	40	67	61	48	52	50	55
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	64	68	79	67	66	(r)	65	68	47	72	78	63	66	62	67
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	80	88	88	92	80	(r)	77	84	71	85	86	83	82	81	81
35a. Do you currently know how to report occurrences of these types of behaviour?	82	83	82	69	67	73	(r)	80	82	80	63	69	80	82	86	89
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	45	46	44	52	42	41	(r)	40	49	24	49	61	43	45	43	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

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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45
Inappropriate Behaviour	69	71	68	69	67	69	69	73	67	68	67	68	74	74	61
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	63	63	63	64	61	64	65	57	62	60	62	71	73	59
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	76	73	74	69	75	75	78	72	71	69	74	78	78	64
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	92	85	84	82	91	88	90	87	86	84	81	90	89	82
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	53	54	50	54	53	57	50	57	49	52	50	50	60	65	42
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	66	69	63	69	62	63	68	73	64	63	64	65	72	69	53
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	82	87	81	81	79	84	83	90	85	82	81	76	84	85	77
35a. Do you currently know how to report occurrences of these types of behaviour?	82	74	84	85	86	66	75	78	77	85	81	87	89	87	85
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	45	51	45	45	41	56	51	52	42	46	43	46	46	49	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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Service Delivery	53	50	53	58	51	56	44	51	50	(r)	54	42	60
36. My work environment allows me to deliver the best possible services (patient care or support services)	50	40	48	62	54	48	54	44	58	(r)	64	42	56
37. In my workplace patient safety is at the centre of all decision making	64	52	65	68	55	64	44	68	67	(r)	73	71	70
38. My team's objectives/work plans are clearly outlined	64	69	65	69	57	67	52	56	50	(r)	65	39	70
39. Our objectives/work plans help us to deliver a quality service	63	64	62	65	61	65	63	63	58	(r)	58	45	72
40. At my workplace we are too focused on monitoring rather than delivering services*	27	24	26	28	29	38	8	23	17	(r)	8	13	31

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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Service Delivery	53	67	57	50	53	54	48	51	54	53	52	55	66	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	50	67	63	43	51	58	43	47	47	52	44	44	61	(r)
37. In my workplace patient safety is at the centre of all decision making	64	77	54	73	69	68	62	59	63	64	59	65	71	(r)
38. My team's objectives/work plans are clearly outlined	64	73	63	54	62	58	48	63	69	62	69	69	81	(r)
39. Our objectives/work plans help us to deliver a quality service	63	75	67	57	61	68	60	61	65	62	64	64	79	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	27	44	38	22	24	16	27	26	27	27	24	31	39	(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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Service Delivery	53	54	53	60	42	50	(r)	49	56	39	59	63	55	51	51	54
36. My work environment allows me to deliver the best possible services (patient care or support services)	50	51	49	56	25	56	(r)	48	52	33	62	51	52	48	47	50
37. In my workplace patient safety is at the centre of all decision making	64	64	62	67	58	66	(r)	61	66	51	72	78	65	60	62	65
38. My team's objectives/work plans are clearly outlined	64	64	63	70	58	59	(r)	58	67	46	68	77	65	63	60	65
39. Our objectives/work plans help us to deliver a quality service	63	62	64	66	58	61	(r)	55	66	46	68	74	66	59	60	63
40. At my workplace we are too focused on monitoring rather than delivering services*	27	26	29	39	8	7	(r)	22	29	20	26	34	29	28	26	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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45
Service Delivery	53	58	54	52	50	57	61	57	50	51	53	53	54	57	47
36. My work environment allows me to deliver the best possible services (patient care or support services)	50	55	50	49	47	48	62	53	43	46	50	50	53	57	42
37. In my workplace patient safety is at the centre of all decision making	64	68	64	63	61	74	69	65	59	60	62	60	70	69	59
38. My team's objectives/work plans are clearly outlined	64	69	65	62	59	72	73	69	57	61	66	63	62	67	52
39. Our objectives/work plans help us to deliver a quality service	63	67	66	60	57	74	69	68	59	59	63	63	61	64	56
40. At my workplace we are too focused on monitoring rather than delivering services*	27	31	27	27	24	19	33	29	30	29	24	28	25	26	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	1,813	115	728	173	220	286	27	80	12	-	77	31	55
Employee Engagement Index	65	63	66	69	61	69	68	51	65	(r)	65	55	70
Your Workplace	59	57	60	61	55	62	60	44	62	(r)	61	48	64
41. Overall I am proud to be a part of this workplace	69	65	70	73	66	74	81	57	67	(r)	68	61	70
42. I would recommend my workplace as a good place to work	59	60	60	60	56	67	63	37	67	(r)	54	48	68
43. I feel motivated to contribute more than what is normally required at work	65	61	65	70	62	68	74	51	58	(r)	64	61	68
44. I have a strong sense of belonging to my workplace	64	61	67	68	58	65	52	49	55	(r)	67	52	64
45. Overall I am satisfied to be working here at the present time	66	65	65	68	59	73	63	54	75	(r)	67	48	77
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	29	34	29	29	25	30	15	50	(r)	42	16	34

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,813	182	24	38	253	20	64	1089	502	1211	307	126	38	-
Employee Engagement Index	65	74	74	59	65	67	44	65	70	64	67	71	84	(r)
Your Workplace	59	66	66	54	59	63	37	58	63	57	61	64	78	(r)
41. Overall I am proud to be a part of this workplace	69	77	71	65	68	74	45	69	73	68	70	75	92	(r)
42. I would recommend my workplace as a good place to work	59	72	67	57	58	74	30	58	65	57	62	67	82	(r)
43. I feel motivated to contribute more than what is normally required at work	65	72	71	59	68	56	44	64	72	62	70	71	82	(r)
44. I have a strong sense of belonging to my workplace	64	71	79	58	61	61	45	63	71	61	69	71	84	(r)
45. Overall I am satisfied to be working here at the present time	66	74	75	62	68	68	44	64	67	65	64	70	81	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	32	33	22	31	47	16	30	33	29	32	29	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	1,813	1097	463	92	12	42	-	344	1273	98	147	77	277	395	435	368
Employee Engagement Index	65	65	63	76	69	70	(r)	64	68	39	75	76	66	64	61	66
Your Workplace	59	59	56	67	61	63	(r)	58	61	35	66	69	60	59	54	59
41. Overall I am proud to be a part of this workplace	69	69	67	80	83	73	(r)	69	72	36	79	76	70	68	65	71
42. I would recommend my workplace as a good place to work	59	60	55	75	42	63	(r)	57	62	34	70	70	59	60	55	58
43. I feel motivated to contribute more than what is normally required at work	65	65	63	73	75	73	(r)	63	67	41	76	79	63	64	59	66
44. I have a strong sense of belonging to my workplace	64	64	63	67	67	63	(r)	63	66	42	63	74	64	63	63	65
45. Overall I am satisfied to be working here at the present time	66	65	64	79	75	73	(r)	65	68	38	78	76	73	63	58	65
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	32	26	30	25	32	(r)	33	31	16	29	41	33	34	25	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	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	1,813	446	474	406	354	68	171	159	159	182	242	263	178	139	127	
Employee Engagement Index	65	74	65	63	58	77	72	71	63	64	64	63	70	71	45	
Your Workplace	59	67	59	56	52	70	64	66	57	58	56	56	64	64	40	
41. Overall I am proud to be a part of this workplace	69	79	69	67	62	79	78	76	66	70	69	67	76	72	44	
42. I would recommend my workplace as a good place to work	59	71	58	56	50	69	67	67	61	59	58	55	64	61	37	
43. I feel motivated to contribute more than what is normally required at work	65	74	64	63	57	72	68	70	57	60	63	66	71	75	49	
44. I have a strong sense of belonging to my workplace	64	67	65	63	61	75	68	70	62	62	60	61	71	72	43	
45. Overall I am satisfied to be working here at the present time	66	77	66	61	56	85	74	72	67	65	60	60	69	72	46	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	30	34	33	28	24	40	30	37	28	33	28	28	34	30	18	

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	$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486$ 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:

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

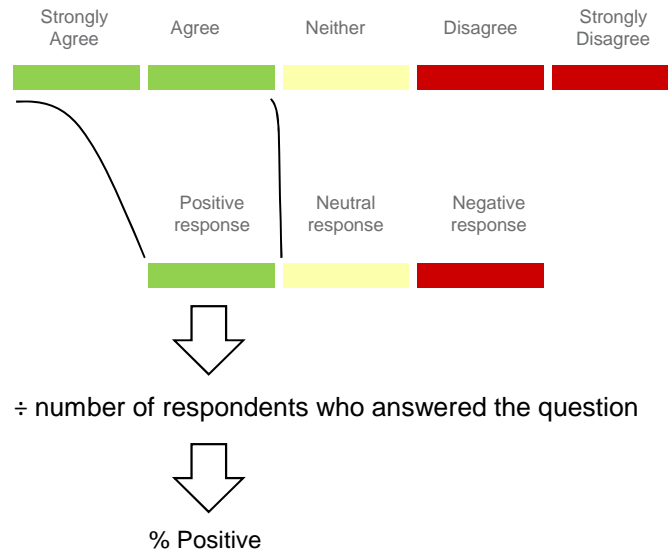
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.