

2011 YourSay Workplace Survey

Facility Report



South Eastern Sydney Local Health District

This Report

This report provides South Eastern 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.

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1,621

ACTUAL RESPONSES

17%

2% Confidence Interval

ESTIMATED RESPONSE RATE

63%

ENGAGEMENT INDEX

46%

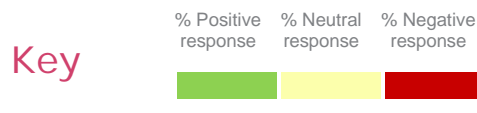
WORKPLACE CULTURE INDEX

Employee Engagement Index

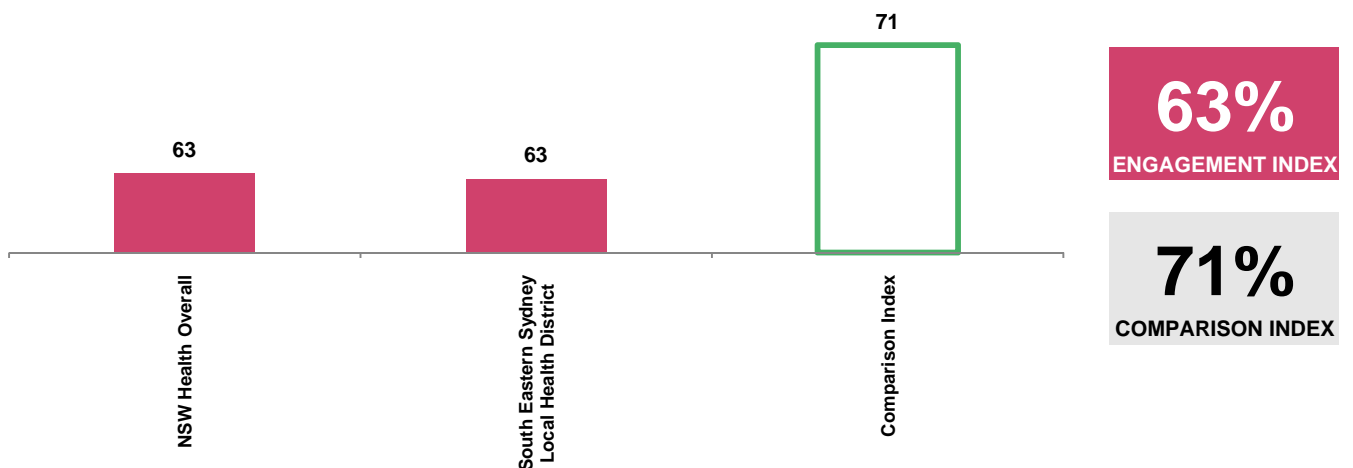
The Engagement Index is a measure of respondent's commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

- 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	% Positive response	% Neutral response	% Negative response	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	68	19	13	0
42. I would recommend my workplace as a good place to work	59	20	22	+1
44. I have a strong sense of belonging to my workplace	60	22	19	-1
45. Overall I am satisfied to be working here at the present time	64	16	20	0
3. Working here makes me want to do the best job I can	66	19	15	-1
43. I feel motivated to contribute more than what is normally required at work	60	20	20	-1

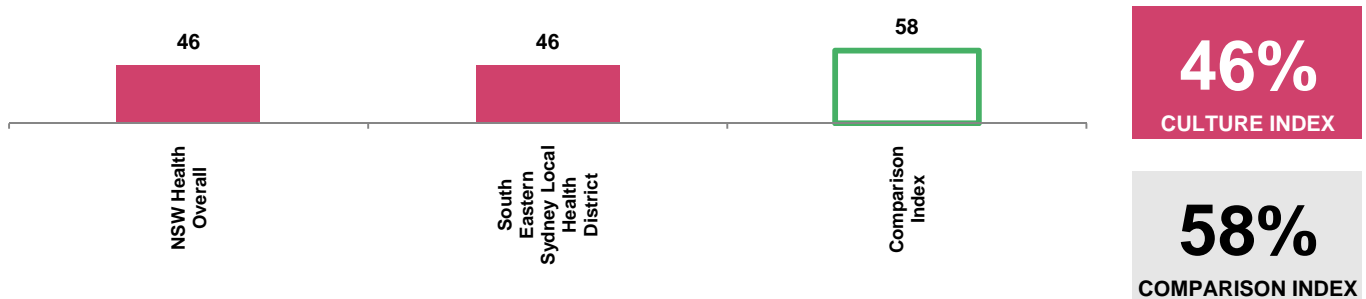


Employee Workplace Culture Index

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

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

	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	47	19	34		+1
12. I believe I am valued for what I can offer at my workplace	59	16	25		+1
13. In my workplace, we recognise our successes and innovations	51	23	26		+1
14. Staff are treated respectfully regardless of their job	55	17	27		0
17. Overall, I have confidence in the decisions made by my line manager	56	21	23		-2
18b. The senior managers at my workplace have a clear direction for the future	31	33	36		-1
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	27	41		-1
20. Overall, I have confidence in the decisions made by my senior managers	35	30	35		-1
22. I have a say in decisions which affect my work	41	24	36		0
23. I think it is safe to speak up and challenge the way things are done	45	19	36		-1
24. Where I work, we share the lessons learnt when mistakes are made	55	22	24		+2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	27	36		+1
38. My team's objectives/work plans are clearly outlined	61	21	18		+1
39. Our objectives/work plans help us to deliver a quality service	60	23	17		0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	36	39		-4



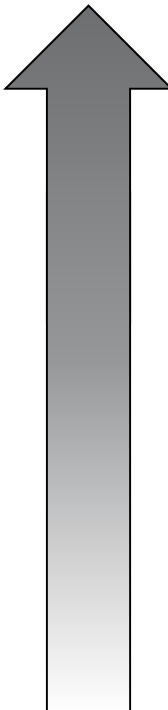
Drivers of Engagement

A statistical technique known as Key Driver Analysis (KDA) has been used to help focus on those aspects of working for this organisation which have the greatest impact on Employee Engagement. The dashboard below shows the questions with the greatest impact on Employee Engagement for South Eastern Sydney Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for South Eastern 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> 	59	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		56	54
13. In my workplace, we recognise our successes and innovations		51	50
11. Morale is good in my team		47	46
36. My work environment allows me to deliver the best possible services (patient care or support services)		52	54
39. Our objectives/work plans help us to deliver a quality service		60	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	68
Your Line Manager	57
Your Team	57

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	77
1. My job makes good use of my skills and abilities	76
15d. My line manager treats me with respect	72
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	68

Lowlights

Sections

	% Positive
Senior Managers	34
Communication	47
Work Environment	51

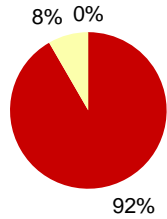
Questions

	% Positive
4. Too many approvals are required for routine decisions*	13
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25
40. At my workplace we are too focused on monitoring rather than delivering services*	30
18b. The senior managers at my workplace have a clear direction for the future	31
19. There is a positive relationship between senior management and staff in my workplace	31

External Comparison

This section shows comparisons between South Eastern 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



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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
40. At my workplace we are too focused on monitoring rather than delivering services*	30	+2	
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	77	0	
4. Too many approvals are required for routine decisions*	13	-3	
15d. My line manager treats me with respect	72	-3	
43. I feel motivated to contribute more than what is normally required at work	60	-6	
15b. My line manager treats all staff in my team fairly	57	-7	
44. I have a strong sense of belonging to my workplace	60	-7	
22. I have a say in decisions which affect my work	41	-7	
42. I would recommend my workplace as a good place to work	59	-7	
15a. My line manager recognises and acknowledges when I have done my job well	60	-8	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	-8	
2. I feel I am able to suggest ideas to improve our ways of doing things	66	-8	
25. I have received the appropriate training and development to do my job effectively	71	-8	

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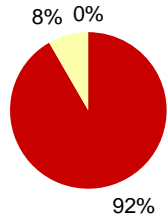
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
37. In my workplace patient safety is at the centre of all decision making	64	-8	
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	-9	
17. Overall, I have confidence in the decisions made by my line manager	56	-9	
1. My job makes good use of my skills and abilities	76	-9	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	-9	
45. Overall I am satisfied to be working here at the present time	64	-9	
41. Overall I am proud to be a part of this workplace	68	-9	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	-10	
14. Staff are treated respectfully regardless of their job	55	-10	
18a. The senior managers at my workplace are aware of the issues I face in my job	39	-10	
9. People in my team are honest and open	61	-10	
24. Where I work, we share the lessons learnt when mistakes are made	55	-10	
12. I believe I am valued for what I can offer at my workplace	59	-10	

External Comparison

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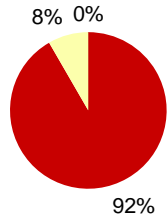
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
8. In my team we generally acknowledge one another's efforts and achievements	65	-11	■
38. My team's objectives/work plans are clearly outlined	61	-11	■
20. Overall, I have confidence in the decisions made by my senior managers	35	-11	■
29. I am able to achieve a healthy work/life balance most of the time	60	-11	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	-12	■
21. I am kept well informed about what is happening in my workplace	46	-12	■
16. I receive regular and constructive feedback on my performance	42	-12	■
39. Our objectives/work plans help us to deliver a quality service	60	-12	■
5. I have sufficient control over my work so I can do my job well	58	-12	■
11. Morale is good in my team	47	-12	■
3. Working here makes me want to do the best job I can	66	-12	■
31. Reasonable expectations are placed on staff according to their position	49	-12	■
23. I think it is safe to speak up and challenge the way things are done	45	-12	■

External Comparison

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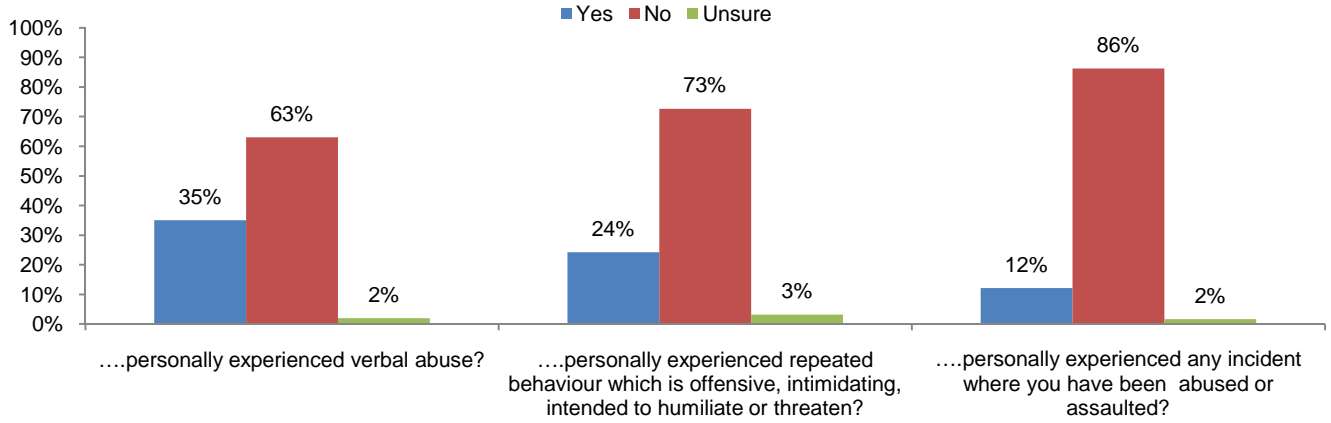
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
13. In my workplace, we recognise our successes and innovations	51	-12	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	-12	■
19. There is a positive relationship between senior management and staff in my workplace	31	-13	■
10. My team resolves conflict quickly when it arises	47	-15	■
30. There are mechanisms in place to support me if I experience stress or pressure	46	-16	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	-16	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	-16	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	-18	■
18b. The senior managers at my workplace have a clear direction for the future	31	-19	■

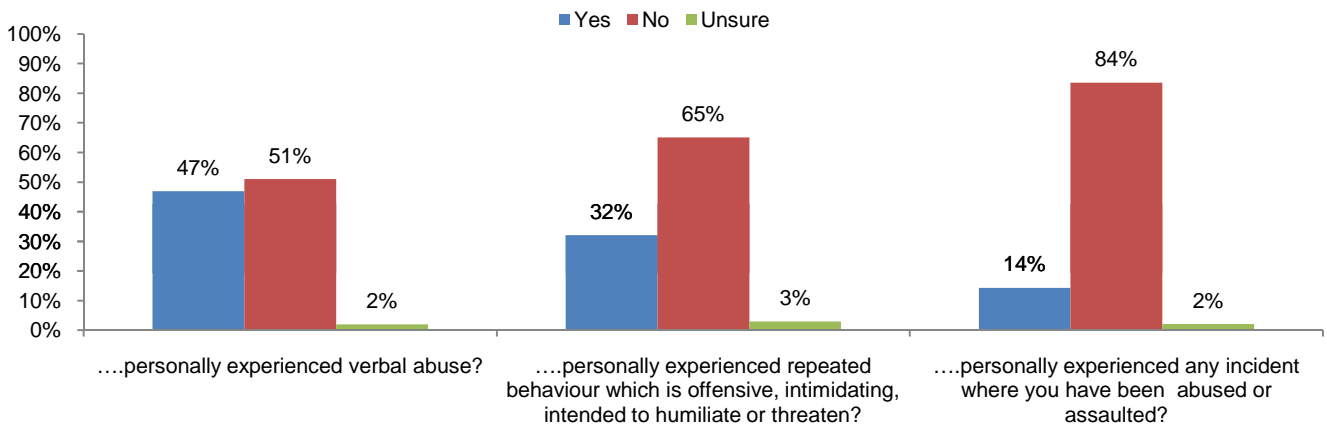
Inappropriate Behaviour

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

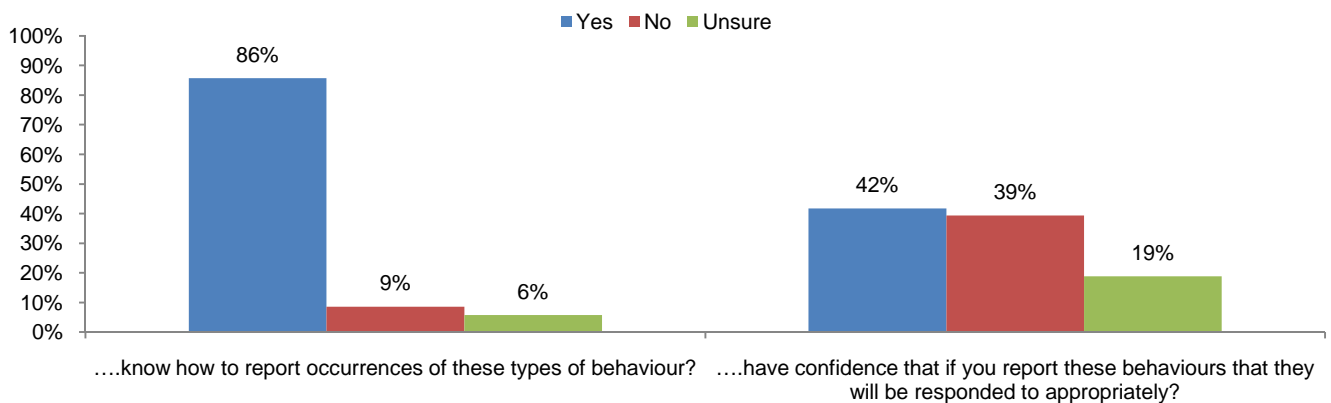
33. In the last three (3) months have you....



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



35. Do you currently....

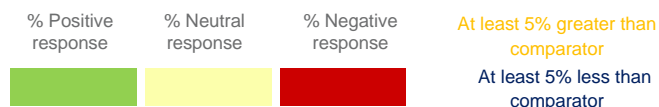


All Questions

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

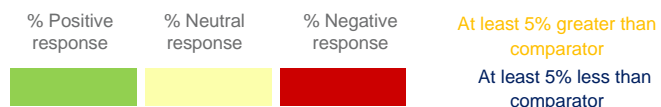
	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
		56	0	0	-9
1. My job makes good use of my skills and abilities	76% Positive, 9% Neutral, 15% Negative	76	0	0	-9
2. I feel I am able to suggest ideas to improve our ways of doing things	66% Positive, 12% Neutral, 22% Negative	66	+1	+1	-8
3. Working here makes me want to do the best job I can	66% Positive, 19% Neutral, 15% Negative	66	-1	-1	-12
4. Too many approvals are required for routine decisions*	13% Positive, 20% Neutral, 67% Negative	13	-1	-1	-3
5. I have sufficient control over my work so I can do my job well	58% Positive, 17% Neutral, 25% Negative	58	-2	-2	-12
Key 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56% Positive, 19% Neutral, 25% Negative	56	+2	+2	-8

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Team

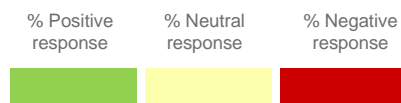
Question	Response Scale	% Positive Score	% Positive Variance Compared to:	Australian and International Health Sector Benchmark
		57	0	-11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63% Positive, 16% Neutral, 20% Negative	63	-2	-10
8. In my team we generally acknowledge one another's efforts and achievements	65% Positive, 16% Neutral, 19% Negative	65	-1	-11
9. People in my team are honest and open	61% Positive, 20% Neutral, 19% Negative	61	+1	-10
10. My team resolves conflict quickly when it arises	47% Positive, 24% Neutral, 28% Negative	47	+0	-15
Key 11. Morale is good in my team	47% Positive, 19% Neutral, 34% Negative	47	+1	-12

All Questions

This section shows the breakdown of responses to each question.

Key

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



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

Being valued

Question	% Positive response	% Neutral response	% Negative response	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
12. I believe I am valued for what I can offer at my workplace	59	16	25	59	+1	-10
13. In my workplace, we recognise our successes and innovations	51	23	26	51	+1	-12
14. Staff are treated respectfully regardless of their job	55	17	27	55	+0	-10

% Positive Variance Compared to:

Response Scale

% Positive Score

NSW Health Overall

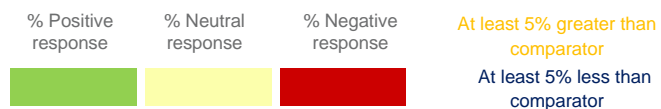
Australian and International Health Sector Benchmark

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

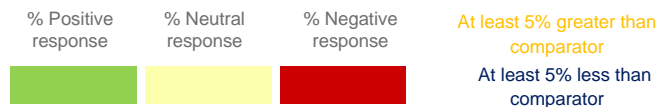
Question	Response Scale	% Positive Score	% Positive Variance Compared to:	Australian and International Health Sector Benchmark
			NSW Health Overall	
15a. My line manager recognises and acknowledges when I have done my job well	60% Positive, 17% Neutral, 23% Negative	60	-1	-8
15b. My line manager treats all staff in my team fairly	57% Positive, 16% Neutral, 27% Negative	57	-1	-7
15c. My line manager ensures that when issues are raised in the team, they are addressed	55% Positive, 18% Neutral, 27% Negative	55	-1	-9
15d. My line manager treats me with respect	72% Positive, 14% Neutral, 14% Negative	72	-1	-3
16. I receive regular and constructive feedback on my performance	42% Positive, 23% Neutral, 35% Negative	42	-2	-12
17. Overall, I have confidence in the decisions made by my line manager	56% Positive, 21% Neutral, 23% Negative	56	-2	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

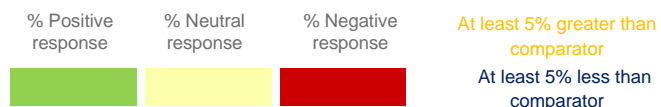
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	39	22	39	34	-1	-13
18b. The senior managers at my workplace have a clear direction for the future	31	33	36	31	-1	-19
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	27	41	33	-1	-12
19. There is a positive relationship between senior management and staff in my workplace	31	28	41	31	-3	-13
20. Overall, I have confidence in the decisions made by my senior managers	35	30	35	35	-1	-11

All Questions

This section shows the breakdown of responses to each question.

Key

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



Communication

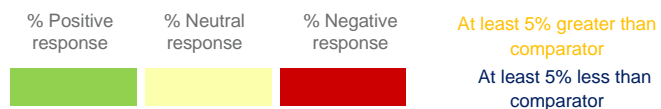
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	46	20	34	46	+1	-12
22. I have a say in decisions which affect my work	41	24	36	41	-0	-7
23. I think it is safe to speak up and challenge the way things are done	45	19	36	45	-1	-12
24. Where I work, we share the lessons learnt when mistakes are made	55	22	24	55	+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



Training and Development Opportunities

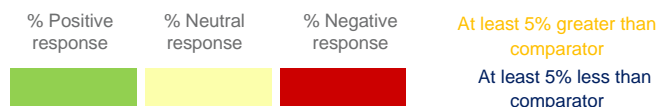
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71	15	14	71	+3	-8		
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	77	12	11	77	+1	0		
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	19	25	55	+0	-12		

All Questions

This section shows the breakdown of responses to each question.

Key

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



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	38	27	36	38	+1	-16
29. I am able to achieve a healthy work/life balance most of the time	60	16	25	60	-0	-11
30. There are mechanisms in place to support me if I experience stress or pressure	46	24	30	46	-3	-16
31. Reasonable expectations are placed on staff according to their position	49	20	31	49	-3	-12
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	19	16	64	-1	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

Inappropriate Behaviour

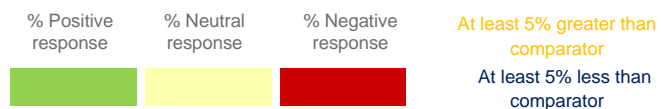
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
33a. In the last three (3) months, have you personally experienced verbal abuse?	63		35	69	+1	-2
33b. In the last three (3) months, have you personally experienced repeated 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?	51		47	51	-3	-7
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65		32	65	+0	-5
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84		14	84	+2	+1
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	86	6	9	86	+3	+5
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	19	39	42	-1	-13

All Questions

This section shows the breakdown of responses to each question.

Key

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



Service Delivery

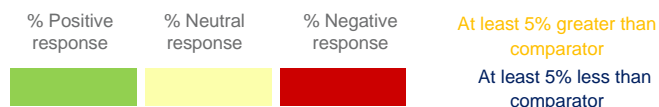
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
				53		0	-10
Key 36. My work environment allows me to deliver the best possible services (patient care or support services)	52	20	28	52	-2		-18
37. In my workplace patient safety is at the centre of all decision making	64	21	15	64	-0		-8
38. My team's objectives/work plans are clearly outlined	61	21	18	61	+1		-11
Key 39. Our objectives/work plans help us to deliver a quality service	60	23	17	60	+0		-12
40. At my workplace we are too focused on monitoring rather than delivering services*	30	29	42	30	+3		+2

All Questions

This section shows the breakdown of responses to each question.

Key

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



Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	68	19	13	68	0	-9
42. I would recommend my workplace as a good place to work	59	20	22	59	+1	-7
43. I feel motivated to contribute more than what is normally required at work	60	20	20	60	-1	-6
44. I have a strong sense of belonging to my workplace	60	22	19	60	-1	-7
45. Overall I am satisfied to be working here at the present time	64	16	20	64	+0	-9
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	36	39	25	-4	-16

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Your Job	56	49	55	58	56	62	64	55	(r)	(r)	35	(r)	59
1. My job makes good use of my skills and abilities	76	78	76	72	73	85	86	74	(r)	(r)	47	(r)	67
2. I feel I am able to suggest ideas to improve our ways of doing things	66	53	65	68	73	70	76	69	(r)	(r)	41	(r)	82
3. Working here makes me want to do the best job I can	66	57	66	69	66	71	76	63	(r)	(r)	43	(r)	64
4. Too many approvals are required for routine decisions*	13	13	13	16	11	15	21	6	(r)	(r)	16	(r)	12
5. I have sufficient control over my work so I can do my job well	58	41	54	69	63	65	59	63	(r)	(r)	41	(r)	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	56	50	57	53	50	63	65	55	(r)	(r)	23	(r)	61

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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Your Job	56	67	48	56	47	(r)	54	56	60	54	60	60	59	(r)
1. My job makes good use of my skills and abilities	76	84	69	83	71	(r)	75	76	83	74	83	83	80	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	66	78	56	64	52	(r)	64	67	72	63	71	74	70	(r)
3. Working here makes me want to do the best job I can	66	76	50	76	53	(r)	57	67	71	64	70	72	75	(r)
4. Too many approvals are required for routine decisions*	13	23	9	5	10	(r)	11	13	11	14	12	10	10	(r)
5. I have sufficient control over my work so I can do my job well	58	77	53	55	43	(r)	61	58	57	59	59	53	50	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	63	53	50	52	(r)	54	56	67	51	65	70	70	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Your Job	56	54	58	63	(r)	65	(r)	52	59	36	64	56	57	53	54	60
1. My job makes good use of my skills and abilities	76	75	79	85	(r)	92	(r)	70	81	59	79	81	78	73	75	81
2. I feel I am able to suggest ideas to improve our ways of doing things	66	64	69	68	(r)	75	(r)	61	70	40	67	62	66	62	64	72
3. Working here makes me want to do the best job I can	66	64	69	79	(r)	75	(r)	58	71	38	85	71	68	61	60	72
4. Too many approvals are required for routine decisions*	13	11	18	15	(r)	17	(r)	12	14	11	16	14	10	12	14	13
5. I have sufficient control over my work so I can do my job well	58	57	59	67	(r)	75	(r)	54	62	40	73	63	63	55	56	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	56	56	63	(r)	58	(r)	58	59	27	61	48	58	52	55	62

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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141	
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50	
Your Job	56	60	58	54	54	58	58	54	55	52	56	59	60	67	45	
1. My job makes good use of my skills and abilities	76	79	77	75	78	84	84	79	74	72	75	78	77	84	71	
2. I feel I am able to suggest ideas to improve our ways of doing things	66	68	71	63	61	69	62	63	65	63	67	73	71	76	49	
3. Working here makes me want to do the best job I can	66	71	69	61	64	70	73	61	64	58	66	69	71	83	56	
4. Too many approvals are required for routine decisions*	13	12	14	14	12	13	10	12	11	13	14	13	19	18	8	
5. I have sufficient control over my work so I can do my job well	58	66	59	54	54	60	60	57	59	56	57	60	60	73	47	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	63	56	54	52	53	60	53	57	52	58	63	59	65	39	

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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Your Team	57	62	55	58	55	66	73	46	(r)	(r)	18	(r)	69
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	68	64	61	67	70	74	50	(r)	(r)	14	(r)	74
8. In my team we generally acknowledge one another's efforts and achievements	65	69	64	68	60	76	86	52	(r)	(r)	20	(r)	77
9. People in my team are honest and open	61	68	58	59	58	75	71	52	(r)	(r)	14	(r)	74
10. My team resolves conflict quickly when it arises	47	53	46	51	46	52	74	33	(r)	(r)	23	(r)	61
11. Morale is good in my team	47	51	44	49	45	56	57	41	(r)	(r)	18	(r)	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	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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Your Team	57	70	58	54	58	(r)	39	57	64	53	61	69	67	(r)
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	78	66	64	63	(r)	44	64	69	61	65	74	65	(r)
8. In my team we generally acknowledge one another's efforts and achievements	65	76	66	62	64	(r)	49	66	75	60	72	80	75	(r)
9. People in my team are honest and open	61	82	63	62	69	(r)	43	60	69	57	68	71	70	(r)
10. My team resolves conflict quickly when it arises	47	59	56	31	48	(r)	27	48	54	45	50	60	55	(r)
11. Morale is good in my team	47	54	41	50	47	(r)	34	47	55	43	51	59	70	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Your Team	57	55	57	74	(r)	63	(r)	54	60	34	71	58	55	55	54	59
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	61	67	79	(r)	58	(r)	58	67	46	72	67	60	64	62	64
8. In my team we generally acknowledge one another's efforts and achievements	65	64	64	80	(r)	75	(r)	59	69	42	77	67	62	65	61	67
9. People in my team are honest and open	61	58	61	80	(r)	83	(r)	62	63	37	75	57	58	58	60	62
10. My team resolves conflict quickly when it arises	47	45	48	65	(r)	50	(r)	45	51	25	61	45	43	45	46	49
11. Morale is good in my team	47	46	43	68	(r)	50	(r)	44	50	21	69	56	49	42	41	50

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Your Team	57	62	59	54	52	63	58	57	56	53	57	63	56	68	41
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	70	65	63	58	71	68	65	60	61	62	72	61	74	48
8. In my team we generally acknowledge one another's efforts and achievements	65	72	69	60	60	64	68	67	64	61	68	70	65	74	48
9. People in my team are honest and open	61	65	61	60	57	64	61	62	61	59	65	64	58	72	44
10. My team resolves conflict quickly when it arises	47	48	50	46	46	49	42	47	48	47	47	52	47	62	35
11. Morale is good in my team	47	57	49	40	41	64	51	46	46	38	45	55	49	59	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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Being valued	55	55	53	59	53	64	61	52	(r)	(r)	27	(r)	47
12. I believe I am valued for what I can offer at my workplace	59	57	56	64	59	66	65	58	(r)	(r)	36	(r)	52
13. In my workplace, we recognise our successes and innovations	51	49	50	55	47	59	56	46	(r)	(r)	23	(r)	48
14. Staff are treated respectfully regardless of their job	55	60	53	59	52	67	62	52	(r)	(r)	20	(r)	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	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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Being valued	55	65	46	45	51	(r)	48	55	61	52	58	66	55	(r)
12. I believe I am valued for what I can offer at my workplace	59	66	53	49	55	(r)	57	59	63	57	60	66	60	(r)
13. In my workplace, we recognise our successes and innovations	51	60	41	44	46	(r)	41	51	58	47	55	66	50	(r)
14. Staff are treated respectfully regardless of their job	55	68	44	41	52	(r)	46	56	61	53	59	66	55	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Being valued	55	53	54	71	(r)	67	(r)	52	58	29	69	56	56	53	50	57
12. I believe I am valued for what I can offer at my workplace	59	56	60	73	(r)	67	(r)	55	62	33	74	60	57	54	55	62
13. In my workplace, we recognise our successes and innovations	51	50	47	67	(r)	75	(r)	47	54	28	66	51	50	51	45	55
14. Staff are treated respectfully regardless of their job	55	53	56	72	(r)	58	(r)	53	59	26	68	58	60	53	51	56

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141	
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50	
Being valued	55	63	59	46	50	62	62	57	53	49	53	58	58	67	37	
12. I believe I am valued for what I can offer at my workplace	59	66	60	51	55	62	63	60	57	53	57	63	61	71	41	
13. In my workplace, we recognise our successes and innovations	51	59	57	41	46	58	63	52	49	41	50	54	56	62	33	
14. Staff are treated respectfully regardless of their job	55	64	60	47	50	67	61	59	54	54	52	57	56	68	36	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Your Line Manager	57	55	56	64	57	63	64	54	(r)	(r)	27	(r)	57
15a. My line manager recognises and acknowledges when I have done my job well	60	58	59	68	64	65	71	56	(r)	(r)	30	(r)	61
15b. My line manager treats all staff in my team fairly	57	59	55	61	54	67	68	51	(r)	(r)	27	(r)	67
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	52	54	63	55	62	64	50	(r)	(r)	21	(r)	57
15d. My line manager treats me with respect	72	71	72	76	67	80	76	71	(r)	(r)	41	(r)	70
16. I receive regular and constructive feedback on my performance	42	30	43	54	43	46	47	37	(r)	(r)	16	(r)	37
17. Overall, I have confidence in the decisions made by my line manager	56	58	56	62	57	61	59	55	(r)	(r)	30	(r)	53

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Your Line Manager	57	65	52	57	49	(r)	50	58	60	56	60	60	59	(r)
15a. My line manager recognises and acknowledges when I have done my job well	60	71	56	59	55	(r)	57	60	64	59	63	63	70	(r)
15b. My line manager treats all staff in my team fairly	57	62	56	56	52	(r)	48	58	61	56	61	62	65	(r)
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	66	50	58	47	(r)	48	56	57	54	57	58	50	(r)
15d. My line manager treats me with respect	72	80	69	76	63	(r)	65	73	75	71	75	73	75	(r)
16. I receive regular and constructive feedback on my performance	42	50	34	36	34	(r)	32	43	44	42	43	41	45	(r)
17. Overall, I have confidence in the decisions made by my line manager	56	60	47	56	44	(r)	48	58	61	55	59	61	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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Your Line Manager	57	55	58	72	(r)	63	(r)	54	60	37	77	60	60	54	53	58
15a. My line manager recognises and acknowledges when I have done my job well	60	59	61	74	(r)	58	(r)	59	63	40	81	60	60	58	57	61
15b. My line manager treats all staff in my team fairly	57	56	56	70	(r)	67	(r)	59	60	31	74	64	60	53	54	58
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	52	57	72	(r)	58	(r)	53	57	38	73	55	59	52	50	56
15d. My line manager treats me with respect	72	70	75	83	(r)	75	(r)	69	76	45	88	78	75	70	68	72
16. I receive regular and constructive feedback on my performance	42	40	43	56	(r)	50	(r)	34	45	30	67	47	42	39	38	42
17. Overall, I have confidence in the decisions made by my line manager	56	54	56	75	(r)	67	(r)	53	59	37	76	56	62	51	53	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141	
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50	
Your Line Manager	57	68	60	53	47	71	63	54	61	53	55	58	58	70	43	
15a. My line manager recognises and acknowledges when I have done my job well	60	70	64	58	50	64	64	56	65	55	59	61	62	76	51	
15b. My line manager treats all staff in my team fairly	57	69	59	53	48	75	63	54	58	53	57	58	60	70	39	
15c. My line manager ensures that when issues are raised in the team, they are addressed	55	66	57	51	45	70	59	53	57	47	52	57	59	71	38	
15d. My line manager treats me with respect	72	82	77	69	60	84	81	70	77	69	69	71	71	83	56	
16. I receive regular and constructive feedback on my performance	42	54	42	39	32	59	47	38	45	38	41	43	40	50	34	
17. Overall, I have confidence in the decisions made by my line manager	56	69	59	51	46	73	63	53	61	53	54	57	56	70	39	

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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Senior Managers	34	31	31	42	38	37	40	34	(r)	(r)	21	(r)	37
18a. The senior managers at my workplace are aware of the issues I face in my job	39	42	37	42	41	41	38	37	(r)	(r)	25	(r)	42
18b. The senior managers at my workplace have a clear direction for the future	31	25	30	41	33	35	38	27	(r)	(r)	18	(r)	29
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	28	30	40	35	37	35	34	(r)	(r)	18	(r)	32
19. There is a positive relationship between senior management and staff in my workplace	31	29	27	40	39	33	38	35	(r)	(r)	23	(r)	39
20. Overall, I have confidence in the decisions made by my senior managers	35	29	30	45	39	39	50	38	(r)	(r)	23	(r)	45

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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Senior Managers	34	38	27	48	20	(r)	30	35	38	32	32	46	48	(r)
18a. The senior managers at my workplace are aware of the issues I face in my job	39	42	34	59	24	(r)	36	39	45	36	40	48	60	(r)
18b. The senior managers at my workplace have a clear direction for the future	31	34	28	41	19	(r)	26	32	35	29	29	44	40	(r)
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	37	22	44	20	(r)	32	33	37	31	29	47	42	(r)
19. There is a positive relationship between senior management and staff in my workplace	31	34	25	45	16	(r)	28	32	35	30	29	42	55	(r)
20. Overall, I have confidence in the decisions made by my senior managers	35	40	25	53	21	(r)	29	36	39	32	32	48	45	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Senior Managers	34	33	32	43	(r)	48	(r)	32	36	17	51	38	36	31	30	35
18a. The senior managers at my workplace are aware of the issues I face in my job	39	39	36	45	(r)	67	(r)	42	40	22	51	44	39	36	35	43
18b. The senior managers at my workplace have a clear direction for the future	31	31	29	39	(r)	42	(r)	25	34	18	44	32	35	29	26	34
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	32	32	44	(r)	42	(r)	31	35	14	48	37	37	29	29	34
19. There is a positive relationship between senior management and staff in my workplace	31	30	31	41	(r)	50	(r)	30	33	16	53	35	33	28	28	31
20. Overall, I have confidence in the decisions made by my senior managers	35	35	31	45	(r)	42	(r)	33	37	17	58	41	36	32	30	35

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141	
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50	
Senior Managers	34	43	37	28	27	44	40	33	33	29	31	36	37	43	23	
18a. The senior managers at my workplace are aware of the issues I face in my job	39	49	38	35	34	56	43	36	35	35	38	40	46	47	28	
18b. The senior managers at my workplace have a clear direction for the future	31	39	35	27	23	36	39	32	32	25	26	36	33	41	23	
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	42	36	26	27	42	41	28	36	29	29	34	34	41	21	
19. There is a positive relationship between senior management and staff in my workplace	31	39	35	24	26	38	36	36	32	25	29	33	32	42	21	
20. Overall, I have confidence in the decisions made by my senior managers	35	45	40	27	27	51	41	33	32	33	32	36	40	42	21	

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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Communication	47	42	47	47	45	47	53	54	(r)	(r)	22	(r)	46
21. I am kept well informed about what is happening in my workplace	46	34	48	47	47	50	50	49	(r)	(r)	18	(r)	48
22. I have a say in decisions which affect my work	41	34	41	39	41	40	56	49	(r)	(r)	23	(r)	48
23. I think it is safe to speak up and challenge the way things are done	45	45	45	44	43	47	44	53	(r)	(r)	23	(r)	42
24. Where I work, we share the lessons learnt when mistakes are made	55	54	56	57	49	54	62	64	(r)	(r)	25	(r)	45

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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Communication	47	52	38	51	31	(r)	49	47	53	44	51	57	58	(r)
21. I am kept well informed about what is happening in my workplace	46	47	35	51	31	(r)	49	47	52	43	50	53	60	(r)
22. I have a say in decisions which affect my work	41	48	42	39	27	(r)	45	41	49	37	46	53	55	(r)
23. I think it is safe to speak up and challenge the way things are done	45	49	39	51	27	(r)	43	46	52	42	50	56	55	(r)
24. Where I work, we share the lessons learnt when mistakes are made	55	61	35	63	38	(r)	60	55	61	52	59	65	60	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Communication	47	45	46	57	(r)	54	(r)	45	50	22	62	46	45	44	43	50
21. I am kept well informed about what is happening in my workplace	46	45	44	62	(r)	42	(r)	44	49	21	70	48	47	44	40	48
22. I have a say in decisions which affect my work	41	40	40	52	(r)	25	(r)	41	43	21	53	40	36	39	38	45
23. I think it is safe to speak up and challenge the way things are done	45	43	47	52	(r)	67	(r)	44	48	20	58	42	46	40	43	49
24. Where I work, we share the lessons learnt when mistakes are made	55	54	54	62	(r)	83	(r)	51	58	27	69	55	53	53	51	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Communication	47	55	48	40	42	57	53	45	46	46	45	51	47	55	29
21. I am kept well informed about what is happening in my workplace	46	57	50	37	40	64	52	47	48	50	43	46	47	56	25
22. I have a say in decisions which affect my work	41	50	41	36	36	40	44	38	36	38	45	46	43	50	27
23. I think it is safe to speak up and challenge the way things are done	45	51	47	39	44	53	53	43	45	43	44	50	46	53	27
24. Where I work, we share the lessons learnt when mistakes are made	55	63	56	49	50	69	62	51	57	53	49	63	54	61	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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Training and Development Opportunities	68	61	68	68	68	74	68	66	(r)	(r)	42	(r)	70
25. I have received the appropriate training and development to do my job effectively	71	81	72	64	64	76	67	70	(r)	(r)	50	(r)	68
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	77	45	74	86	88	87	91	81	(r)	(r)	48	(r)	90
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	56	59	54	52	58	48	48	(r)	(r)	30	(r)	52

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Training and Development Opportunities	68	78	67	76	63	(r)	59	68	71	67	70	73	62	(r)
25. I have received the appropriate training and development to do my job effectively	71	78	60	76	61	(r)	66	71	75	69	72	77	65	(r)
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	77	88	87	90	85	(r)	72	76	77	78	77	76	70	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	69	53	61	42	(r)	40	57	61	53	61	64	50	(r)

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Training and Development Opportunities	68	67	67	73	(r)	83	(r)	63	71	51	76	66	71	65	66	69
25. I have received the appropriate training and development to do my job effectively	71	70	73	72	(r)	92	(r)	65	74	50	70	69	76	63	69	78
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	77	79	74	77	(r)	92	(r)	72	80	68	91	78	78	78	77	73
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	54	55	72	(r)	67	(r)	51	59	34	68	51	60	54	52	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141	
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50	
Training and Development Opportunities	68	74	70	63	64	72	72	72	68	67	66	69	66	74	58	
25. I have received the appropriate training and development to do my job effectively	71	73	71	66	72	78	73	71	76	70	69	73	66	81	56	
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	77	83	80	74	72	84	78	81	78	76	76	75	77	80	75	
27. I am encouraged to take opportunities to learn new skills and have new experiences	55	66	59	48	48	53	64	64	50	55	53	59	56	60	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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Work Environment	51	42	49	58	54	60	67	47	(r)	(r)	26	(r)	47
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	34	37	44	42	42	50	25	(r)	(r)	14	(r)	37
29. I am able to achieve a healthy work/life balance most of the time	60	39	57	71	60	69	79	64	(r)	(r)	36	(r)	57
30. There are mechanisms in place to support me if I experience stress or pressure	46	25	47	52	47	53	64	39	(r)	(r)	30	(r)	43
31. Reasonable expectations are placed on staff according to their position	49	48	46	53	51	56	53	53	(r)	(r)	20	(r)	40
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	63	60	69	70	77	88	55	(r)	(r)	33	(r)	59

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Work Environment	51	62	45	52	44	(r)	44	52	54	50	53	56	48	(r)
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	46	23	37	24	(r)	23	39	43	35	42	43	55	(r)
29. I am able to achieve a healthy work/life balance most of the time	60	72	60	56	52	(r)	61	59	60	60	63	58	30	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	46	59	30	41	38	(r)	36	47	49	45	47	52	45	(r)
31. Reasonable expectations are placed on staff according to their position	49	60	43	54	41	(r)	48	49	51	48	51	53	45	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	72	70	73	65	(r)	51	64	68	63	63	73	65	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Work Environment	51	49	55	59	(r)	68	(r)	49	55	27	67	57	54	49	47	52
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	36	38	48	(r)	58	(r)	40	39	18	49	38	44	35	34	38
29. I am able to achieve a healthy work/life balance most of the time	60	55	70	70	(r)	75	(r)	57	63	35	77	68	60	59	56	59
30. There are mechanisms in place to support me if I experience stress or pressure	46	45	49	47	(r)	67	(r)	42	50	22	64	51	46	43	42	49
31. Reasonable expectations are placed on staff according to their position	49	46	51	64	(r)	67	(r)	51	52	17	68	60	52	45	45	49
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	63	68	67	(r)	75	(r)	55	70	42	78	67	68	64	60	64

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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Work Environment	51	60	53	46	46	66	56	49	53	47	52	55	54	61	34
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	45	42	32	31	51	43	33	43	35	37	39	41	49	18
29. I am able to achieve a healthy work/life balance most of the time	60	68	57	56	58	78	64	61	60	58	62	60	59	70	43
30. There are mechanisms in place to support me if I experience stress or pressure	46	54	47	40	42	62	47	40	47	39	48	52	51	54	31
31. Reasonable expectations are placed on staff according to their position	49	60	51	44	41	64	56	47	51	42	47	56	50	60	29
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	71	69	61	56	73	70	61	65	60	65	67	68	74	48

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Inappropriate Behaviour	69	74	65	74	73	76	75	68	(r)	(r)	39	(r)	77
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	75	55	75	68	71	70	70	(r)	(r)	30	(r)	73
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	88	67	76	78	81	79	73	(r)	(r)	33	(r)	80
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	92	83	88	89	95	91	90	(r)	(r)	48	(r)	97
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	51	56	42	64	55	61	61	58	(r)	(r)	22	(r)	70
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	74	59	69	71	76	76	63	(r)	(r)	31	(r)	70
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	87	80	84	90	90	84	86	(r)	(r)	48	(r)	93
35a. Do you currently know how to report occurrences of these types of behaviour?	86	78	90	90	87	85	88	67	(r)	(r)	74	(r)	90
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	39	41	50	44	45	48	35	(r)	(r)	24	(r)	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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Inappropriate Behaviour	69	78	68	71	67	(r)	67	68	70	68	68	73	71	(r)
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	79	60	66	58	(r)	64	62	59	65	55	67	60	(r)
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	77	73	71	68	(r)	74	73	75	72	72	80	70	(r)
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	92	77	93	89	(r)	92	86	89	85	89	90	85	(r)
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	51	60	57	63	50	(r)	55	49	46	53	46	48	55	(r)
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	71	70	63	64	(r)	62	65	67	64	65	72	65	(r)
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	88	80	88	87	(r)	85	83	86	82	86	88	90	(r)
35a. Do you currently know how to report occurrences of these types of behaviour?	86	97	93	76	88	(r)	70	86	92	83	92	93	95	(r)
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	59	33	49	36	(r)	35	41	45	41	41	50	45	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Inappropriate Behaviour	69	66	74	74	(r)	69	(r)	66	71	55	76	72	68	67	67	70
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	60	70	68	(r)	67	(r)	62	65	45	69	77	64	62	59	64
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	68	81	83	(r)	83	(r)	72	75	55	78	73	69	70	72	75
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	83	92	91	(r)	92	(r)	81	88	75	92	90	85	85	85	86
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	51	47	57	60	(r)	58	(r)	52	53	34	67	63	51	50	47	50
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	61	72	76	(r)	58	(r)	65	67	49	77	65	62	64	64	65
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	81	88	88	(r)	83	(r)	78	86	78	88	89	86	80	83	84
35a. Do you currently know how to report occurrences of these types of behaviour?	86	87	88	79	(r)	64	(r)	81	88	84	79	78	80	85	88	91
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	40	48	44	(r)	50	(r)	41	45	20	60	42	44	43	36	43

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Inappropriate Behaviour	69	72	70	66	66	74	70	64	67	68	69	71	70	77	61
33a. In the last three (3) months, have you personally experienced verbal abuse?	63	66	67	60	60	62	64	61	61	63	61	65	68	68	55
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	73	76	74	69	72	76	72	64	72	70	73	77	77	88	62
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86	90	88	82	84	89	89	84	86	85	86	86	88	89	82
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	51	57	52	47	47	67	56	44	49	48	53	50	50	62	44
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	65	70	67	62	62	76	66	56	63	63	68	67	64	80	56
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	84	89	86	78	81	91	84	84	84	79	83	85	82	88	83
35a. Do you currently know how to report occurrences of these types of behaviour?	86	84	86	88	87	76	81	83	85	90	89	91	85	87	83
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	42	49	45	39	35	53	48	38	39	43	41	47	44	49	23

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Service Delivery	53	46	52	58	51	57	65	56	(r)	(r)	39	(r)	44
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	37	51	68	53	51	61	60	(r)	(r)	35	(r)	43
37. In my workplace patient safety is at the centre of all decision making	64	51	63	65	60	73	63	61	(r)	(r)	51	(r)	53
38. My team's objectives/work plans are clearly outlined	61	56	61	63	57	67	79	62	(r)	(r)	39	(r)	47
39. Our objectives/work plans help us to deliver a quality service	60	56	60	60	60	63	78	62	(r)	(r)	35	(r)	47
40. At my workplace we are too focused on monitoring rather than delivering services*	30	27	27	35	25	32	44	35	(r)	(r)	35	(r)	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	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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Service Delivery	53	63	41	60	38	(r)	56	54	56	52	55	57	45	(r)
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	69	40	63	35	(r)	61	51	51	52	54	50	30	(r)
37. In my workplace patient safety is at the centre of all decision making	64	68	47	80	53	(r)	59	64	66	62	67	63	50	(r)
38. My team's objectives/work plans are clearly outlined	61	72	37	68	43	(r)	65	61	66	58	64	70	58	(r)
39. Our objectives/work plans help us to deliver a quality service	60	71	40	63	42	(r)	65	61	65	57	61	69	55	(r)
40. At my workplace we are too focused on monitoring rather than delivering services*	30	34	43	22	15	(r)	32	30	30	29	28	32	32	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Service Delivery	53	51	53	68	(r)	65	(r)	48	56	36	66	58	56	52	49	53
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	51	52	63	(r)	83	(r)	49	55	29	66	58	59	51	47	51
37. In my workplace patient safety is at the centre of all decision making	64	62	64	77	(r)	75	(r)	57	67	49	77	68	63	61	61	65
38. My team's objectives/work plans are clearly outlined	61	59	62	81	(r)	67	(r)	54	65	39	76	67	64	58	56	62
39. Our objectives/work plans help us to deliver a quality service	60	58	60	78	(r)	58	(r)	51	64	42	73	67	63	58	56	60
40. At my workplace we are too focused on monitoring rather than delivering services*	30	28	30	43	(r)	42	(r)	28	30	21	35	31	32	32	27	25

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group									
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Service Delivery	53	60	56	49	47	63	57	52	55	49	50	56	53	64	43
36. My work environment allows me to deliver the best possible services (patient care or support services)	52	60	55	48	46	60	52	51	56	43	49	56	55	63	44
37. In my workplace patient safety is at the centre of all decision making	64	68	67	58	62	78	62	65	67	61	59	65	65	75	53
38. My team's objectives/work plans are clearly outlined	61	70	65	56	52	71	73	54	68	60	54	66	55	70	46
39. Our objectives/work plans help us to deliver a quality service	60	69	64	54	52	71	66	56	64	53	55	63	62	71	50
40. At my workplace we are too focused on monitoring rather than delivering services*	30	32	31	28	25	33	34	35	21	25	30	31	30	41	20

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,621	116	683	150	152	279	35	105	-	-	46	-	33
Employee Engagement Index	63	58	62	69	62	69	68	63	(r)	(r)	31	(r)	63
Your Workplace	56	52	55	63	55	61	63	55	(r)	(r)	27	(r)	57
41. Overall I am proud to be a part of this workplace	68	68	67	76	64	73	73	71	(r)	(r)	31	(r)	63
42. I would recommend my workplace as a good place to work	59	52	58	65	55	68	64	60	(r)	(r)	24	(r)	47
43. I feel motivated to contribute more than what is normally required at work	60	56	59	70	63	65	61	59	(r)	(r)	22	(r)	73
44. I have a strong sense of belonging to my workplace	60	59	59	61	64	62	64	59	(r)	(r)	33	(r)	67
45. Overall I am satisfied to be working here at the present time	64	59	62	71	59	73	70	67	(r)	(r)	34	(r)	67
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	17	27	34	25	23	47	13	(r)	(r)	16	(r)	23

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,621	92	32	42	105	-	72	1243	483	1023	263	165	20	-
Employee Engagement Index	63	70	48	66	54	(r)	60	63	68	60	66	70	66	(r)
Your Workplace	56	62	41	57	48	(r)	54	56	61	53	59	63	61	(r)
41. Overall I am proud to be a part of this workplace	68	75	47	71	56	(r)	68	69	72	66	69	75	65	(r)
42. I would recommend my workplace as a good place to work	59	68	33	61	49	(r)	55	59	64	56	61	65	60	(r)
43. I feel motivated to contribute more than what is normally required at work	60	67	57	61	55	(r)	58	60	67	57	64	69	70	(r)
44. I have a strong sense of belonging to my workplace	60	62	53	66	55	(r)	58	60	67	56	65	71	65	(r)
45. Overall I am satisfied to be working here at the present time	64	73	50	61	56	(r)	65	64	67	63	66	68	58	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	29	7	22	17	(r)	22	26	30	23	28	28	45	(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	1,621	987	385	109	-	12	-	275	1103	118	97	81	173	332	453	357
Employee Engagement Index	63	60	65	76	(r)	77	(r)	58	67	38	77	68	63	60	57	67
Your Workplace	56	54	57	67	(r)	75	(r)	52	59	33	67	61	55	54	51	60
41. Overall I am proud to be a part of this workplace	68	65	71	84	(r)	83	(r)	60	72	45	85	69	71	66	62	71
42. I would recommend my workplace as a good place to work	59	56	60	73	(r)	75	(r)	54	62	34	75	67	61	56	52	62
43. I feel motivated to contribute more than what is normally required at work	60	59	60	72	(r)	75	(r)	57	63	39	74	63	59	57	54	67
44. I have a strong sense of belonging to my workplace	60	57	65	69	(r)	73	(r)	55	63	35	61	60	56	57	58	65
45. Overall I am satisfied to be working here at the present time	64	62	66	77	(r)	83	(r)	60	68	37	81	75	65	61	58	67
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	27	20	26	(r)	58	(r)	26	27	8	24	33	21	26	22	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	1,621	391	368	358	368	45	135	135	168	175	206	244	154	92	141
Employee Engagement Index	63	69	65	58	58	68	68	61	60	55	62	67	67	77	50
Your Workplace	56	62	58	52	51	60	59	56	54	49	55	60	60	70	43
41. Overall I am proud to be a part of this workplace	68	75	72	62	64	78	76	67	67	58	65	72	72	84	54
42. I would recommend my workplace as a good place to work	59	66	63	54	51	73	69	59	58	47	59	64	60	67	44
43. I feel motivated to contribute more than what is normally required at work	60	69	62	55	55	56	61	57	55	53	60	67	66	77	51
44. I have a strong sense of belonging to my workplace	60	62	60	59	58	58	58	62	54	54	61	64	66	74	45
45. Overall I am satisfied to be working here at the present time	64	73	67	58	58	73	71	62	63	59	64	65	67	79	49
46. Overall, I believe the culture at my workplace has improved in the last 12 months	25	29	26	24	21	24	20	30	28	24	20	27	30	36	17

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:

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

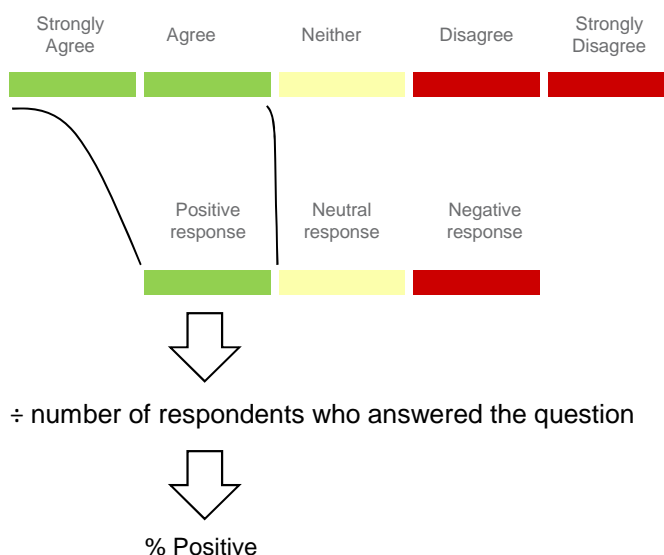
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.