

# 2011 YourSay Workplace Survey

## Facility Report



## Western NSW Local Health District

### This Report

This report provides Western NSW 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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2,747

ACTUAL RESPONSES

64%

1% Confidence Interval

ESTIMATED RESPONSE RATE

66%

ENGAGEMENT INDEX

49%

WORKPLACE CULTURE INDEX

# Employee Engagement Index

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

The three elements of Employee Engagement

**Say**

Strongly advocating the organisation

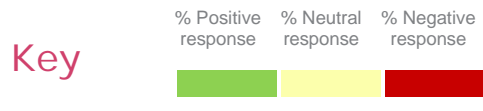
**Stay**

An emotional commitment to the organisation and a desire to stay

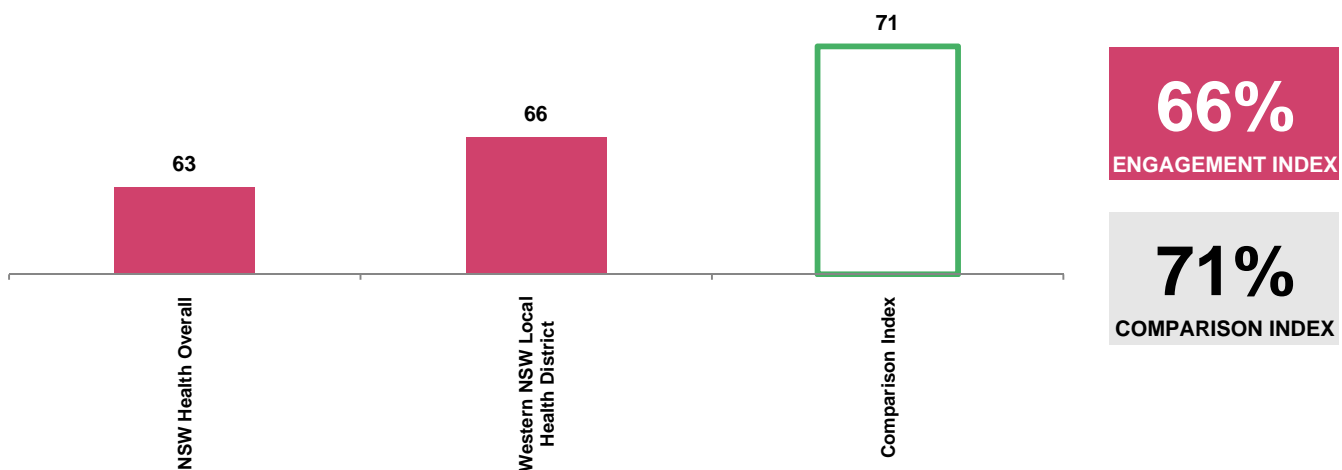
**Strive**

Providing sustained additional effort in line with organisational goals

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



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	70 (Green), 18 (Yellow), 11 (Red)	
42. I would recommend my workplace as a good place to work	61 (Green), 21 (Yellow), 19 (Red)	+3
44. I have a strong sense of belonging to my workplace	63 (Green), 20 (Yellow), 18 (Red)	
45. Overall I am satisfied to be working here at the present time	67 (Green), 17 (Yellow), 17 (Red)	+3
3. Working here makes me want to do the best job I can	71 (Green), 16 (Yellow), 13 (Red)	+4
43. I feel motivated to contribute more than what is normally required at work	64 (Green), 19 (Yellow), 17 (Red)	+3

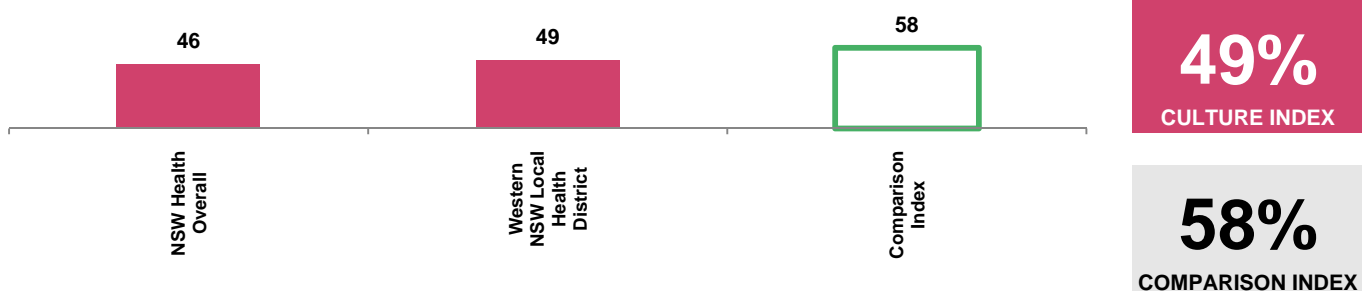


# Employee Workplace Culture Index

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	45	21	34	-1	
12. I believe I am valued for what I can offer at my workplace	62	17	21		+4
13. In my workplace, we recognise our successes and innovations	52	25	23		+2
14. Staff are treated respectfully regardless of their job	55	18	27		0
17. Overall, I have confidence in the decisions made by my line manager	61	20	19		+3
18b. The senior managers at my workplace have a clear direction for the future	36	32	32		+4
18c. The senior managers at my workplace lead by example in creating a positive workplace	39	27	34		+5
20. Overall, I have confidence in the decisions made by my senior managers	40	28	32		+4
22. I have a say in decisions which affect my work	46	23	31		+5
23. I think it is safe to speak up and challenge the way things are done	50	18	32		+4
24. Where I work, we share the lessons learnt when mistakes are made	56	21	23		+3
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	27	35		0
38. My team's objectives/work plans are clearly outlined	62	21	16		+2
39. Our objectives/work plans help us to deliver a quality service	62	24	14		+2
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	33	33		+5



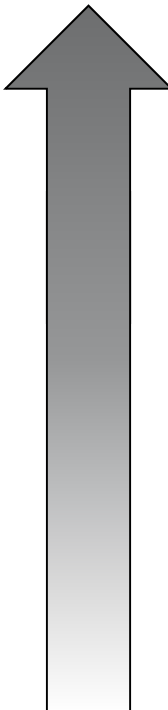
# Drivers of Engagement

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 Western NSW Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Western NSW Local Health District as a whole.

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

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

## Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	<i>Greatest</i> 	62	58
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		56	54
36. My work environment allows me to deliver the best possible services (patient care or support services)		62	54
39. Our objectives/work plans help us to deliver a quality service		62	60
38. My team's objectives/work plans are clearly outlined		62	60
11. Morale is good in my team		45	46

# 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	<b>69</b>
Your Line Manager	<b>60</b>
Your Workplace	<b>60</b>

### Questions

% Positive

1. My job makes good use of my skills and abilities	<b>78</b>
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	<b>78</b>
15d. My line manager treats me with respect	<b>76</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>72</b>
3. Working here makes me want to do the best job I can	<b>71</b>

## Lowlights

### Sections

% Positive

Senior Managers	<b>40</b>
Communication	<b>49</b>
Your Team	<b>56</b>

### Questions

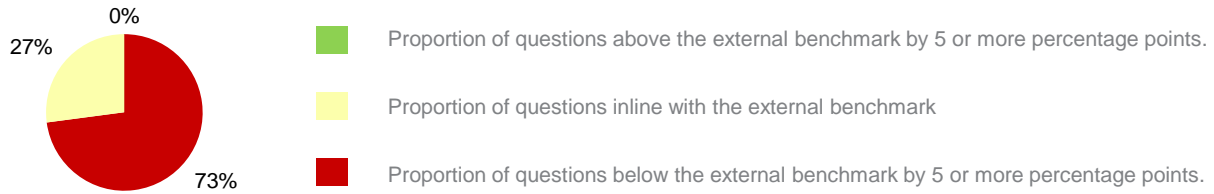
% Positive

4. Too many approvals are required for routine decisions*	<b>13</b>
40. At my workplace we are too focused on monitoring rather than delivering services*	<b>26</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>
18b. The senior managers at my workplace have a clear direction for the future	<b>36</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>

# External Comparison

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

Please see the Guide to using this report for further information

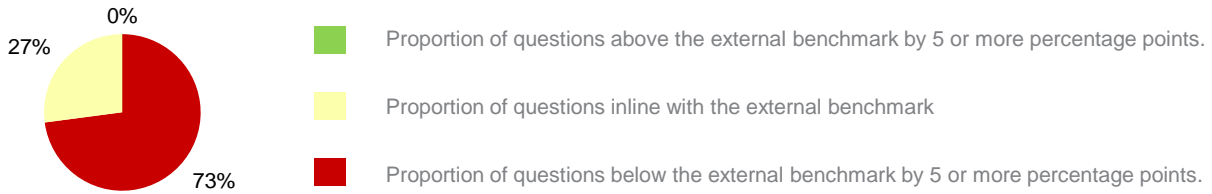


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	78	+1	
15d. My line manager treats me with respect	76	+1	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	-1	
18a. The senior managers at my workplace are aware of the issues I face in my job	47	-2	
43. I feel motivated to contribute more than what is normally required at work	64	-2	
37. In my workplace patient safety is at the centre of all decision making	70	-2	
22. I have a say in decisions which affect my work	46	-2	
40. At my workplace we are too focused on monitoring rather than delivering services*	26	-2	
15b. My line manager treats all staff in my team fairly	62	-2	
4. Too many approvals are required for routine decisions*	13	-3	
17. Overall, I have confidence in the decisions made by my line manager	61	-4	
30. There are mechanisms in place to support me if I experience stress or pressure	58	-4	
44. I have a strong sense of belonging to my workplace	63	-4	

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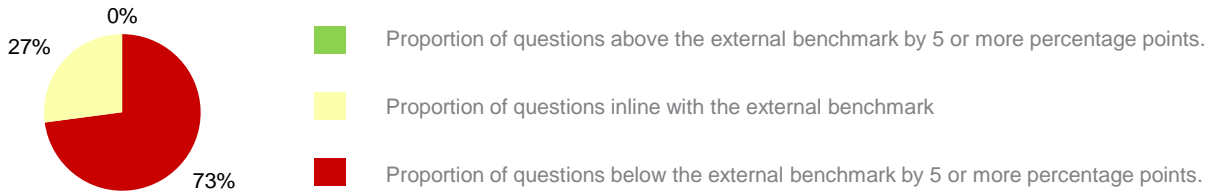


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
31. Reasonable expectations are placed on staff according to their position	56	-5	
15a. My line manager recognises and acknowledges when I have done my job well	63	-5	
42. I would recommend my workplace as a good place to work	61	-5	
20. Overall, I have confidence in the decisions made by my senior managers	40	-6	
29. I am able to achieve a healthy work/life balance most of the time	65	-6	
5. I have sufficient control over my work so I can do my job well	64	-6	
45. Overall I am satisfied to be working here at the present time	67	-6	
19. There is a positive relationship between senior management and staff in my workplace	38	-6	
18c. The senior managers at my workplace lead by example in creating a positive workplace	39	-6	
41. Overall I am proud to be a part of this workplace	70	-7	
2. I feel I am able to suggest ideas to improve our ways of doing things	67	-7	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	-7	
3. Working here makes me want to do the best job I can	71	-7	

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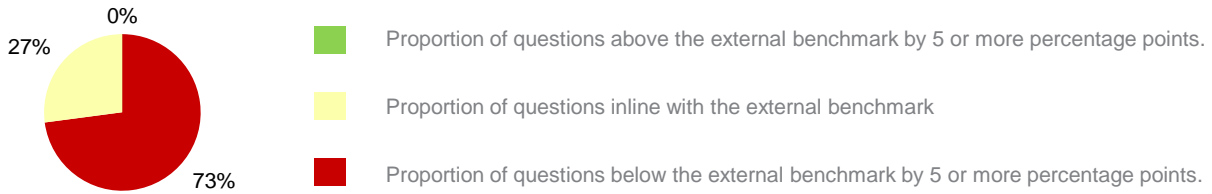
	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
1. My job makes good use of my skills and abilities	78	-7	
23. I think it is safe to speak up and challenge the way things are done	50	-7	
12. I believe I am valued for what I can offer at my workplace	62	-7	
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	-8	
36. My work environment allows me to deliver the best possible services (patient care or support services)	62	-8	
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	-8	
16. I receive regular and constructive feedback on my performance	46	-8	
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	-9	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	-9	
8. In my team we generally acknowledge one another's efforts and achievements	67	-9	
24. Where I work, we share the lessons learnt when mistakes are made	56	-9	
38. My team's objectives/work plans are clearly outlined	62	-10	
25. I have received the appropriate training and development to do my job effectively	69	-10	



# External Comparison

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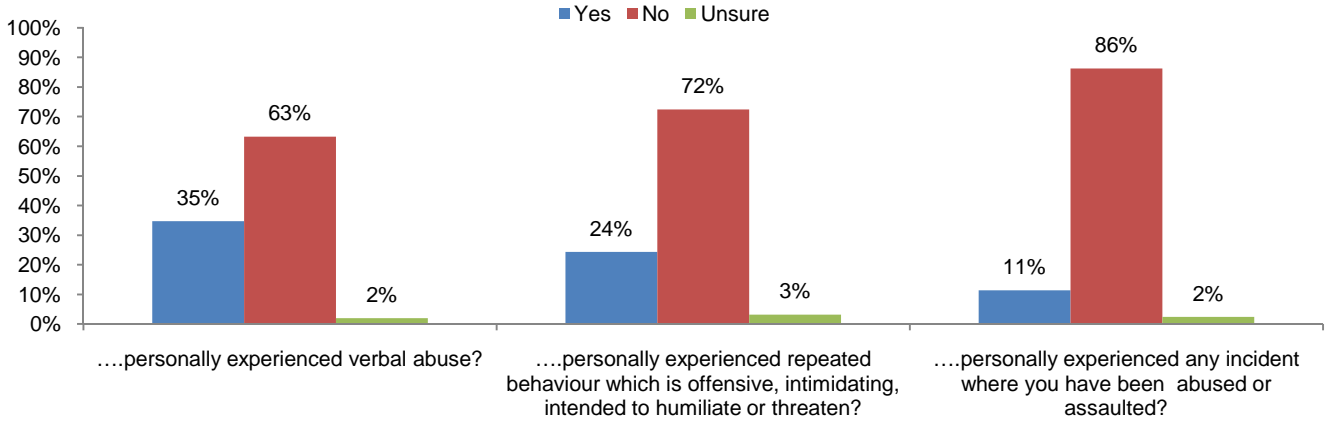


	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
39. Our objectives/work plans help us to deliver a quality service	62	-10	
14. Staff are treated respectfully regardless of their job	55	-10	
13. In my workplace, we recognise our successes and innovations	52	-11	
21. I am kept well informed about what is happening in my workplace	45	-13	
9. People in my team are honest and open	58	-13	
11. Morale is good in my team	45	-14	
18b. The senior managers at my workplace have a clear direction for the future	36	-14	
10. My team resolves conflict quickly when it arises	46	-16	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	

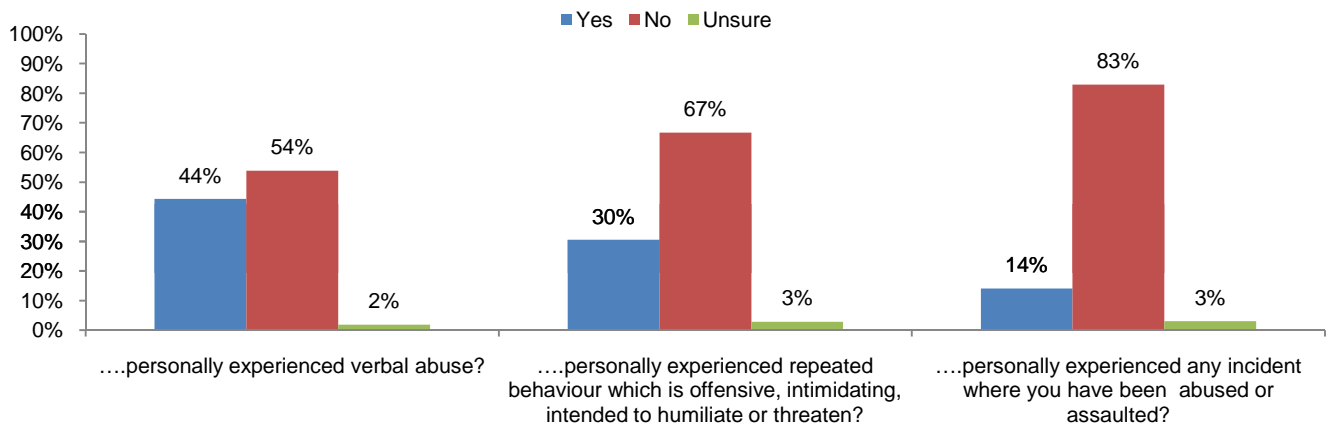
# Inappropriate Behaviour

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

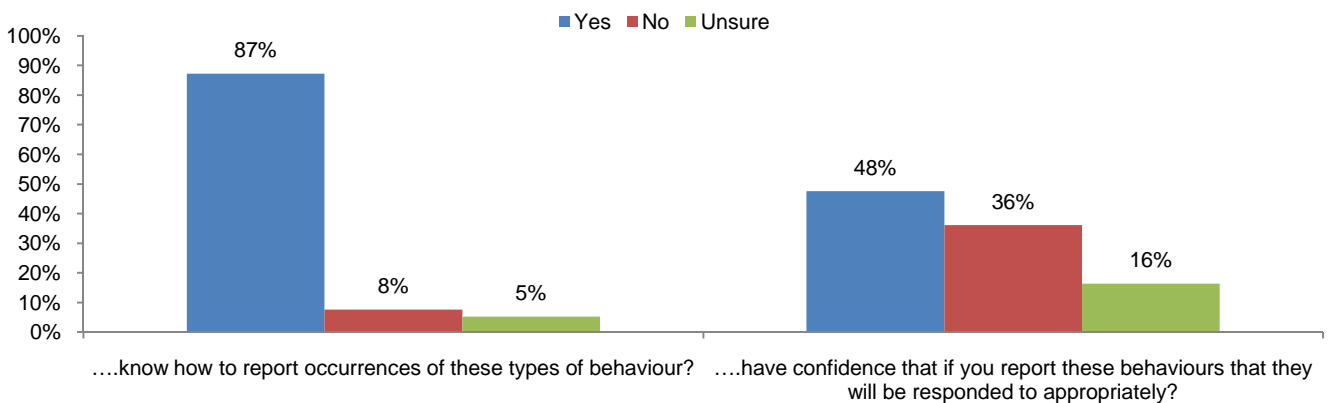
## 33. In the last three (3) months have you....



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



## 35. Do you currently....

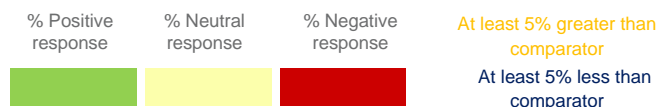


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Job

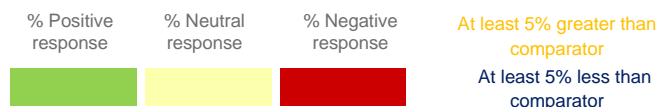
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
1. My job makes good use of my skills and abilities	78	10	12	78	+2	-7
2. I feel I am able to suggest ideas to improve our ways of doing things	67	13	20	67	+2	-7
3. Working here makes me want to do the best job I can	71	16	13	71	+4	-7
4. Too many approvals are required for routine decisions*	13	23	65	13	-1	-3
5. I have sufficient control over my work so I can do my job well	64	17	19	64	+4	-6
<b>Key</b> 6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	56	22	22	56	+2	-8

# All Questions

This section shows the breakdown of responses to each question.

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



## Your Team

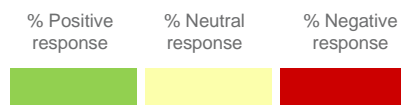
	Response Scale	% Positive Score	NSW Health Overall	Australian and International Health Sector Benchmark
		<b>56</b>	-1	<b>-12</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64 15 20	<b>64</b>	-1	<b>-9</b>
8. In my team we generally acknowledge one another's efforts and achievements	67 15 18	<b>67</b>	+1	<b>-9</b>
9. People in my team are honest and open	58 23 20	<b>58</b>	-2	<b>-13</b>
10. My team resolves conflict quickly when it arises	46 25 29	<b>46</b>	-1	<b>-16</b>
<b>Key</b> 11. Morale is good in my team	45 21 34	<b>45</b>	-1	<b>-14</b>

# 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**

12. I believe I am valued for what I can offer at my workplace



56 +2 -10

13. In my workplace, we recognise our successes and innovations



52 +2 -11

14. Staff are treated respectfully regardless of their job



55 -0 -10

Response Scale

% Positive Variance Compared to:

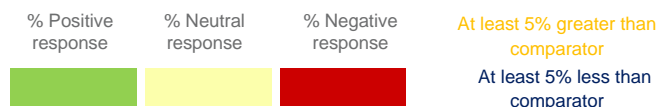
% Positive Score  
NSW Health Overall  
Australian and International Health Sector Benchmark

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Line Manager

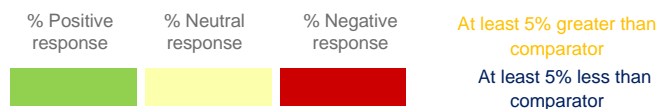
Question	Response Scale	% Positive Score	% Positive Variance Compared to:	Australian and International Health Sector Benchmark
			NSW Health Overall	
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	63 (18% Neutral, 19% Negative)	60	+2	-5
<b>15b.</b> My line manager treats all staff in my team fairly	62 (17% Neutral, 21% Negative)	62	+4	-2
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	56 (19% Neutral, 25% Negative)	56	+0	-8
<b>15d.</b> My line manager treats me with respect	76 (14% Neutral, 10% Negative)	76	+3	+1
<b>16.</b> I receive regular and constructive feedback on my performance	46 (24% Neutral, 31% Negative)	46	+2	-8
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	61 (20% Neutral, 19% Negative)	61	+3	-4

# 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

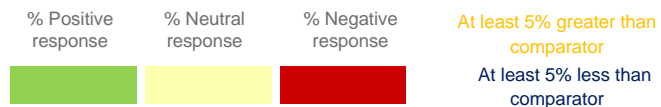
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	47	19	33	47	+7	-2
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	36	32	32	36	+4	-14
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	39	27	34	39	+5	-6
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	38	26	36	38	+4	-6
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	40	28	32	40	+4	-6

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## 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	45	22	33	45	0	-13
22. I have a say in decisions which affect my work	46	23	31	46	+5	-2
23. I think it is safe to speak up and challenge the way things are done	50	18	32	50	+4	-7
24. Where I work, we share the lessons learnt when mistakes are made	56	21	23	56	+3	-9

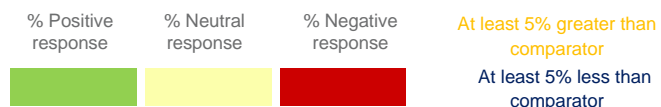


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Training and Development Opportunities

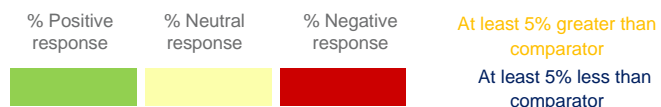
Question	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	69	15	16	69	+1	-10		
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	78	10	11	78	+2	+1		
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	20	21	58	+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	37	27	35	37	0	-17
29. I am able to achieve a healthy work/life balance most of the time	65	17	18	65	+5	-6
30. There are mechanisms in place to support me if I experience stress or pressure	58	21	21	58	+9	-4
31. Reasonable expectations are placed on staff according to their position	56	18	26	56	+4	-5
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	17	12	72	+7	-1

# All Questions

This section shows the breakdown of responses to each question.

## Key

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

At least 5% greater than comparator

At least 5% less than comparator

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

% Positive Variance Compared to:

## Inappropriate Behaviour

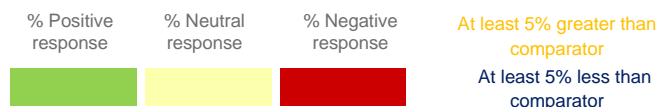
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark	
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	63		35	70	+2	-1	
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	72		24	72	+1	0	
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	86		11	86	+1	+2	
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	54		44	54	-0	-4	
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67		30	67	+2	-3	
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	83		14	83	+1	0	
		% Yes response	% Unsure response	% No response			
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?		87	5	8	87	+4	+6
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?		48	16	36	48	+5	-7

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Service Delivery

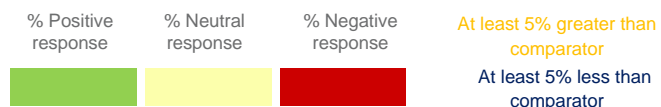
		Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
					<b>56</b>		<b>+3</b>	<b>-7</b>
<b>Key</b>	<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	62	17	21	<b>62</b>	<b>+8</b>		<b>-8</b>
	<b>37.</b> In my workplace patient safety is at the centre of all decision making	70	17	13	<b>70</b>	<b>+6</b>		<b>-2</b>
<b>Key</b>	<b>38.</b> My team's objectives/work plans are clearly outlined	62	21	16	<b>62</b>	<b>+2</b>		<b>-10</b>
<b>Key</b>	<b>39.</b> Our objectives/work plans help us to deliver a quality service	62	24	14	<b>62</b>	<b>+2</b>		<b>-10</b>
	<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	26	32	43	<b>26</b>	<b>-1</b>		<b>-2</b>

# 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	70	18	11	70	+2	-7
42. I would recommend my workplace as a good place to work	61	21	19	61	+3	-5
43. I feel motivated to contribute more than what is normally required at work	64	19	17	64	+3	-2
44. I have a strong sense of belonging to my workplace	63	20	18	63	+2	-4
45. Overall I am satisfied to be working here at the present time	67	17	17	67	+3	-6
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	33	33	34	+5	-7

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Your Job</b>	<b>58</b>	56	58	58	59	60	<b>71</b>	<b>51</b>	<b>75</b>	( r )	58	54	58
1. My job makes good use of my skills and abilities	<b>78</b>	80	78	77	74	<b>84</b>	<b>88</b>	76	<b>100</b>	( r )	75	78	80
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	68	66	70	70	70	<b>79</b>	<b>50</b>	<b>90</b>	( r )	67	<b>59</b>	<b>60</b>
3. Working here makes me want to do the best job I can	<b>71</b>	68	72	69	71	68	<b>81</b>	<b>57</b>	<b>80</b>	( r )	73	<b>59</b>	73
4. Too many approvals are required for routine decisions*	<b>13</b>	15	13	10	13	10	<b>21</b>	<b>21</b>	<b>30</b>	( r )	12	10	15
5. I have sufficient control over my work so I can do my job well	<b>64</b>	<b>51</b>	60	68	<b>69</b>	<b>69</b>	<b>84</b>	<b>57</b>	<b>70</b>	( r )	68	64	63
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	<b>56</b>	<b>51</b>	56	56	55	<b>61</b>	<b>71</b>	<b>46</b>	<b>80</b>	( r )	51	54	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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Your Job</b>	<b>58</b>	<b>66</b>	<b>53</b>	<b>66</b>	<b>51</b>	<b>69</b>	<b>46</b>	58	<b>63</b>	57	59	<b>69</b>	<b>69</b>	( r )
1. My job makes good use of my skills and abilities	<b>78</b>	<b>85</b>	75	<b>84</b>	<b>72</b>	<b>90</b>	<b>66</b>	77	<b>83</b>	76	79	<b>91</b>	<b>88</b>	( r )
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	<b>75</b>	<b>56</b>	<b>73</b>	<b>59</b>	71	<b>45</b>	67	<b>76</b>	64	<b>72</b>	<b>85</b>	<b>92</b>	( r )
3. Working here makes me want to do the best job I can	<b>71</b>	<b>78</b>	<b>64</b>	70	<b>64</b>	<b>81</b>	<b>52</b>	71	74	71	70	<b>81</b>	<b>92</b>	( r )
4. Too many approvals are required for routine decisions*	<b>13</b>	<b>18</b>	14	10	11	<b>24</b>	<b>17</b>	12	14	13	14	14	<b>8</b>	( r )
5. I have sufficient control over my work so I can do my job well	<b>64</b>	<b>75</b>	64	<b>84</b>	<b>52</b>	67	<b>55</b>	63	63	65	<b>60</b>	67	60	( r )
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>56</b>	<b>66</b>	<b>49</b>	<b>73</b>	<b>48</b>	<b>81</b>	<b>40</b>	55	<b>66</b>	53	<b>62</b>	<b>77</b>	<b>76</b>	( r )

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Your Job</b>	<b>58</b>	57	61	62	<b>65</b>	60	( r )	57	60	<b>34</b>	60	61	59	58	57	60
1. My job makes good use of my skills and abilities	<b>78</b>	77	79	<b>85</b>	82	78	( r )	77	80	<b>53</b>	79	80	78	79	76	80
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	67	71	71	67	<b>62</b>	( r )	66	70	<b>33</b>	<b>60</b>	70	66	67	67	71
3. Working here makes me want to do the best job I can	<b>71</b>	68	75	74	<b>78</b>	<b>83</b>	( r )	<b>65</b>	75	<b>44</b>	<b>78</b>	<b>77</b>	74	70	67	73
4. Too many approvals are required for routine decisions*	<b>13</b>	13	13	16	<b>22</b>	13	( r )	15	13	9	<b>19</b>	14	14	10	12	13
5. I have sufficient control over my work so I can do my job well	<b>64</b>	62	68	69	<b>78</b>	67	( r )	62	66	<b>41</b>	65	<b>72</b>	67	63	63	63
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	<b>56</b>	55	58	57	<b>67</b>	57	( r )	58	58	<b>27</b>	56	54	57	56	55	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	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Your Job</b>	<b>58</b>	60	59	58	57	60	58	55	56	58	59	61	<b>63</b>	<b>67</b>	<b>38</b>	
1. My job makes good use of my skills and abilities	<b>78</b>	78	80	78	78	77	80	82	75	82	78	76	<b>83</b>	<b>87</b>	<b>55</b>	
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	69	66	69	67	64	68	<b>60</b>	63	67	69	<b>74</b>	<b>74</b>	<b>74</b>	<b>44</b>	
3. Working here makes me want to do the best job I can	<b>71</b>	<b>77</b>	71	70	68	<b>76</b>	<b>64</b>	<b>65</b>	67	73	71	74	<b>79</b>	<b>85</b>	<b>49</b>	
4. Too many approvals are required for routine decisions*	<b>13</b>	14	13	12	12	13	12	11	14	10	14	14	14	15	<b>8</b>	
5. I have sufficient control over my work so I can do my job well	<b>64</b>	66	64	63	63	67	65	<b>59</b>	62	62	66	67	68	<b>76</b>	<b>40</b>	
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	<b>56</b>	58	58	55	55	60	<b>60</b>	54	54	54	57	60	60	<b>64</b>	<b>29</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Your Team</b>	<b>56</b>	<b>63</b>	55	54	60	<b>64</b>	<b>62</b>	<b>49</b>	<b>64</b>	( r )	<b>49</b>	58	<b>61</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>64</b>	<b>78</b>	64	<b>58</b>	<b>69</b>	<b>74</b>	<b>72</b>	<b>60</b>	<b>70</b>	( r )	<b>56</b>	<b>71</b>	63
8. In my team we generally acknowledge one another's efforts and achievements	<b>67</b>	<b>78</b>	69	63	70	71	71	<b>58</b>	<b>80</b>	( r )	<b>56</b>	67	65
9. People in my team are honest and open	<b>58</b>	<b>65</b>	58	57	60	<b>67</b>	61	<b>50</b>	<b>70</b>	( r )	<b>48</b>	55	<b>67</b>
10. My team resolves conflict quickly when it arises	<b>46</b>	<b>53</b>	43	45	<b>51</b>	<b>53</b>	<b>52</b>	<b>38</b>	<b>40</b>	( r )	44	50	<b>57</b>
11. Morale is good in my team	<b>45</b>	43	42	46	<b>51</b>	<b>54</b>	<b>53</b>	<b>39</b>	<b>60</b>	( r )	43	47	<b>56</b>

# 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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Your Team</b>	<b>56</b>	<b>66</b>	<b>51</b>	<b>78</b>	<b>47</b>	<b>78</b>	<b>34</b>	55	<b>63</b>	54	59	<b>72</b>	<b>74</b>	( r )
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	71	66	86	56	86	45	64	70	63	66	76	92	( r )
8. In my team we generally acknowledge one another's efforts and achievements	67	79	60	82	59	86	39	66	76	64	73	85	84	( r )
9. People in my team are honest and open	58	70	46	80	46	81	34	57	64	56	61	71	68	( r )
10. My team resolves conflict quickly when it arises	46	54	49	67	36	62	23	45	53	44	50	64	60	( r )
11. Morale is good in my team	45	54	37	73	36	75	30	44	51	44	47	64	64	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Your Team</b>	<b>56</b>	54	59	<b>64</b>	<b>81</b>	<b>62</b>	( r )	57	58	<b>30</b>	<b>65</b>	58	57	55	53	57
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>64</b>	62	67	<b>74</b>	<b>83</b>	<b>70</b>	( r )	66	66	<b>39</b>	<b>71</b>	68	64	65	63	65
8. In my team we generally acknowledge one another's efforts and achievements	<b>67</b>	65	70	<b>74</b>	<b>83</b>	71	( r )	67	69	<b>41</b>	<b>74</b>	70	66	67	63	70
9. People in my team are honest and open	<b>58</b>	54	<b>62</b>	<b>71</b>	<b>89</b>	<b>64</b>	( r )	56	60	<b>31</b>	<b>66</b>	61	57	55	57	59
10. My team resolves conflict quickly when it arises	<b>46</b>	45	47	49	<b>67</b>	50	( r )	48	47	<b>18</b>	<b>54</b>	49	46	46	43	46
11. Morale is good in my team	<b>45</b>	44	46	<b>51</b>	<b>83</b>	<b>55</b>	( r )	47	47	<b>20</b>	<b>62</b>	43	<b>50</b>	43	41	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	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	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Your Team</b>	<b>56</b>	<b>62</b>	56	55	53	<b>62</b>	59	57	54	55	55	60	59	<b>65</b>	<b>33</b>	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>64</b>	<b>70</b>	64	63	62	69	<b>71</b>	64	62	60	64	<b>70</b>	68	<b>70</b>	<b>43</b>	
8. In my team we generally acknowledge one another's efforts and achievements	<b>67</b>	<b>73</b>	68	66	64	70	67	64	66	66	67	<b>72</b>	72	<b>76</b>	<b>42</b>	
9. People in my team are honest and open	<b>58</b>	<b>64</b>	58	56	55	<b>64</b>	58	<b>64</b>	57	57	55	62	60	<b>68</b>	<b>34</b>	
10. My team resolves conflict quickly when it arises	<b>46</b>	<b>51</b>	47	45	42	50	46	45	44	45	46	49	48	<b>56</b>	<b>26</b>	
11. Morale is good in my team	<b>45</b>	<b>53</b>	46	43	41	<b>59</b>	<b>52</b>	47	<b>40</b>	47	42	47	48	<b>56</b>	<b>22</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Being valued</b>	<b>56</b>	<b>51</b>	56	53	56	<b>62</b>	<b>74</b>	<b>51</b>	<b>77</b>	( r )	52	55	60
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>62</b>	61	61	59	61	65	<b>80</b>	<b>55</b>	<b>90</b>	( r )	62	61	<b>69</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>52</b>	<b>44</b>	52	49	51	<b>57</b>	<b>73</b>	<b>40</b>	50	( r )	47	51	<b>57</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>55</b>	<b>49</b>	55	52	56	<b>63</b>	<b>70</b>	58	<b>90</b>	( r )	<b>46</b>	53	54

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Being valued</b>	<b>56</b>	<b>68</b>	<b>48</b>	<b>65</b>	<b>45</b>	<b>78</b>	<b>42</b>	55	<b>62</b>	55	57	<b>68</b>	<b>81</b>	( r )
12. I believe I am valued for what I can offer at my workplace	62	70	53	76	53	86	48	61	67	61	63	71	80	( r )
13. In my workplace, we recognise our successes and innovations	52	67	44	57	38	67	36	51	57	51	52	65	84	( r )
14. Staff are treated respectfully regardless of their job	55	66	46	61	45	81	43	54	62	54	57	69	80	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Being valued</b>	<b>56</b>	54	59	57	<b>85</b>	<b>63</b>	( r )	57	59	<b>22</b>	<b>68</b>	60	59	56	52	56
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>62</b>	60	65	65	<b>89</b>	65	( r )	64	64	<b>29</b>	<b>72</b>	<b>68</b>	64	61	58	62
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>52</b>	50	56	55	<b>78</b>	<b>59</b>	( r )	51	55	<b>18</b>	<b>62</b>	55	55	52	48	52
<b>14.</b> Staff are treated respectfully regardless of their job	<b>55</b>	54	58	52	<b>89</b>	<b>64</b>	( r )	57	58	<b>18</b>	<b>71</b>	58	58	54	51	54



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Being valued</b>	<b>56</b>	<b>64</b>	58	53	52	<b>61</b>	<b>61</b>	57	55	55	56	59	<b>61</b>	<b>68</b>	<b>27</b>	
12. I believe I am valued for what I can offer at my workplace	<b>62</b>	<b>69</b>	63	58	59	<b>68</b>	64	61	60	59	62	66	<b>67</b>	<b>73</b>	<b>32</b>	
13. In my workplace, we recognise our successes and innovations	<b>52</b>	<b>60</b>	53	48	48	<b>57</b>	56	54	49	54	52	55	54	<b>64</b>	<b>22</b>	
14. Staff are treated respectfully regardless of their job	<b>55</b>	<b>63</b>	57	52	<b>50</b>	59	<b>62</b>	55	55	54	55	55	<b>61</b>	<b>68</b>	<b>26</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Your Line Manager</b>	<b>60</b>	58	61	62	64	62	<b>70</b>	<b>52</b>	<b>72</b>	( r )	56	<b>48</b>	58
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>63</b>	67	64	63	<b>68</b>	64	<b>75</b>	<b>54</b>	<b>70</b>	( r )	60	<b>51</b>	63
<b>15b.</b> My line manager treats all staff in my team fairly	<b>62</b>	<b>54</b>	62	64	63	<b>69</b>	<b>80</b>	<b>56</b>	<b>80</b>	( r )	<b>55</b>	<b>47</b>	<b>55</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	<b>51</b>	56	59	59	58	60	<b>44</b>	60	( r )	54	<b>46</b>	53
<b>15d.</b> My line manager treats me with respect	<b>76</b>	72	76	<b>81</b>	79	<b>81</b>	<b>84</b>	71	<b>90</b>	( r )	<b>68</b>	<b>54</b>	<b>71</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>46</b>	48	47	43	49	41	<b>62</b>	<b>37</b>	<b>60</b>	( r )	42	<b>35</b>	46
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>61</b>	58	62	63	64	62	62	<b>48</b>	<b>70</b>	( r )	57	57	58

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Your Line Manager</b>	<b>60</b>	<b>69</b>	<b>47</b>	63	59	<b>69</b>	<b>42</b>	60	62	60	58	<b>73</b>	65	( r )
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>63</b>	<b>72</b>	<b>51</b>	65	64	67	<b>41</b>	63	64	63	60	<b>74</b>	60	( r )
<b>15b.</b> My line manager treats all staff in my team fairly	<b>62</b>	<b>73</b>	<b>49</b>	<b>67</b>	61	<b>76</b>	<b>45</b>	60	64	61	59	<b>75</b>	<b>68</b>	( r )
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	<b>67</b>	<b>49</b>	59	52	<b>67</b>	<b>34</b>	55	58	56	53	<b>68</b>	60	( r )
<b>15d.</b> My line manager treats me with respect	<b>76</b>	<b>85</b>	<b>59</b>	<b>88</b>	72	<b>81</b>	<b>57</b>	75	78	75	75	<b>87</b>	76	( r )
<b>16.</b> I receive regular and constructive feedback on my performance	<b>46</b>	<b>53</b>	<b>31</b>	<b>39</b>	47	<b>52</b>	<b>27</b>	45	47	46	43	<b>55</b>	<b>56</b>	( r )
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>61</b>	<b>66</b>	<b>43</b>	61	<b>55</b>	<b>71</b>	<b>45</b>	61	64	60	59	<b>77</b>	<b>68</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Your Line Manager</b>	<b>60</b>	58	63	<b>65</b>	<b>74</b>	<b>69</b>	( r )	60	63	<b>31</b>	<b>74</b>	<b>71</b>	63	58	<b>55</b>	60
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>63</b>	62	65	67	<b>72</b>	<b>71</b>	( r )	61	66	<b>36</b>	<b>74</b>	<b>77</b>	66	61	<b>58</b>	63
<b>15b.</b> My line manager treats all staff in my team fairly	<b>62</b>	58	65	<b>69</b>	<b>89</b>	<b>72</b>	( r )	63	63	<b>32</b>	<b>78</b>	<b>76</b>	65	57	<b>55</b>	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	53	60	<b>63</b>	<b>61</b>	<b>70</b>	( r )	56	58	<b>31</b>	<b>70</b>	<b>65</b>	<b>61</b>	55	<b>49</b>	55
<b>15d.</b> My line manager treats me with respect	<b>76</b>	74	79	80	<b>89</b>	<b>82</b>	( r )	75	78	<b>39</b>	<b>87</b>	<b>87</b>	79	75	<b>71</b>	75
<b>16.</b> I receive regular and constructive feedback on my performance	<b>46</b>	44	47	<b>51</b>	<b>56</b>	<b>51</b>	( r )	<b>41</b>	48	<b>21</b>	<b>60</b>	49	46	43	43	46
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>61</b>	59	63	63	<b>78</b>	<b>69</b>	( r )	63	63	<b>27</b>	<b>77</b>	<b>75</b>	64	57	<b>56</b>	60

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Your Line Manager</b>	<b>60</b>	<b>70</b>	61	58	<b>54</b>	<b>71</b>	<b>66</b>	60	58	60	63	61	64	<b>66</b>	<b>36</b>	
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>63</b>	<b>73</b>	63	60	<b>57</b>	<b>72</b>	<b>69</b>	62	61	62	67	64	67	<b>68</b>	<b>39</b>	
<b>15b.</b> My line manager treats all staff in my team fairly	<b>62</b>	<b>71</b>	64	58	<b>55</b>	<b>73</b>	<b>69</b>	60	62	58	62	62	66	<b>70</b>	<b>36</b>	
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	<b>65</b>	57	54	<b>49</b>	<b>67</b>	<b>61</b>	53	56	54	57	57	59	<b>63</b>	<b>36</b>	
<b>15d.</b> My line manager treats me with respect	<b>76</b>	<b>85</b>	77	73	<b>69</b>	<b>87</b>	<b>85</b>	73	71	78	76	78	79	<b>81</b>	<b>48</b>	
<b>16.</b> I receive regular and constructive feedback on my performance	<b>46</b>	<b>52</b>	45	45	42	<b>57</b>	48	50	43	47	<b>50</b>	45	47	48	<b>22</b>	
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>61</b>	<b>72</b>	61	57	<b>54</b>	<b>71</b>	63	62	<b>56</b>	63	64	62	63	<b>67</b>	<b>34</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Senior Managers</b>	<b>40</b>	41	37	41	<b>45</b>	36	<b>52</b>	40	<b>68</b>	( r )	<b>45</b>	40	39
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>47</b>	50	46	44	47	<b>38</b>	<b>54</b>	51	<b>90</b>	( r )	<b>57</b>	49	50
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>36</b>	38	33	36	<b>41</b>	34	<b>44</b>	33	<b>80</b>	( r )	40	<b>30</b>	37
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>39</b>	36	35	37	<b>45</b>	38	<b>54</b>	40	<b>70</b>	( r )	43	40	37
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>38</b>	40	34	41	<b>46</b>	35	<b>58</b>	39	<b>50</b>	( r )	40	42	35
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>40</b>	40	37	<b>46</b>	<b>48</b>	<b>36</b>	<b>48</b>	37	<b>50</b>	( r )	<b>46</b>	37	<b>35</b>

# 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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Senior Managers</b>	<b>40</b>	42	<b>35</b>	<b>25</b>	<b>29</b>	<b>62</b>	38	41	42	39	38	<b>52</b>	<b>58</b>	( r )
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>47</b>	45	46	<b>29</b>	<b>40</b>	<b>62</b>	<b>52</b>	49	51	47	47	<b>59</b>	<b>64</b>	( r )
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>36</b>	38	<b>29</b>	<b>16</b>	<b>24</b>	<b>67</b>	33	37	36	36	<b>31</b>	<b>47</b>	40	( r )
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>39</b>	43	34	<b>22</b>	<b>27</b>	<b>67</b>	35	39	42	38	36	<b>53</b>	<b>68</b>	( r )
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>38</b>	40	34	<b>29</b>	<b>24</b>	<b>52</b>	38	39	41	37	36	<b>49</b>	<b>64</b>	( r )
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>40</b>	44	<b>34</b>	<b>29</b>	<b>28</b>	<b>62</b>	<b>33</b>	42	42	40	39	<b>51</b>	<b>52</b>	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Senior Managers</b>	<b>40</b>	38	40	<b>48</b>	<b>61</b>	<b>50</b>	( r )	41	41	<b>15</b>	<b>58</b>	<b>50</b>	42	38	37	36
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>47</b>	46	50	51	<b>67</b>	<b>56</b>	( r )	50	49	<b>28</b>	<b>62</b>	<b>53</b>	48	47	47	44
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>36</b>	36	34	<b>43</b>	<b>61</b>	<b>43</b>	( r )	35	37	<b>16</b>	<b>52</b>	<b>45</b>	39	35	33	32
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>39</b>	37	38	<b>49</b>	<b>50</b>	<b>52</b>	( r )	40	40	<b>13</b>	<b>60</b>	<b>49</b>	39	36	35	34
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>38</b>	36	37	<b>48</b>	<b>67</b>	<b>50</b>	( r )	40	39	<b>10</b>	<b>56</b>	<b>52</b>	40	35	33	35
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>40</b>	38	42	<b>48</b>	<b>61</b>	<b>52</b>	( r )	39	42	<b>10</b>	<b>61</b>	<b>53</b>	44	38	<b>36</b>	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	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	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Senior Managers</b>	<b>40</b>	<b>50</b>	40	<b>34</b>	36	<b>50</b>	<b>46</b>	39	37	41	41	41	41	<b>48</b>	<b>19</b>	
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>47</b>	<b>56</b>	46	<b>42</b>	47	50	51	46	43	49	51	50	49	<b>54</b>	<b>30</b>	
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>36</b>	<b>45</b>	36	<b>31</b>	32	<b>49</b>	40	35	33	38	38	36	35	<b>42</b>	<b>17</b>	
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>39</b>	<b>51</b>	37	<b>32</b>	<b>34</b>	<b>51</b>	43	38	35	40	39	40	40	<b>46</b>	<b>14</b>	
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>38</b>	<b>49</b>	38	<b>30</b>	34	<b>50</b>	<b>48</b>	39	33	38	36	38	38	<b>49</b>	<b>16</b>	
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>40</b>	<b>52</b>	41	<b>33</b>	<b>35</b>	<b>48</b>	<b>49</b>	38	42	40	41	41	41	<b>47</b>	<b>16</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Communication</b>	<b>49</b>	46	49	48	49	52	<b>57</b>	47	<b>68</b>	( r )	49	46	<b>44</b>
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>45</b>	<b>37</b>	45	44	43	<b>53</b>	<b>57</b>	42	<b>60</b>	( r )	47	<b>35</b>	<b>32</b>
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	41	45	42	46	<b>52</b>	<b>64</b>	<b>40</b>	<b>80</b>	( r )	45	42	43
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	52	50	49	49	51	<b>57</b>	52	50	( r )	49	<b>58</b>	<b>45</b>
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>56</b>	54	58	56	57	53	<b>50</b>	54	<b>80</b>	( r )	54	<b>49</b>	55

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Communication</b>	<b>49</b>	<b>55</b>	<b>41</b>	<b>61</b>	<b>39</b>	<b>71</b>	<b>41</b>	49	<b>56</b>	47	51	<b>64</b>	<b>72</b>	( r )
21. I am kept well informed about what is happening in my workplace	45	51	34	51	35	71	35	45	50	44	44	63	68	( r )
22. I have a say in decisions which affect my work	46	57	46	53	38	76	36	44	53	44	50	61	64	( r )
23. I think it is safe to speak up and challenge the way things are done	50	55	40	67	39	62	49	50	59	47	55	64	76	( r )
24. Where I work, we share the lessons learnt when mistakes are made	56	57	43	71	43	76	45	57	62	54	57	69	80	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Communication</b>	<b>49</b>	48	52	52	<b>71</b>	52	( r )	49	51	<b>20</b>	<b>55</b>	54	50	48	47	50
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>45</b>	45	45	<b>55</b>	<b>65</b>	<b>52</b>	( r )	46	47	<b>16</b>	<b>55</b>	<b>53</b>	46	45	42	45
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	45	49	47	<b>76</b>	46	( r )	46	48	<b>14</b>	49	47	46	45	43	49
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	48	54	49	<b>71</b>	54	( r )	52	51	<b>23</b>	<b>55</b>	53	52	48	48	51
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>56</b>	54	60	56	<b>71</b>	57	( r )	54	58	<b>28</b>	<b>62</b>	<b>62</b>	57	54	54	56

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Communication</b>	<b>49</b>	<b>54</b>	49	48	47	<b>57</b>	51	47	47	50	51	52	51	<b>60</b>	<b>23</b>	
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>45</b>	<b>53</b>	45	44	<b>40</b>	<b>57</b>	48	47	43	48	47	48	43	<b>53</b>	<b>20</b>	
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	50	43	45	46	48	45	43	<b>39</b>	47	<b>51</b>	48	<b>52</b>	<b>57</b>	<b>16</b>	
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	53	52	47	49	54	54	47	52	49	50	53	51	<b>62</b>	<b>23</b>	
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>56</b>	<b>62</b>	55	55	53	<b>67</b>	59	53	53	54	54	<b>61</b>	59	<b>66</b>	<b>33</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Training and Development Opportunities</b>	<b>69</b>	68	70	65	<b>63</b>	72	<b>80</b>	<b>58</b>	<b>97</b>	( r )	70	<b>62</b>	<b>64</b>
25. I have received the appropriate training and development to do my job effectively	<b>69</b>	<b>80</b>	72	<b>60</b>	<b>58</b>	72	72	<b>62</b>	<b>90</b>	( r )	74	<b>56</b>	<b>63</b>
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	<b>78</b>	<b>62</b>	76	<b>84</b>	74	<b>85</b>	<b>93</b>	<b>69</b>	<b>100</b>	( r )	82	81	74
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	61	61	<b>52</b>	57	58	<b>76</b>	<b>42</b>	<b>100</b>	( r )	54	<b>49</b>	55

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service						Manage Staff		Management Responsibility				
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Training and Development Opportunities</b>	<b>69</b>	<b>77</b>	66	72	<b>63</b>	<b>83</b>	<b>54</b>	68	70	69	67	<b>75</b>	<b>73</b>	( r )
25. I have received the appropriate training and development to do my job effectively	69	<b>75</b>	<b>63</b>	<b>79</b>	<b>65</b>	<b>81</b>	<b>63</b>	69	70	69	69	72	68	( r )
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my	78	<b>89</b>	<b>91</b>	<b>85</b>	<b>72</b>	<b>95</b>	<b>60</b>	76	76	79	<b>71</b>	82	<b>88</b>	( r )
27. I am encouraged to take opportunities to learn new skills and have new experiences	58	<b>67</b>	<b>46</b>	<b>52</b>	<b>53</b>	<b>71</b>	<b>40</b>	59	<b>64</b>	57	62	<b>71</b>	<b>64</b>	( r )

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Training and Development Opportunities</b>	<b>69</b>	67	72	66	<b>61</b>	70	( r )	<b>64</b>	71	<b>50</b>	65	<b>76</b>	68	69	67	71
<b>25.</b> I have received the appropriate training and development to do my job effectively	<b>69</b>	67	<b>74</b>	66	<b>61</b>	73	( r )	<b>64</b>	71	<b>54</b>	<b>60</b>	<b>77</b>	68	69	67	<b>74</b>
<b>26.</b> 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	<b>78</b>	77	82	75	<b>56</b>	74	( r )	75	80	<b>63</b>	<b>72</b>	82	77	79	79	78
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	58	60	56	<b>67</b>	62	( r )	<b>52</b>	61	<b>34</b>	<b>63</b>	<b>70</b>	58	58	56	59



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Training and Development Opportunities</b>	<b>69</b>	69	68	68	70	72	71	66	66	71	69	68	72	<b>76</b>	<b>52</b>	
25. I have received the appropriate training and development to do my job effectively	<b>69</b>	65	71	69	<b>74</b>	71	68	<b>65</b>	69	70	69	70	73	<b>82</b>	<b>51</b>	
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	<b>78</b>	76	76	79	81	80	80	<b>73</b>	74	81	76	77	81	<b>87</b>	<b>69</b>	
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	<b>67</b>	58	55	55	<b>66</b>	<b>65</b>	62	55	61	61	58	62	60	<b>37</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Work Environment</b>	<b>58</b>	<b>43</b>	56	57	59	59	<b>64</b>	<b>45</b>	<b>84</b>	( r )	62	<b>65</b>	54
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	<b>31</b>	35	37	40	38	37	35	<b>50</b>	( r )	<b>42</b>	<b>44</b>	33
29. I am able to achieve a healthy work/life balance most of the time	65	<b>49</b>	63	67	67	69	<b>80</b>	<b>42</b>	<b>90</b>	( r )	<b>70</b>	<b>72</b>	62
30. There are mechanisms in place to support me if I experience stress or pressure	58	<b>41</b>	58	55	57	61	57	<b>37</b>	<b>90</b>	( r )	61	<b>65</b>	56
31. Reasonable expectations are placed on staff according to their position	56	<b>46</b>	55	<b>49</b>	56	56	<b>61</b>	<b>51</b>	<b>90</b>	( r )	<b>62</b>	<b>72</b>	60
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	<b>50</b>	70	<b>79</b>	74	74	<b>85</b>	<b>62</b>	<b>100</b>	( r )	74	70	<b>60</b>

# 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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Work Environment</b>	<b>58</b>	<b>66</b>	<b>52</b>	59	<b>53</b>	<b>80</b>	<b>41</b>	57	58	58	55	<b>63</b>	<b>64</b>	( r )
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	41	<b>23</b>	<b>50</b>	<b>25</b>	<b>57</b>	<b>30</b>	38	40	36	36	<b>49</b>	<b>56</b>	( r )
29. I am able to achieve a healthy work/life balance most of the time	65	<b>77</b>	63	<b>60</b>	<b>55</b>	<b>86</b>	<b>42</b>	65	62	66	61	63	<b>52</b>	( r )
30. There are mechanisms in place to support me if I experience stress or pressure	58	<b>68</b>	<b>49</b>	<b>52</b>	61	<b>81</b>	<b>21</b>	57	56	58	55	61	60	( r )
31. Reasonable expectations are placed on staff according to their position	56	<b>63</b>	<b>49</b>	<b>64</b>	<b>51</b>	<b>81</b>	<b>47</b>	56	57	56	53	<b>63</b>	<b>68</b>	( r )
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	72	<b>81</b>	<b>78</b>	<b>67</b>	72	<b>95</b>	<b>65</b>	70	72	72	69	<b>77</b>	<b>84</b>	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Work Environment</b>	<b>58</b>	55	61	61	<b>67</b>	<b>64</b>	( r )	59	59	<b>33</b>	<b>66</b>	<b>63</b>	60	57	55	57
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>	36	39	34	<b>44</b>	<b>47</b>	( r )	<b>42</b>	38	<b>12</b>	<b>45</b>	<b>45</b>	41	36	34	36
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	<b>65</b>	61	<b>71</b>	64	<b>71</b>	<b>77</b>	( r )	65	67	<b>46</b>	<b>76</b>	<b>76</b>	68	63	62	64
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	<b>58</b>	56	61	58	61	<b>63</b>	( r )	59	60	<b>28</b>	62	<b>64</b>	58	60	54	57
<b>31.</b> Reasonable expectations are placed on staff according to their position	<b>56</b>	54	59	<b>69</b>	<b>89</b>	<b>61</b>	( r )	60	58	<b>27</b>	<b>69</b>	<b>61</b>	58	54	53	56
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>72</b>	70	75	<b>79</b>	72	73	( r )	69	74	<b>52</b>	<b>80</b>	71	72	71	70	72

# 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	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Work Environment</b>	<b>58</b>	<b>62</b>	58	54	57	62	60	55	<b>53</b>	60	58	59	<b>62</b>	<b>67</b>	<b>37</b>	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>	<b>42</b>	38	35	35	<b>43</b>	38	40	35	39	35	39	41	<b>44</b>	<b>18</b>	
29. I am able to achieve a healthy work/life balance most of the time	<b>65</b>	<b>71</b>	66	<b>60</b>	64	<b>70</b>	68	<b>58</b>	62	69	65	64	<b>72</b>	<b>75</b>	<b>46</b>	
30. There are mechanisms in place to support me if I experience stress or pressure	<b>58</b>	62	60	<b>53</b>	57	<b>63</b>	<b>66</b>	55	<b>52</b>	59	58	58	<b>64</b>	<b>65</b>	<b>36</b>	
31. Reasonable expectations are placed on staff according to their position	<b>56</b>	61	56	53	57	<b>63</b>	55	57	<b>51</b>	55	57	56	<b>65</b>	<b>68</b>	<b>35</b>	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>72</b>	76	73	70	70	70	74	68	<b>65</b>	<b>78</b>	75	75	71	<b>81</b>	<b>52</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Inappropriate Behaviour</b>	<b>70</b>	<b>62</b>	68	72	73	<b>79</b>	<b>77</b>	<b>64</b>	<b>81</b>	( r )	68	70	70
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	63	<b>58</b>	63	<b>69</b>	<b>81</b>	<b>69</b>	59	<b>70</b>	( r )	61	<b>70</b>	<b>70</b>
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>72</b>	71	71	75	<b>78</b>	<b>84</b>	<b>83</b>	75	<b>80</b>	( r )	<b>64</b>	70	<b>67</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>86</b>	83	85	88	<b>91</b>	<b>92</b>	<b>93</b>	90	<b>100</b>	( r )	<b>81</b>	88	<b>80</b>
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	55	<b>48</b>	58	58	<b>70</b>	<b>61</b>	<b>46</b>	<b>60</b>	( r )	56	<b>59</b>	<b>63</b>
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>67</b>	68	63	71	69	<b>79</b>	<b>79</b>	68	67	( r )	64	66	69
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>83</b>	83	81	87	87	<b>89</b>	<b>96</b>	82	<b>100</b>	( r )	<b>77</b>	84	80
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>87</b>	<b>49</b>	90	86	86	86	87	<b>61</b>	<b>100</b>	( r )	88	<b>75</b>	83
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>48</b>	<b>24</b>	47	48	48	49	46	<b>33</b>	<b>70</b>	( r )	<b>53</b>	45	52

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

**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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Inappropriate Behaviour</b>	<b>70</b>	<b>80</b>	<b>62</b>	73	<b>59</b>	<b>86</b>	<b>59</b>	69	68	71	66	72	70	( r )
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	<b>81</b>	60	<b>69</b>	<b>52</b>	<b>81</b>	<b>52</b>	61	59	65	<b>55</b>	66	64	( r )
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>72</b>	<b>85</b>	<b>60</b>	<b>85</b>	<b>57</b>	<b>90</b>	<b>64</b>	72	71	73	69	<b>77</b>	68	( r )
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>86</b>	<b>96</b>	<b>74</b>	90	<b>74</b>	<b>100</b>	83	86	86	87	83	89	88	( r )
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	<b>69</b>	50	54	<b>41</b>	<b>67</b>	<b>41</b>	53	<b>44</b>	57	<b>42</b>	<b>48</b>	<b>44</b>	( r )
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>67</b>	<b>77</b>	<b>53</b>	69	<b>53</b>	<b>80</b>	<b>61</b>	67	63	68	<b>62</b>	67	64	( r )
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>83</b>	<b>93</b>	<b>71</b>	<b>90</b>	<b>68</b>	<b>95</b>	80	83	80	84	<b>77</b>	84	84	( r )
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>87</b>	89	86	83	<b>92</b>	<b>95</b>	<b>57</b>	87	92	86	91	<b>93</b>	<b>100</b>	( r )
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>48</b>	<b>53</b>	<b>40</b>	48	<b>39</b>	<b>76</b>	<b>31</b>	48	49	48	46	<b>53</b>	48	( r )

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Inappropriate Behaviour</b>	<b>70</b>	67	<b>75</b>	71	71	<b>78</b>	( r )	69	72	<b>49</b>	<b>77</b>	74	70	68	68	70
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	59	<b>70</b>	63	67	<b>71</b>	( r )	64	65	<b>37</b>	<b>69</b>	65	66	61	62	64
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>72</b>	69	<b>79</b>	<b>78</b>	<b>59</b>	<b>80</b>	( r )	72	74	<b>48</b>	75	77	68	71	72	75
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>86</b>	84	<b>91</b>	86	83	<b>93</b>	( r )	83	88	<b>66</b>	<b>91</b>	<b>91</b>	88	85	86	86
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	49	<b>60</b>	57	<b>71</b>	<b>65</b>	( r )	56	55	<b>36</b>	<b>74</b>	<b>59</b>	55	52	50	52
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>67</b>	63	<b>72</b>	71	65	<b>77</b>	( r )	68	68	<b>45</b>	<b>82</b>	<b>71</b>	68	64	64	66
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>83</b>	79	<b>88</b>	86	<b>88</b>	<b>89</b>	( r )	79	85	<b>66</b>	<b>91</b>	87	85	81	80	83
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>87</b>	87	88	<b>78</b>	89	86	( r )	83	88	<b>81</b>	<b>71</b>	<b>83</b>	<b>82</b>	87	90	<b>93</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>48</b>	44	52	47	50	<b>64</b>	( r )	47	50	<b>12</b>	<b>60</b>	<b>56</b>	<b>52</b>	47	<b>42</b>	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

**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	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39
<b>Inappropriate Behaviour</b>	<b>70</b>	72	70	68	70	72	73	70	67	70	70	71	73	<b>76</b>	<b>55</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>63</b>	65	62	63	64	64	64	59	63	62	65	64	67	<b>71</b>	<b>46</b>
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>72</b>	74	70	71	74	69	72	73	70	75	74	74	75	<b>79</b>	<b>56</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>86</b>	89	86	86	85	90	<b>93</b>	88	87	88	85	86	89	89	<b>71</b>
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	58	52	52	54	<b>61</b>	<b>59</b>	50	52	<b>48</b>	55	54	58	<b>61</b>	<b>40</b>
<b>34b.</b> In the last twelve (12) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	<b>67</b>	69	67	63	67	69	71	<b>71</b>	<b>60</b>	65	70	66	69	<b>74</b>	<b>48</b>
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>83</b>	86	83	81	83	<b>88</b>	<b>89</b>	85	83	84	82	82	85	86	<b>68</b>
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>87</b>	<b>82</b>	87	87	<b>92</b>	<b>78</b>	<b>78</b>	84	<b>81</b>	90	88	<b>92</b>	89	90	87
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>48</b>	<b>53</b>	50	44	44	<b>61</b>	<b>56</b>	45	43	51	45	48	49	<b>57</b>	<b>24</b>

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Service Delivery</b>	<b>56</b>	<b>50</b>	56	57	53	54	58	<b>47</b>	<b>84</b>	( r )	<b>63</b>	<b>49</b>	60
36. My work environment allows me to deliver the best possible services (patient care or support services)	62	<b>56</b>	59	64	65	<b>54</b>	<b>70</b>	<b>51</b>	<b>90</b>	( r )	<b>74</b>	<b>54</b>	63
37. In my workplace patient safety is at the centre of all decision making	70	<b>59</b>	72	<b>64</b>	<b>61</b>	66	67	<b>54</b>	<b>100</b>	( r )	<b>78</b>	68	<b>75</b>
38. My team's objectives/work plans are clearly outlined	62	63	63	60	<b>55</b>	60	61	<b>57</b>	<b>90</b>	( r )	<b>70</b>	<b>49</b>	<b>68</b>
39. Our objectives/work plans help us to deliver a quality service	62	<b>56</b>	62	61	<b>57</b>	59	66	<b>53</b>	<b>80</b>	( r )	<b>72</b>	<b>55</b>	66
40. At my workplace we are too focused on monitoring rather than delivering services*	26	<b>17</b>	25	<b>33</b>	28	<b>33</b>	28	<b>18</b>	<b>60</b>	( r )	21	<b>16</b>	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	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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Service Delivery</b>	<b>56</b>	60	<b>52</b>	<b>65</b>	<b>49</b>	<b>82</b>	<b>39</b>	57	58	56	54	<b>64</b>	<b>66</b>	( r )
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>62</b>	64	<b>57</b>	<b>68</b>	<b>52</b>	<b>86</b>	<b>45</b>	62	60	63	<b>54</b>	<b>67</b>	<b>68</b>	( r )
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>70</b>	<b>77</b>	<b>60</b>	<b>56</b>	73	<b>90</b>	<b>46</b>	69	70	70	69	70	<b>76</b>	( r )
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>62</b>	66	60	<b>73</b>	<b>53</b>	<b>86</b>	<b>48</b>	63	66	61	61	<b>76</b>	<b>72</b>	( r )
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>62</b>	63	62	<b>77</b>	<b>51</b>	<b>90</b>	<b>45</b>	63	66	62	62	<b>74</b>	<b>72</b>	( r )
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>26</b>	28	<b>20</b>	<b>50</b>	<b>17</b>	<b>57</b>	<b>13</b>	26	28	25	26	<b>31</b>	<b>40</b>	( r )

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Service Delivery</b>	<b>56</b>	55	59	57	<b>69</b>	<b>62</b>	( r )	53	58	<b>36</b>	<b>63</b>	60	58	55	54	57
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>62</b>	60	63	<b>68</b>	<b>71</b>	<b>72</b>	( r )	62	64	<b>36</b>	<b>70</b>	<b>69</b>	64	59	59	62
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>70</b>	68	73	69	<b>88</b>	<b>77</b>	( r )	66	72	<b>49</b>	<b>75</b>	72	70	69	67	72
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>62</b>	61	66	61	<b>76</b>	<b>67</b>	( r )	<b>57</b>	65	<b>41</b>	<b>67</b>	66	61	62	59	65
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>62</b>	61	65	60	<b>82</b>	<b>69</b>	( r )	<b>57</b>	65	<b>38</b>	<b>70</b>	<b>69</b>	63	62	59	63
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>26</b>	25	26	29	29	25	( r )	23	27	<b>18</b>	<b>32</b>	24	<b>30</b>	23	24	25

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Service Delivery</b>	<b>56</b>	58	57	54	58	<b>61</b>	56	52	<b>50</b>	56	57	60	61	<b>66</b>	<b>37</b>	
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>62</b>	64	61	59	64	66	60	<b>57</b>	<b>57</b>	64	63	64	<b>67</b>	<b>76</b>	<b>35</b>	
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>70</b>	69	69	69	73	70	70	<b>62</b>	<b>63</b>	70	69	<b>77</b>	<b>75</b>	<b>77</b>	<b>52</b>	
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>62</b>	63	63	61	64	<b>69</b>	61	<b>57</b>	<b>52</b>	62	64	65	<b>70</b>	<b>73</b>	<b>44</b>	
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>62</b>	64	62	61	64	<b>73</b>	63	<b>54</b>	<b>52</b>	64	64	66	66	<b>75</b>	<b>41</b>	
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>26</b>	27	28	23	23	<b>30</b>	28	30	26	<b>18</b>	26	28	25	30	<b>13</b>	

# 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	2,747	42	1327	174	268	286	57	54	10	-	396	58	57
Employee Engagement Index	66	60	66	66	66	66	70	59	85	( r )	68	59	63
<b>Your Workplace</b>	<b>60</b>	<b>53</b>	59	61	60	59	64	<b>53</b>	<b>80</b>	( r )	63	56	57
41. Overall I am proud to be a part of this workplace	<b>70</b>	<b>61</b>	70	70	69	72	73	68	<b>90</b>	( r )	74	<b>63</b>	70
42. I would recommend my workplace as a good place to work	<b>61</b>	56	61	61	61	64	59	<b>52</b>	<b>80</b>	( r )	60	56	57
43. I feel motivated to contribute more than what is normally required at work	<b>64</b>	63	63	66	65	63	69	<b>56</b>	<b>90</b>	( r )	<b>69</b>	<b>54</b>	60
44. I have a strong sense of belonging to my workplace	<b>63</b>	<b>54</b>	63	65	63	60	65	65	<b>80</b>	( r )	65	60	<b>49</b>
45. Overall I am satisfied to be working here at the present time	<b>67</b>	<b>56</b>	66	68	68	69	<b>76</b>	<b>54</b>	<b>90</b>	( r )	69	<b>61</b>	69
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	<b>27</b>	34	36	33	<b>28</b>	<b>42</b>	<b>25</b>	<b>50</b>	( r )	38	<b>42</b>	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	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	2,747	351	36	50	196	21	47	1964	657	1949	413	163	25	-
Employee Engagement Index	66	73	55	70	56	84	56	66	70	65	64	80	86	( r )
<b>Your Workplace</b>	<b>60</b>	<b>66</b>	<b>49</b>	62	<b>50</b>	<b>79</b>	<b>51</b>	60	64	59	58	<b>75</b>	<b>79</b>	( r )
41. Overall I am proud to be a part of this workplace	70	<b>77</b>	<b>61</b>	<b>75</b>	<b>57</b>	<b>90</b>	<b>66</b>	71	<b>75</b>	69	70	<b>83</b>	<b>92</b>	( r )
42. I would recommend my workplace as a good place to work	61	<b>69</b>	<b>36</b>	<b>71</b>	<b>47</b>	<b>81</b>	<b>46</b>	61	65	59	58	<b>77</b>	<b>80</b>	( r )
43. I feel motivated to contribute more than what is normally required at work	64	<b>73</b>	<b>54</b>	<b>55</b>	<b>58</b>	<b>81</b>	<b>56</b>	64	68	63	61	<b>82</b>	<b>88</b>	( r )
44. I have a strong sense of belonging to my workplace	63	<b>68</b>	<b>53</b>	<b>79</b>	<b>56</b>	<b>86</b>	60	62	<b>70</b>	61	64	<b>79</b>	<b>96</b>	( r )
45. Overall I am satisfied to be working here at the present time	67	<b>75</b>	63	69	<b>54</b>	<b>86</b>	<b>56</b>	66	68	67	63	<b>78</b>	68	( r )
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	35	<b>26</b>	<b>21</b>	<b>26</b>	<b>52</b>	<b>21</b>	35	38	33	33	<b>48</b>	<b>52</b>	( r )

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Employment Status						Gender			Length of Service at NSW Health					
		Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more
Respondents	2,747	1524	780	89	18	194	-	406	2092	117	219	150	368	548	578	740
Employee Engagement Index	66	64	68	69	82	74	( r )	64	69	33	73	72	70	64	62	66
<b>Your Workplace</b>	<b>60</b>	59	61	62	<b>71</b>	<b>66</b>	( r )	60	62	<b>28</b>	<b>65</b>	<b>66</b>	<b>64</b>	58	56	60
<b>41.</b> Overall I am proud to be a part of this workplace	<b>70</b>	69	73	73	<b>83</b>	<b>77</b>	( r )	71	73	<b>32</b>	<b>79</b>	74	75	69	67	70
<b>42.</b> I would recommend my workplace as a good place to work	<b>61</b>	59	62	62	<b>89</b>	<b>70</b>	( r )	61	63	<b>27</b>	<b>74</b>	<b>66</b>	<b>66</b>	59	57	58
<b>43.</b> I feel motivated to contribute more than what is normally required at work	<b>64</b>	63	64	<b>74</b>	<b>78</b>	<b>70</b>	( r )	61	67	<b>36</b>	<b>71</b>	<b>73</b>	67	63	<b>58</b>	65
<b>44.</b> I have a strong sense of belonging to my workplace	<b>63</b>	62	66	<b>57</b>	<b>72</b>	67	( r )	61	65	<b>28</b>	62	66	65	59	61	67
<b>45.</b> Overall I am satisfied to be working here at the present time	<b>67</b>	65	68	<b>76</b>	<b>94</b>	<b>79</b>	( r )	65	70	<b>32</b>	<b>77</b>	<b>74</b>	<b>74</b>	63	<b>62</b>	67
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	35	35	<b>26</b>	<b>11</b>	34	( r )	38	35	<b>14</b>	<b>29</b>	<b>44</b>	<b>39</b>	34	31	34



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	2,747	710	595	581	720	127	174	168	243	291	404	466	350	222	175	
Employee Engagement Index	66	72	67	63	63	72	66	63	60	66	67	70	71	78	39	
<b>Your Workplace</b>	<b>60</b>	<b>65</b>	61	56	57	<b>65</b>	61	58	<b>53</b>	60	62	63	64	<b>71</b>	<b>34</b>	
41. Overall I am proud to be a part of this workplace	<b>70</b>	<b>75</b>	72	67	68	<b>80</b>	72	71	<b>63</b>	69	71	74	<b>76</b>	<b>82</b>	<b>44</b>	
42. I would recommend my workplace as a good place to work	<b>61</b>	<b>68</b>	63	57	<b>56</b>	<b>71</b>	65	58	<b>54</b>	63	62	64	62	<b>70</b>	<b>30</b>	
43. I feel motivated to contribute more than what is normally required at work	<b>64</b>	<b>71</b>	66	60	60	68	64	<b>59</b>	<b>58</b>	63	<b>69</b>	66	68	<b>76</b>	<b>38</b>	
44. I have a strong sense of belonging to my workplace	<b>63</b>	65	63	60	64	61	60	63	<b>57</b>	60	64	67	<b>68</b>	<b>76</b>	<b>39</b>	
45. Overall I am satisfied to be working here at the present time	<b>67</b>	<b>75</b>	67	<b>62</b>	64	<b>76</b>	70	<b>61</b>	<b>58</b>	65	68	<b>72</b>	<b>73</b>	<b>81</b>	<b>37</b>	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	37	35	32	32	35	31	35	<b>29</b>	<b>39</b>	36	37	35	<b>39</b>	<b>13</b>	

# Guide to using this report

## Methodology

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

## Questionnaire design

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

## Data collection

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

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

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

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

## Estimated Response Rate Calculation

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

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

### Example calculation for NSW Health Overall:

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

	Responses		
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$	<i>Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).</i>
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
Agency (4)	132	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$	
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:

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

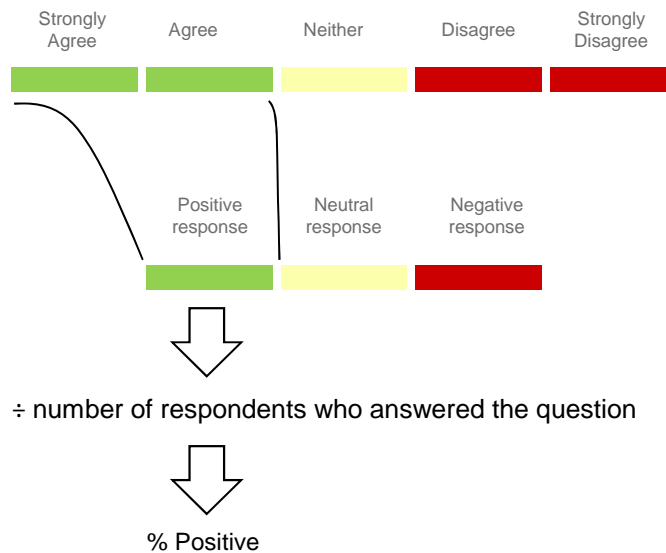
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# 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.