

2011 YourSay Workplace Survey

Facility Report



Sydney Local Health District

This Report

This report provides 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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1,262

ACTUAL RESPONSES

13%

2% Confidence Interval

ESTIMATED RESPONSE RATE

65%

ENGAGEMENT INDEX

48%

WORKPLACE CULTURE INDEX

Employee Engagement Index

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

The three elements of Employee Engagement

Say

Strongly advocating the organisation

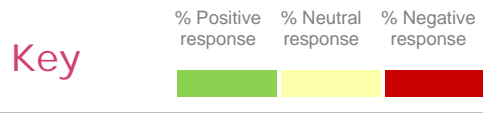
Stay

An emotional commitment to the organisation and a desire to stay

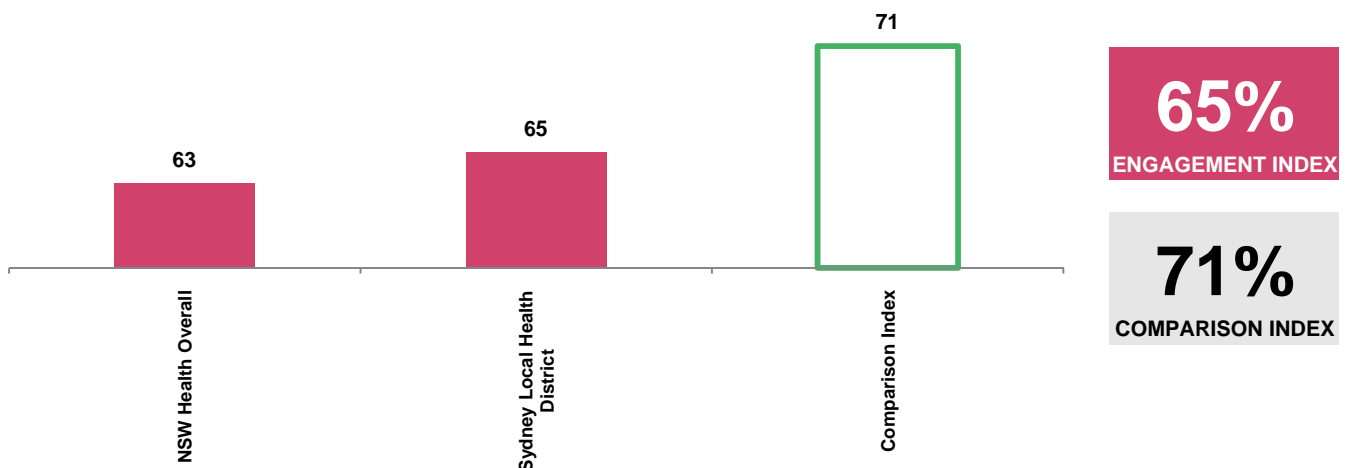
Strive

Providing sustained additional effort in line with organisational goals

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



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	72% Positive, 18% Neutral, 10% Negative	+4
42. I would recommend my workplace as a good place to work	59% Positive, 21% Neutral, 20% Negative	+1
44. I have a strong sense of belonging to my workplace	64% Positive, 22% Neutral, 14% Negative	+3
45. Overall I am satisfied to be working here at the present time	66% Positive, 17% Neutral, 17% Negative	+2
3. Working here makes me want to do the best job I can	66% Positive, 19% Neutral, 16% Negative	-1
43. I feel motivated to contribute more than what is normally required at work	63% Positive, 19% Neutral, 18% Negative	+2

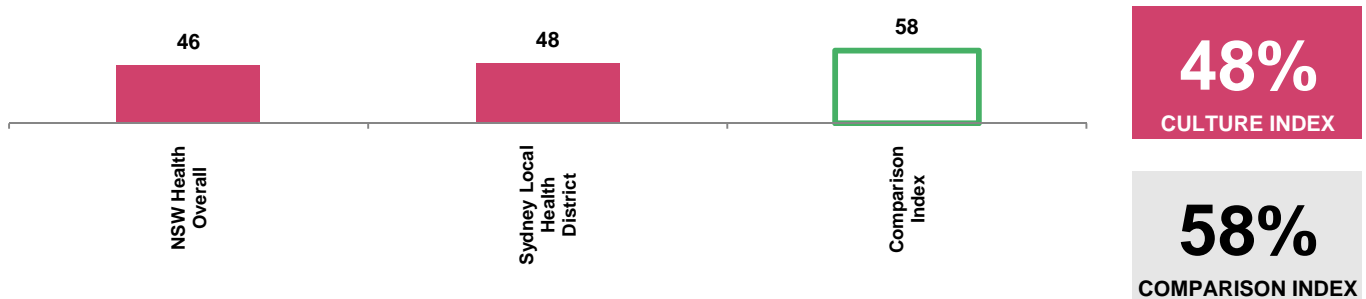


Employee Workplace Culture Index

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

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

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	50	20	30		+4
12. I believe I am valued for what I can offer at my workplace	59	17	24		+1
13. In my workplace, we recognise our successes and innovations	51	24	26		+1
14. Staff are treated respectfully regardless of their job	56	17	27		+1
17. Overall, I have confidence in the decisions made by my line manager	59	19	22		+1
18b. The senior managers at my workplace have a clear direction for the future	31	33	35		-1
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	29	38		0
20. Overall, I have confidence in the decisions made by my senior managers	35	31	35		-1
22. I have a say in decisions which affect my work	42	24	34		+1
23. I think it is safe to speak up and challenge the way things are done	46	20	34		0
24. Where I work, we share the lessons learnt when mistakes are made	59	18	23		+6
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	24	35		+4
38. My team's objectives/work plans are clearly outlined	62	22	16		+2
39. Our objectives/work plans help us to deliver a quality service	63	21	15		+3
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	35	34		+2



Drivers of Engagement

A statistical technique known as Key Driver Analysis (KDA) has been used to help focus on those aspects of working for this organisation which have the greatest impact on Employee Engagement. The dashboard below shows the questions with the greatest impact on Employee Engagement for Sydney Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for 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		55	54
1. My job makes good use of my skills and abilities		78	76
13. In my workplace, we recognise our successes and innovations		51	50
11. Morale is good in my team		50	46
36. My work environment allows me to deliver the best possible services (patient care or support services)		55	54

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	69
Your Workplace	59
Your Line Manager	59

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	78
1. My job makes good use of my skills and abilities	78
41. Overall I am proud to be a part of this workplace	72
15d. My line manager treats me with respect	72
25. I have received the appropriate training and development to do my job effectively	71

Lowlights

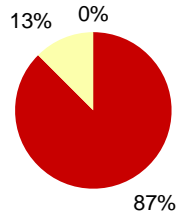
Sections	% Positive
Senior Managers	35
Communication	48
Work Environment	54

Questions	% Positive
4. Too many approvals are required for routine decisions*	13
40. At my workplace we are too focused on monitoring rather than delivering services*	25
18b. The senior managers at my workplace have a clear direction for the future	31
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31
18c. The senior managers at my workplace lead by example in creating a positive workplace	34

External Comparison

This section shows comparisons between 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



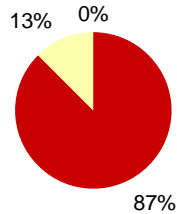
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
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	78	+1	■
40. At my workplace we are too focused on monitoring rather than delivering services*	25	-3	■
4. Too many approvals are required for routine decisions*	13	-3	■
44. I have a strong sense of belonging to my workplace	64	-3	■
43. I feel motivated to contribute more than what is normally required at work	63	-3	■
15d. My line manager treats me with respect	72	-3	■
37. In my workplace patient safety is at the centre of all decision making	67	-5	■
41. Overall I am proud to be a part of this workplace	72	-5	■
22. I have a say in decisions which affect my work	42	-6	■
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	-6	■
17. Overall, I have confidence in the decisions made by my line manager	59	-6	■
24. Where I work, we share the lessons learnt when mistakes are made	59	-6	■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	-7	■

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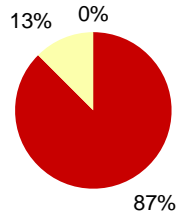
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- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
42. I would recommend my workplace as a good place to work	59	-7	■
15b. My line manager treats all staff in my team fairly	57	-7	■
45. Overall I am satisfied to be working here at the present time	66	-7	■
1. My job makes good use of my skills and abilities	78	-7	■
16. I receive regular and constructive feedback on my performance	47	-7	■
25. I have received the appropriate training and development to do my job effectively	71	-8	■
15a. My line manager recognises and acknowledges when I have done my job well	60	-8	■
8. In my team we generally acknowledge one another's efforts and achievements	68	-8	■
39. Our objectives/work plans help us to deliver a quality service	63	-9	■
31. Reasonable expectations are placed on staff according to their position	52	-9	■
11. Morale is good in my team	50	-9	■
18a. The senior managers at my workplace are aware of the issues I face in my job	40	-9	■
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	-9	■

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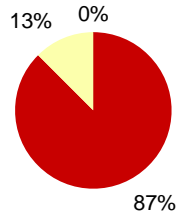
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
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	55	-9	■
14. Staff are treated respectfully regardless of their job	56	-9	■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	-10	■
38. My team's objectives/work plans are clearly outlined	62	-10	■
30. There are mechanisms in place to support me if I experience stress or pressure	52	-10	■
19. There is a positive relationship between senior management and staff in my workplace	34	-10	■
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	-10	■
12. I believe I am valued for what I can offer at my workplace	59	-10	■
23. I think it is safe to speak up and challenge the way things are done	46	-11	■
5. I have sufficient control over my work so I can do my job well	59	-11	■
9. People in my team are honest and open	60	-11	■
21. I am kept well informed about what is happening in my workplace	47	-11	■
2. I feel I am able to suggest ideas to improve our ways of doing things	63	-11	■

External Comparison

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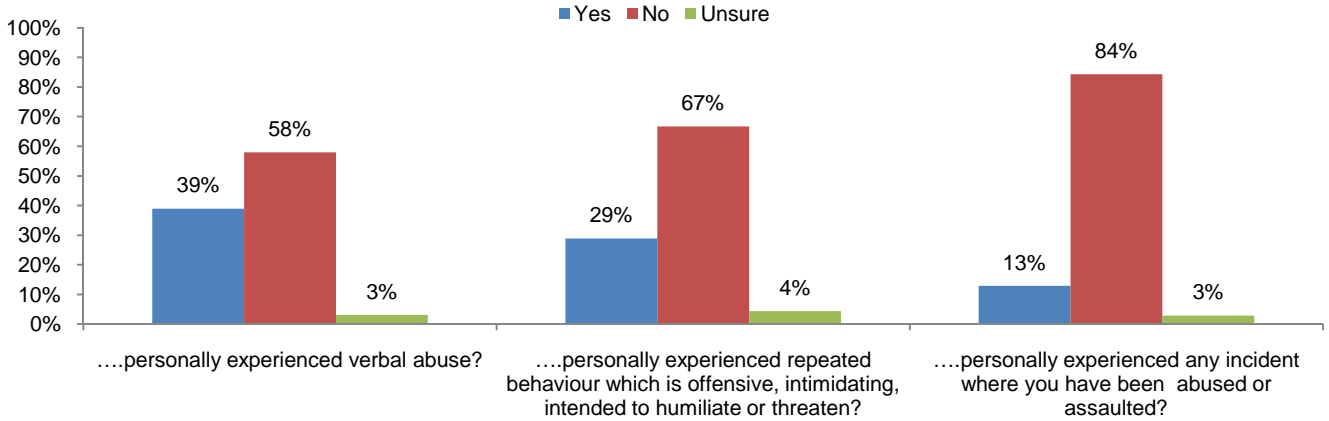
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
20. Overall, I have confidence in the decisions made by my senior managers	35	-11	■
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	-11	■
29. I am able to achieve a healthy work/life balance most of the time	60	-11	■
3. Working here makes me want to do the best job I can	66	-12	■
10. My team resolves conflict quickly when it arises	50	-12	■
13. In my workplace, we recognise our successes and innovations	51	-12	■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	-13	■
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	-15	■
18b. The senior managers at my workplace have a clear direction for the future	31	-19	■

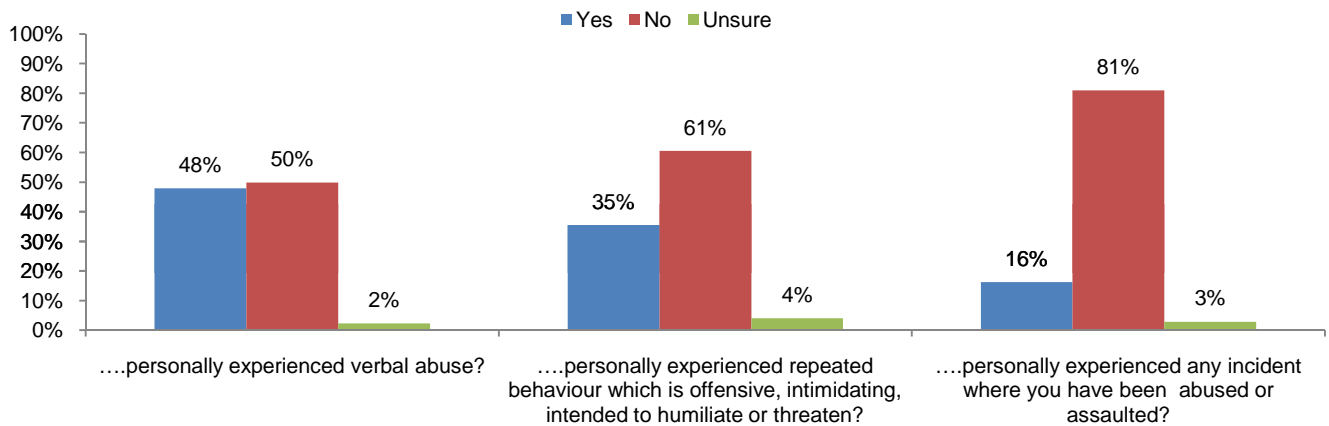
Inappropriate Behaviour

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

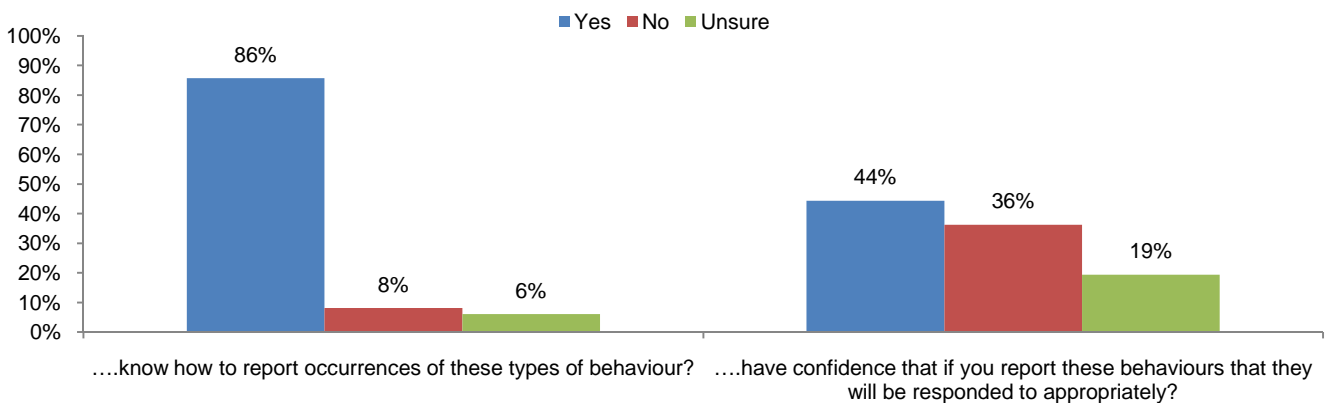
33. In the last three (3) months have you....



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



35. Do you currently....

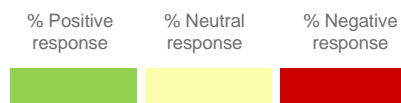


All Questions

This section shows the breakdown of responses to each question.

Key

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



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

Your Job

Key

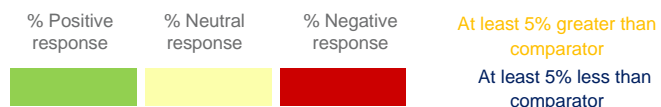
Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	78	9	14	78	+2	-7	
2. I feel I am able to suggest ideas to improve our ways of doing things	63	14	23	63	-2	-11	
3. Working here makes me want to do the best job I can	66	19	16	66	-1	-12	
4. Too many approvals are required for routine decisions*	13	20	67	13	-1	-3	
5. I have sufficient control over my work so I can do my job well	59	18	24	59	-1	-11	
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	55	19	26	55	+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



Your Team

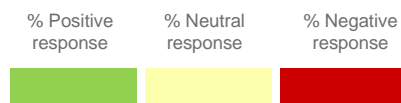
	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
		58	+1	-10
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63 18 20	63	-2	-10
8. In my team we generally acknowledge one another's efforts and achievements	68 14 18	68	+2	-8
9. People in my team are honest and open	60 21 20	60	-0	-11
10. My team resolves conflict quickly when it arises	50 22 29	50	+3	-12
Key 11. Morale is good in my team	50 20 30	50	+4	-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

Being valued

Key	Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
Key	12. I believe I am valued for what I can offer at my workplace	59	17	24	59	+1	-10	
Key	13. In my workplace, we recognise our successes and innovations	51	24	26	51	+1	-12	
	14. Staff are treated respectfully regardless of their job	56	17	27	56	+1	-9	

% Positive Variance Compared to:

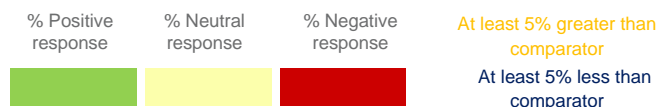
NSW Health Overall
Australian and International Health Sector Benchmark

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

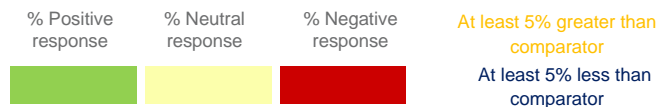
Question	% Positive response	% Neutral response	% Negative response	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
15a. My line manager recognises and acknowledges when I have done my job well	60	17	23	60	59	+1	+1	-6
15b. My line manager treats all staff in my team fairly	57	18	25	57	57	-1	-1	-7
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	19	23	58	58	+2	+2	-6
15d. My line manager treats me with respect	72	15	13	72	72	-1	-1	-3
16. I receive regular and constructive feedback on my performance	47	23	31	47	47	+3	+3	-7
17. Overall, I have confidence in the decisions made by my line manager	59	19	22	59	59	+1	+1	-6

All Questions

This section shows the breakdown of responses to each question.

Key

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



Senior Managers

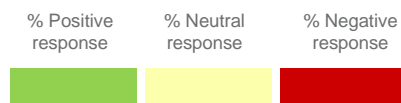
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
18a. The senior managers at my workplace are aware of the issues I face in my job	40	22	38	40	0	-9
18b. The senior managers at my workplace have a clear direction for the future	31	33	35	31	-1	-19
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	29	38	34	-0	-11
19. There is a positive relationship between senior management and staff in my workplace	34	27	39	34	+0	-10
20. Overall, I have confidence in the decisions made by my senior managers	35	31	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



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

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	47	20	33	47	+2	-11
22. I have a say in decisions which affect my work	42	24	34	42	+1	-6
23. I think it is safe to speak up and challenge the way things are done	46	20	34	46	+0	-11
24. Where I work, we share the lessons learnt when mistakes are made	59	18	23	59	+6	-6

All Questions

This section shows the breakdown of responses to each question.

Key

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



Training and Development Opportunities

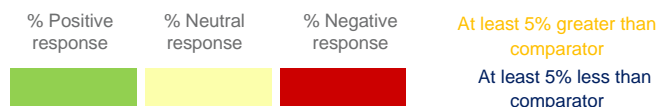
Question	Response Scale	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71 (16% Neutral, 13% Negative)	71	+3	+2	-5
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	78 (11% Neutral, 11% Negative)	78	+2	+2	+1
27. I am encouraged to take opportunities to learn new skills and have new experiences	58 (20% Neutral, 22% Negative)	58	+3	+3	-9

All Questions

This section shows the breakdown of responses to each question.

Key

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



Work Environment

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	24	35	41	+4	-13
29. I am able to achieve a healthy work/life balance most of the time	60	19	22	60	-0	-11
30. There are mechanisms in place to support me if I experience stress or pressure	52	24	24	52	+3	-10
31. Reasonable expectations are placed on staff according to their position	52	20	27	52	+0	-9
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	19	14	66	+1	-7

All Questions

This section shows the breakdown of responses to each question.

Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

Inappropriate Behaviour

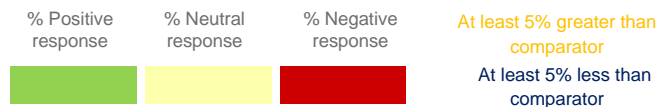
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
33a. In the last three (3) months, have you personally experienced verbal abuse?	58		39	58	-5	-5
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67		29	67	-4	-5
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84		13	84	-1	0
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50		48	50	-4	-8
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61		35	61	-4	-9
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81		16	81	-1	-2
	% Yes response	% Unsure response	% No response			
35a. Do you currently know how to report occurrences of these types of behaviour?	86	6	8	86	+3	+5
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	19	36	44	+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



Service Delivery

Key

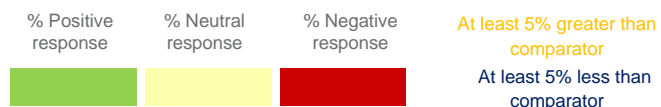
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	20	25	55	+1	+2	-15
37. In my workplace patient safety is at the centre of all decision making	67	21	12	67	+3	+3	-5
38. My team's objectives/work plans are clearly outlined	62	22	16	62	+2	+2	-10
39. Our objectives/work plans help us to deliver a quality service	63	21	15	63	+3	+3	-9
40. At my workplace we are too focused on monitoring rather than delivering services*	25	31	43	25	-2	-2	-3

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	72	18	10	72	+4	-5
42. I would recommend my workplace as a good place to work	59	21	20	59	+1	-7
43. I feel motivated to contribute more than what is normally required at work	63	19	18	63	+2	-3
44. I have a strong sense of belonging to my workplace	64	22	14	64	+3	-3
45. Overall I am satisfied to be working here at the present time	66	17	17	66	+2	-7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	35	34	31	+2	-10

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Your Job	56	50	57	55	56	52	55	50	53	(r)	61	(r)	59
1. My job makes good use of my skills and abilities	78	84	84	67	70	79	67	64	90	(r)	78	(r)	78
2. I feel I am able to suggest ideas to improve our ways of doing things	63	52	64	64	71	56	67	50	65	(r)	68	(r)	67
3. Working here makes me want to do the best job I can	66	56	67	66	67	58	72	62	55	(r)	73	(r)	78
4. Too many approvals are required for routine decisions*	13	22	13	14	12	15	11	20	8	(r)	10	(r)	10
5. I have sufficient control over my work so I can do my job well	59	40	56	64	63	52	67	61	50	(r)	73	(r)	65
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	55	44	60	55	53	48	44	43	48	(r)	60	(r)	57

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Your Job	56	56	56	51	57	56	47	56	60	54	58	60	67	68
1. My job makes good use of my skills and abilities	78	76	81	79	80	83	64	78	83	75	85	79	92	83
2. I feel I am able to suggest ideas to improve our ways of doing things	63	63	66	54	60	63	49	64	71	59	68	75	80	83
3. Working here makes me want to do the best job I can	66	67	63	61	67	65	57	66	68	67	68	67	80	83
4. Too many approvals are required for routine decisions*	13	16	13	0	9	11	21	13	8	15	8	7	13	8
5. I have sufficient control over my work so I can do my job well	59	56	50	57	66	57	61	58	58	60	56	61	64	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	55	55	63	54	58	57	32	55	68	49	64	73	68	92

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Your Job	56	56	54	58	(r)	61	(r)	59	56	39	60	61	57	54	53	57
1. My job makes good use of my skills and abilities	78	78	73	77	(r)	86	(r)	80	78	61	75	89	78	74	76	79
2. I feel I am able to suggest ideas to improve our ways of doing things	63	64	58	70	(r)	64	(r)	67	63	46	67	60	63	63	60	66
3. Working here makes me want to do the best job I can	66	66	65	65	(r)	71	(r)	68	68	40	76	69	68	63	63	69
4. Too many approvals are required for routine decisions*	13	11	23	5	(r)	29	(r)	15	13	10	10	14	15	12	14	12
5. I have sufficient control over my work so I can do my job well	59	59	57	63	(r)	57	(r)	63	59	41	70	69	64	56	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	55	56	48	68	(r)	57	(r)	59	57	34	61	68	54	55	51	59

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Your Job	56	62	58	50	52	53	59	55	53	56	57	56	58	61	44	
1. My job makes good use of my skills and abilities	78	80	81	71	76	74	84	74	76	78	80	78	79	80	63	
2. I feel I am able to suggest ideas to improve our ways of doing things	63	71	68	55	57	57	62	60	61	65	63	63	73	64	53	
3. Working here makes me want to do the best job I can	66	75	68	59	63	63	61	66	62	70	67	71	65	78	52	
4. Too many approvals are required for routine decisions*	13	16	11	14	12	9	14	17	15	11	14	9	16	17	11	
5. I have sufficient control over my work so I can do my job well	59	65	61	53	57	63	68	62	50	59	61	56	60	66	52	
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	55	66	59	50	48	54	64	53	55	54	59	57	57	60	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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Your Team	58	58	61	53	62	55	73	50	63	(r)	52	(r)	53
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	60	70	56	64	61	78	58	63	(r)	51	(r)	48
8. In my team we generally acknowledge one another's efforts and achievements	68	72	71	60	69	67	78	57	75	(r)	62	(r)	63
9. People in my team are honest and open	60	64	63	53	64	63	78	50	63	(r)	46	(r)	58
10. My team resolves conflict quickly when it arises	50	48	49	47	58	44	78	45	63	(r)	44	(r)	52
11. Morale is good in my team	50	44	52	48	56	41	56	42	53	(r)	56	(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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Your Team	58	66	54	46	61	63	40	58	67	54	62	70	81	83
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	75	58	57	65	68	46	62	68	61	65	67	92	92
8. In my team we generally acknowledge one another's efforts and achievements	68	75	55	57	67	77	47	68	78	63	74	81	88	92
9. People in my team are honest and open	60	70	65	46	64	62	40	60	71	55	66	74	80	83
10. My team resolves conflict quickly when it arises	50	57	42	39	52	58	36	50	62	44	54	70	68	75
11. Morale is good in my team	50	52	48	29	55	49	32	51	57	47	52	60	76	75

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Your Team	58	59	53	65	(r)	66	(r)	62	58	45	64	69	56	57	56	60
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	63	64	65	(r)	64	(r)	65	64	50	63	74	56	61	64	65
8. In my team we generally acknowledge one another's efforts and achievements	68	68	64	75	(r)	79	(r)	71	68	54	73	74	65	65	66	71
9. People in my team are honest and open	60	61	55	68	(r)	71	(r)	65	59	54	63	69	58	60	57	64
10. My team resolves conflict quickly when it arises	50	52	38	60	(r)	57	(r)	56	49	35	61	59	49	48	48	51
11. Morale is good in my team	50	51	43	58	(r)	57	(r)	55	50	32	60	69	52	50	45	49

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Your Team	58	65	59	55	53	55	60	58	54	59	58	63	56	62	49	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	69	65	59	59	63	61	60	59	63	65	68	64	68	52	
8. In my team we generally acknowledge one another's efforts and achievements	68	74	69	65	63	60	69	69	63	71	68	70	66	71	60	
9. People in my team are honest and open	60	66	63	58	54	51	65	61	58	61	59	64	54	61	57	
10. My team resolves conflict quickly when it arises	50	58	49	48	45	44	51	53	46	50	51	56	48	59	36	
11. Morale is good in my team	50	60	51	45	45	57	55	49	45	50	46	55	50	52	43	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Being valued	55	57	55	52	58	51	67	45	57	(r)	62	(r)	50
12. I believe I am valued for what I can offer at my workplace	59	62	59	55	64	53	67	43	53	(r)	68	(r)	60
13. In my workplace, we recognise our successes and innovations	51	56	49	48	54	48	72	39	55	(r)	56	(r)	44
14. Staff are treated respectfully regardless of their job	56	54	56	52	56	53	61	52	63	(r)	60	(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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Being valued	55	62	58	54	62	57	38	53	61	52	56	64	80	83
12. I believe I am valued for what I can offer at my workplace	59	65	60	61	66	56	42	57	64	56	59	67	85	83
13. In my workplace, we recognise our successes and innovations	51	59	60	43	55	56	28	49	57	48	51	62	80	83
14. Staff are treated respectfully regardless of their job	56	61	53	57	64	60	43	53	62	53	59	63	76	83

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Being valued	55	55	50	63	(r)	71	(r)	61	56	29	68	72	57	55	49	55
12. I believe I am valued for what I can offer at my workplace	59	59	58	63	(r)	71	(r)	65	60	31	70	80	65	56	54	59
13. In my workplace, we recognise our successes and innovations	51	51	43	63	(r)	71	(r)	56	51	31	67	63	50	51	46	50
14. Staff are treated respectfully regardless of their job	56	56	49	63	(r)	71	(r)	61	56	25	66	74	55	58	49	55

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Being valued	55	67	60	50	44	63	60	59	54	53	52	58	56	59	39	
12. I believe I am valued for what I can offer at my workplace	59	70	66	51	50	71	60	57	58	58	56	63	67	61	41	
13. In my workplace, we recognise our successes and innovations	51	62	57	46	39	54	55	54	53	48	49	53	47	53	40	
14. Staff are treated respectfully regardless of their job	56	69	58	52	44	63	66	66	50	54	50	59	56	63	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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Your Line Manager	59	56	60	59	61	53	61	45	63	(r)	61	(r)	64
15a. My line manager recognises and acknowledges when I have done my job well	60	61	60	60	66	55	61	46	60	(r)	58	(r)	70
15b. My line manager treats all staff in my team fairly	57	63	58	53	57	53	67	46	65	(r)	56	(r)	67
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	53	60	56	61	51	61	43	64	(r)	66	(r)	63
15d. My line manager treats me with respect	72	65	74	70	73	68	61	59	75	(r)	73	(r)	74
16. I receive regular and constructive feedback on my performance	47	33	48	54	47	41	61	30	50	(r)	53	(r)	46
17. Overall, I have confidence in the decisions made by my line manager	59	58	61	60	63	51	56	46	65	(r)	57	(r)	63

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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Your Line Manager	59	65	47	47	61	69	35	58	60	59	55	63	74	80
15a. My line manager recognises and acknowledges when I have done my job well	60	70	50	43	64	76	33	58	61	61	57	64	65	83
15b. My line manager treats all staff in my team fairly	57	68	47	44	61	70	33	55	60	56	58	61	76	75
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	62	37	50	61	68	38	58	57	59	50	60	76	83
15d. My line manager treats me with respect	72	72	63	64	77	78	49	72	75	71	71	78	88	83
16. I receive regular and constructive feedback on my performance	47	54	43	36	42	53	23	47	46	47	43	46	60	73
17. Overall, I have confidence in the decisions made by my line manager	59	62	43	43	64	68	36	59	60	59	52	68	76	83

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Your Line Manager	59	58	58	65	(r)	67	(r)	62	60	35	69	75	57	58	57	57
15a. My line manager recognises and acknowledges when I have done my job well	60	59	61	65	(r)	71	(r)	62	61	39	67	77	59	60	59	59
15b. My line manager treats all staff in my team fairly	57	56	56	70	(r)	71	(r)	63	58	31	71	74	53	55	56	57
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	58	58	58	(r)	69	(r)	61	60	32	76	71	57	56	57	56
15d. My line manager treats me with respect	72	71	73	75	(r)	86	(r)	75	72	50	77	91	70	72	71	69
16. I receive regular and constructive feedback on my performance	47	46	46	58	(r)	36	(r)	49	47	23	56	60	47	50	43	43
17. Overall, I have confidence in the decisions made by my line manager	59	59	56	65	(r)	71	(r)	60	60	39	67	77	57	57	58	58

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Your Line Manager	59	69	61	53	52	59	62	63	60	61	60	59	58	58	44	
15a. My line manager recognises and acknowledges when I have done my job well	60	68	66	52	55	54	63	62	65	65	60	59	63	54	48	
15b. My line manager treats all staff in my team fairly	57	69	56	51	53	56	59	63	61	57	58	58	59	61	39	
15c. My line manager ensures that when issues are raised in the team, they are addressed	58	68	63	52	50	66	65	60	57	60	58	58	57	61	45	
15d. My line manager treats me with respect	72	81	74	69	63	77	76	76	70	74	74	73	71	70	55	
16. I receive regular and constructive feedback on my performance	47	56	50	41	38	49	48	54	46	48	51	45	44	44	31	
17. Overall, I have confidence in the decisions made by my line manager	59	71	60	52	53	54	62	63	62	60	60	62	56	58	43	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Senior Managers	35	28	33	40	44	25	42	24	41	(r)	42	(r)	39
18a. The senior managers at my workplace are aware of the issues I face in my job	40	40	37	43	47	33	35	33	46	(r)	51	(r)	43
18b. The senior managers at my workplace have a clear direction for the future	31	21	31	40	39	23	35	18	38	(r)	33	(r)	37
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	29	34	38	40	21	53	21	38	(r)	45	(r)	34
19. There is a positive relationship between senior management and staff in my workplace	34	27	32	39	46	25	59	23	38	(r)	38	(r)	33
20. Overall, I have confidence in the decisions made by my senior managers	35	21	32	40	48	25	29	26	41	(r)	42	(r)	46

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Senior Managers	35	31	36	31	42	44	23	34	40	32	35	42	53	73
18a. The senior managers at my workplace are aware of the issues I face in my job	40	33	54	48	47	50	35	39	47	37	41	50	62	75
18b. The senior managers at my workplace have a clear direction for the future	31	34	25	22	38	46	16	30	34	30	34	33	44	58
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	31	37	26	42	38	20	33	39	31	35	42	48	83
19. There is a positive relationship between senior management and staff in my workplace	34	28	37	33	41	43	18	33	37	33	31	40	60	75
20. Overall, I have confidence in the decisions made by my senior managers	35	30	26	26	43	44	24	34	40	32	33	46	52	75

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Senior Managers	35	35	26	57	(r)	50	(r)	38	35	19	50	51	32	36	29	35
18a. The senior managers at my workplace are aware of the issues I face in my job	40	40	32	65	(r)	43	(r)	48	38	27	54	53	37	39	33	44
18b. The senior managers at my workplace have a clear direction for the future	31	31	25	45	(r)	50	(r)	31	32	18	44	44	29	34	27	29
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	34	23	55	(r)	50	(r)	38	33	18	47	59	33	35	28	32
19. There is a positive relationship between senior management and staff in my workplace	34	34	26	62	(r)	50	(r)	36	35	15	49	47	32	37	27	35
20. Overall, I have confidence in the decisions made by my senior managers	35	35	25	60	(r)	57	(r)	37	35	18	54	53	31	38	29	33

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	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Senior Managers	35	47	36	32	24	40	41	32	34	33	37	40	28	31	27	
18a. The senior managers at my workplace are aware of the issues I face in my job	40	50	42	38	30	47	44	29	39	42	40	47	36	36	33	
18b. The senior managers at my workplace have a clear direction for the future	31	41	33	28	22	29	40	31	29	30	34	37	22	29	23	
18c. The senior managers at my workplace lead by example in creating a positive workplace	34	48	36	29	22	35	41	30	30	31	39	38	27	30	30	
19. There is a positive relationship between senior management and staff in my workplace	34	47	34	33	23	44	39	35	34	31	36	39	28	30	24	
20. Overall, I have confidence in the decisions made by my senior managers	35	49	36	33	22	44	39	36	34	32	37	39	30	28	26	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Communication	48	45	49	50	47	40	38	51	49	(r)	60	(r)	51
21. I am kept well informed about what is happening in my workplace	47	42	48	47	45	41	29	38	49	(r)	62	(r)	48
22. I have a say in decisions which affect my work	42	36	41	47	47	31	35	49	41	(r)	51	(r)	49
23. I think it is safe to speak up and challenge the way things are done	46	48	49	44	41	36	47	50	46	(r)	59	(r)	49
24. Where I work, we share the lessons learnt when mistakes are made	59	55	58	62	54	52	41	66	62	(r)	67	(r)	57

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Communication	48	46	38	56	59	52	42	47	53	47	50	55	61	73
21. I am kept well informed about what is happening in my workplace	47	49	32	48	57	56	33	45	50	46	46	52	62	67
22. I have a say in decisions which affect my work	42	40	32	48	51	41	39	42	49	39	42	54	68	75
23. I think it is safe to speak up and challenge the way things are done	46	39	36	63	59	43	40	46	50	45	49	52	48	67
24. Where I work, we share the lessons learnt when mistakes are made	59	57	50	63	69	69	58	57	64	56	63	63	68	83

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Communication	48	49	42	56	(r)	54	(r)	54	48	28	59	59	50	50	43	48
21. I am kept well informed about what is happening in my workplace	47	48	42	58	(r)	57	(r)	51	47	36	60	54	52	49	44	44
22. I have a say in decisions which affect my work	42	43	38	50	(r)	43	(r)	48	42	24	50	49	42	44	37	45
23. I think it is safe to speak up and challenge the way things are done	46	47	36	53	(r)	57	(r)	54	46	19	57	63	47	46	41	46
24. Where I work, we share the lessons learnt when mistakes are made	59	59	52	63	(r)	57	(r)	64	59	34	70	69	59	61	51	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	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Communication	48	58	53	43	41	50	56	50	47	51	49	51	45	50	33	
21. I am kept well informed about what is happening in my workplace	47	57	51	42	41	51	55	44	50	55	46	49	39	48	35	
22. I have a say in decisions which affect my work	42	52	46	39	33	37	42	47	34	44	43	48	38	47	29	
23. I think it is safe to speak up and challenge the way things are done	46	56	51	40	38	46	55	51	48	45	47	49	43	46	26	
24. Where I work, we share the lessons learnt when mistakes are made	59	67	63	52	51	66	71	58	58	60	59	57	58	60	40	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Training and Development Opportunities	69	71	70	66	67	74	76	62	56	(r)	75	(r)	66
25. I have received the appropriate training and development to do my job effectively	71	68	76	63	68	76	71	60	62	(r)	76	(r)	62
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	78	79	69	82	79	88	94	81	67	(r)	86	(r)	80
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	65	64	52	54	58	65	44	41	(r)	61	(r)	56

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Training and Development Opportunities	69	72	67	73	76	69	55	68	72	68	73	71	82	75
25. I have received the appropriate training and development to do my job effectively	71	77	64	70	74	70	57	71	73	71	78	67	85	75
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	78	79	79	93	90	80	77	76	77	78	76	80	84	83
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	61	57	56	63	58	31	59	66	55	64	67	76	67

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Training and Development Opportunities	69	70	66	69	(r)	71	(r)	71	70	56	69	73	72	72	66	68
25. I have received the appropriate training and development to do my job effectively	71	72	71	60	(r)	79	(r)	71	72	60	64	74	73	76	69	70
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	78	79	73	75	(r)	86	(r)	81	78	69	75	86	81	80	77	75
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	59	53	73	(r)	50	(r)	61	59	38	67	60	63	61	50	59

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Training and Development Opportunities	69	73	73	68	64	73	74	75	68	70	70	68	68	72	56	
25. I have received the appropriate training and development to do my job effectively	71	71	75	71	69	77	74	80	72	71	72	69	71	74	60	
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	78	79	83	77	74	83	82	84	75	80	76	81	78	76	64	
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	69	60	55	49	60	65	61	57	60	62	55	55	65	43	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Work Environment	54	44	52	50	58	52	64	54	53	(r)	65	(r)	57
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	35	40	37	46	34	59	26	38	(r)	56	(r)	49
29. I am able to achieve a healthy work/life balance most of the time	60	38	58	56	63	62	76	66	51	(r)	65	(r)	61
30. There are mechanisms in place to support me if I experience stress or pressure	52	30	54	49	51	50	59	47	54	(r)	67	(r)	54
31. Reasonable expectations are placed on staff according to their position	52	48	52	50	53	44	53	66	51	(r)	67	(r)	57
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	68	59	61	76	73	71	70	72	(r)	71	(r)	65

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Work Environment	54	53	57	55	65	58	49	52	56	54	53	58	66	62
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	40	46	48	53	43	15	39	44	39	41	44	65	75
29. I am able to achieve a healthy work/life balance most of the time	60	60	57	56	71	63	56	58	56	62	55	58	64	42
30. There are mechanisms in place to support me if I experience stress or pressure	52	49	54	41	70	54	40	51	56	51	52	62	60	58
31. Reasonable expectations are placed on staff according to their position	52	43	50	59	57	56	64	51	54	52	50	56	67	58
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	70	79	70	75	72	74	63	70	65	69	72	75	75

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Work Environment	54	54	50	64	(r)	71	(r)	59	54	36	66	69	53	55	49	54
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	42	29	58	(r)	50	(r)	49	39	20	51	63	44	44	34	36
29. I am able to achieve a healthy work/life balance most of the time	60	58	61	65	(r)	86	(r)	61	60	43	70	68	55	63	55	60
30. There are mechanisms in place to support me if I experience stress or pressure	52	53	47	58	(r)	62	(r)	57	53	33	64	66	53	50	50	53
31. Reasonable expectations are placed on staff according to their position	52	52	52	59	(r)	64	(r)	59	53	31	72	69	51	51	48	54
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	66	61	83	(r)	93	(r)	69	66	51	75	79	63	68	61	68

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	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	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Work Environment	54	65	55	49	49	63	63	57	51	54	56	54	54	56	39	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	41	50	43	38	32	54	54	41	39	44	41	39	37	38	25	
29. I am able to achieve a healthy work/life balance most of the time	60	69	58	53	57	71	69	64	50	62	61	56	62	61	43	
30. There are mechanisms in place to support me if I experience stress or pressure	52	66	54	44	47	59	57	55	51	57	53	54	51	53	38	
31. Reasonable expectations are placed on staff according to their position	52	64	53	45	49	59	60	57	46	50	59	53	52	60	35	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	74	66	65	62	74	74	69	71	59	64	70	67	70	54	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Inappropriate Behaviour	66	72	60	74	67	72	66	63	72	(r)	63	(r)	70
33a. In the last three (3) months, have you personally experienced verbal abuse?	58	71	47	71	58	65	69	62	69	(r)	52	(r)	64
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	79	59	73	67	73	47	66	69	(r)	63	(r)	78
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84	85	79	88	86	93	81	86	89	(r)	74	(r)	87
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	63	37	70	51	52	63	48	59	(r)	52	(r)	52
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	71	52	71	57	69	44	51	67	(r)	62	(r)	68
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81	81	72	89	85	90	73	86	90	(r)	73	(r)	84
35a. Do you currently know how to report occurrences of these types of behaviour?	86	75	89	84	87	92	100	76	87	(r)	79	(r)	80
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	52	41	49	47	44	50	28	46	(r)	52	(r)	47

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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Inappropriate Behaviour	66	66	74	71	67	71	67	65	67	66	63	71	76	78
33a. In the last three (3) months, have you personally experienced verbal abuse?	58	61	63	63	51	64	67	56	55	61	49	58	69	67
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	64	62	74	73	70	73	65	68	67	64	72	84	83
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84	80	93	85	80	88	91	84	83	85	79	86	80	92
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	54	70	56	44	49	54	48	45	52	40	49	62	50
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	63	59	63	70	62	58	58	63	61	60	68	64	64
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81	76	89	85	78	88	89	80	80	82	73	86	80	92
35a. Do you currently know how to report occurrences of these types of behaviour?	86	91	100	85	85	92	73	86	93	83	90	95	96	100
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	43	56	59	56	57	33	41	52	41	50	51	73	75

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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Inappropriate Behaviour	66	66	65	79	(r)	63	(r)	65	68	50	73	80	67	62	63	69
33a. In the last three (3) months, have you personally experienced verbal abuse?	58	56	63	78	(r)	57	(r)	53	62	36	73	80	58	50	52	63
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	67	63	78	(r)	79	(r)	66	69	47	77	88	69	59	66	68
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84	83	83	95	(r)	79	(r)	80	86	75	87	97	87	81	80	86
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	47	52	79	(r)	57	(r)	48	52	24	75	74	51	42	45	51
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	61	56	72	(r)	64	(r)	63	62	39	78	74	61	53	60	61
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81	80	79	95	(r)	79	(r)	78	83	69	88	97	80	80	76	83
35a. Do you currently know how to report occurrences of these types of behaviour?	86	86	84	88	(r)	57	(r)	85	86	85	65	74	84	86	87	91
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	46	38	50	(r)	29	(r)	46	46	27	46	57	44	49	41	44

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

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

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Inappropriate Behaviour	66	73	67	62	63	73	69	63	60	70	66	68	67	69	58	
33a. In the last three (3) months, have you personally experienced verbal abuse?	58	67	60	49	54	69	53	53	49	60	63	62	62	65	42	
33b. In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67	76	68	63	62	69	71	64	65	71	65	68	66	76	56	
33c. In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	84	90	87	77	81	86	94	83	73	88	85	87	84	79	80	
34a. In the last twelve (12) months, have you personally experienced verbal abuse?	50	59	50	43	48	69	46	44	42	52	49	51	54	65	38	
34b. In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	61	70	63	52	58	63	60	60	59	63	57	65	61	67	52	
34c. In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	81	86	82	76	79	89	87	80	70	83	79	84	81	80	77	
35a. Do you currently know how to report occurrences of these types of behaviour?	86	82	85	88	87	86	86	80	84	90	88	84	87	83	87	
35b. Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	44	53	45	49	34	54	54	42	43	50	42	47	43	41	30	

Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Service Delivery	55	41	56	57	57	49	59	47	56	(r)	62	(r)	53
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	31	56	63	60	41	63	42	56	(r)	71	(r)	60
37. In my workplace patient safety is at the centre of all decision making	67	40	71	71	67	61	75	56	69	(r)	75	(r)	56
38. My team's objectives/work plans are clearly outlined	62	58	64	56	64	57	80	52	62	(r)	75	(r)	61
39. Our objectives/work plans help us to deliver a quality service	63	50	63	67	66	56	75	55	67	(r)	72	(r)	66
40. At my workplace we are too focused on monitoring rather than delivering services*	25	27	25	29	30	29	6	27	26	(r)	18	(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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Service Delivery	55	54	48	56	57	60	38	55	56	54	56	55	60	59
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	51	52	56	64	64	42	53	53	55	53	52	65	58
37. In my workplace patient safety is at the centre of all decision making	67	69	63	74	73	74	44	66	68	66	71	67	58	75
38. My team's objectives/work plans are clearly outlined	62	68	52	67	64	67	36	62	67	60	66	69	76	67
39. Our objectives/work plans help us to deliver a quality service	63	65	52	67	63	66	41	64	64	63	64	65	69	73
40. At my workplace we are too focused on monitoring rather than delivering services*	25	17	22	19	20	28	26	28	26	25	25	25	31	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	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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Service Delivery	55	54	52	56	(r)	70	(r)	57	55	37	59	55	54	57	50	56
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	55	49	55	(r)	71	(r)	58	55	33	61	66	54	57	50	54
37. In my workplace patient safety is at the centre of all decision making	67	67	64	64	(r)	86	(r)	69	67	60	69	71	66	71	62	69
38. My team's objectives/work plans are clearly outlined	62	62	62	63	(r)	79	(r)	66	63	40	71	63	63	61	58	64
39. Our objectives/work plans help us to deliver a quality service	63	63	58	67	(r)	86	(r)	66	65	34	69	63	64	67	59	62
40. At my workplace we are too focused on monitoring rather than delivering services*	25	25	27	31	(r)	29	(r)	24	27	18	25	12	24	28	22	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	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	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Service Delivery	55	57	58	52	51	58	56	54	50	56	56	56	59	55	40	
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	60	54	52	51	60	54	55	44	59	51	57	64	57	41	
37. In my workplace patient safety is at the centre of all decision making	67	67	69	64	66	74	65	68	61	68	73	68	68	68	55	
38. My team's objectives/work plans are clearly outlined	62	65	68	58	57	63	68	60	62	65	62	63	69	62	44	
39. Our objectives/work plans help us to deliver a quality service	63	65	70	62	56	63	69	62	61	64	64	65	67	61	44	
40. At my workplace we are too focused on monitoring rather than delivering services*	25	29	27	24	22	31	25	23	24	22	31	27	27	27	17	

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	1,262	50	411	127	163	198	18	60	40	-	115	-	49
Employee Engagement Index	65	60	64	66	67	61	61	58	66	(r)	70	(r)	72
Your Workplace	59	54	59	61	61	54	54	49	62	(r)	65	(r)	66
41. Overall I am proud to be a part of this workplace	72	71	70	72	76	70	67	68	77	(r)	72	(r)	75
42. I would recommend my workplace as a good place to work	59	56	59	63	58	56	53	46	59	(r)	63	(r)	61
43. I feel motivated to contribute more than what is normally required at work	63	66	60	67	66	57	73	52	62	(r)	69	(r)	75
44. I have a strong sense of belonging to my workplace	64	58	64	67	65	64	47	56	67	(r)	67	(r)	65
45. Overall I am satisfied to be working here at the present time	66	55	64	63	69	61	53	61	79	(r)	73	(r)	77
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	17	35	33	33	18	33	13	28	(r)	48	(r)	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	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	1,262	105	32	28	102	93	48	794	381	740	185	148	26	12
Employee Engagement Index	65	66	62	72	67	70	53	64	68	64	66	69	80	76
Your Workplace	59	61	58	65	63	65	45	58	62	58	60	62	73	71
41. Overall I am proud to be a part of this workplace	72	74	70	81	72	80	64	70	75	70	74	73	88	83
42. I would recommend my workplace as a good place to work	59	61	59	56	58	64	39	59	64	57	62	64	77	75
43. I feel motivated to contribute more than what is normally required at work	63	64	63	78	71	63	55	61	67	60	63	70	84	67
44. I have a strong sense of belonging to my workplace	64	62	48	81	67	70	53	63	69	61	68	69	73	75
45. Overall I am satisfied to be working here at the present time	66	68	67	74	69	77	50	64	65	67	60	68	80	75
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	42	19	38	34	12	30	32	31	34	29	35	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	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	1,262	870	173	40	-	14	-	275	755	72	70	35	161	219	318	299
Employee Engagement Index	65	65	61	61	(r)	74	(r)	67	66	37	72	78	66	62	60	67
Your Workplace	59	59	54	55	(r)	69	(r)	61	60	33	65	75	61	55	54	61
41. Overall I am proud to be a part of this workplace	72	72	66	64	(r)	86	(r)	73	73	47	79	83	71	66	69	74
42. I would recommend my workplace as a good place to work	59	60	52	58	(r)	71	(r)	61	61	25	70	77	59	57	53	60
43. I feel motivated to contribute more than what is normally required at work	63	63	59	60	(r)	64	(r)	65	63	39	71	71	67	60	54	66
44. I have a strong sense of belonging to my workplace	64	64	63	53	(r)	64	(r)	65	65	36	61	80	64	61	59	68
45. Overall I am satisfied to be working here at the present time	66	66	61	65	(r)	86	(r)	71	67	34	74	86	69	63	61	67
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	32	24	28	(r)	43	(r)	29	33	18	36	54	37	26	27	32

Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1,262	254	278	243	307	35	85	94	103	144	150	196	107	83	95	
Employee Engagement Index	65	72	66	59	61	72	66	63	60	64	66	71	64	72	47	
Your Workplace	59	66	61	53	55	67	61	58	54	58	60	65	58	64	42	
41. Overall I am proud to be a part of this workplace	72	78	73	64	70	74	69	69	66	67	76	81	69	77	55	
42. I would recommend my workplace as a good place to work	59	67	59	54	56	74	69	61	53	58	61	62	54	63	38	
43. I feel motivated to contribute more than what is normally required at work	63	73	64	55	56	69	64	60	55	64	60	68	62	71	49	
44. I have a strong sense of belonging to my workplace	64	66	65	58	64	71	61	61	64	61	63	70	67	69	45	
45. Overall I am satisfied to be working here at the present time	66	74	69	63	60	80	73	65	60	65	66	73	64	74	41	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	38	39	25	23	34	31	33	26	30	32	35	34	32	22	

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

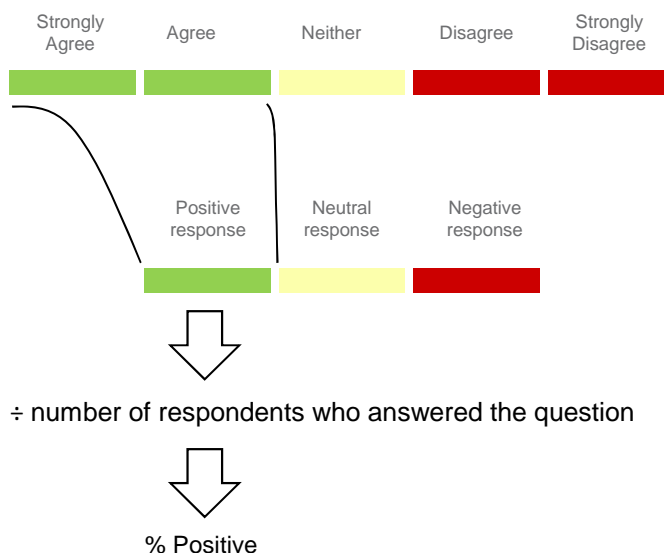
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Scoring of Negatively Worded Questions

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

Benchmark data

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