

# 2011 YourSay Workplace Survey

## Facility Report



## Western Sydney Local Health District

### This Report

This report provides Western Sydney Local Health District with data from the 2011 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

### Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

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

The final estimated response rates have been weighted to account for our part-time and temporary staff.

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

### Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

### Results

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

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

Please see the Guide to using this report for further information

### Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2011 Workplace Survey.

### Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

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4,230

ACTUAL RESPONSES

45%

1% Confidence Interval

ESTIMATED RESPONSE RATE

61%

ENGAGEMENT INDEX

45%

WORKPLACE CULTURE INDEX

# Employee Engagement Index

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

The three elements of Employee Engagement

**Say**

Strongly advocating the organisation

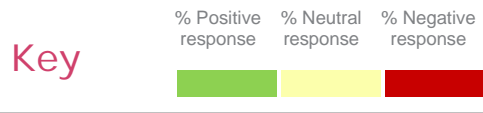
**Stay**

An emotional commitment to the organisation and a desire to stay

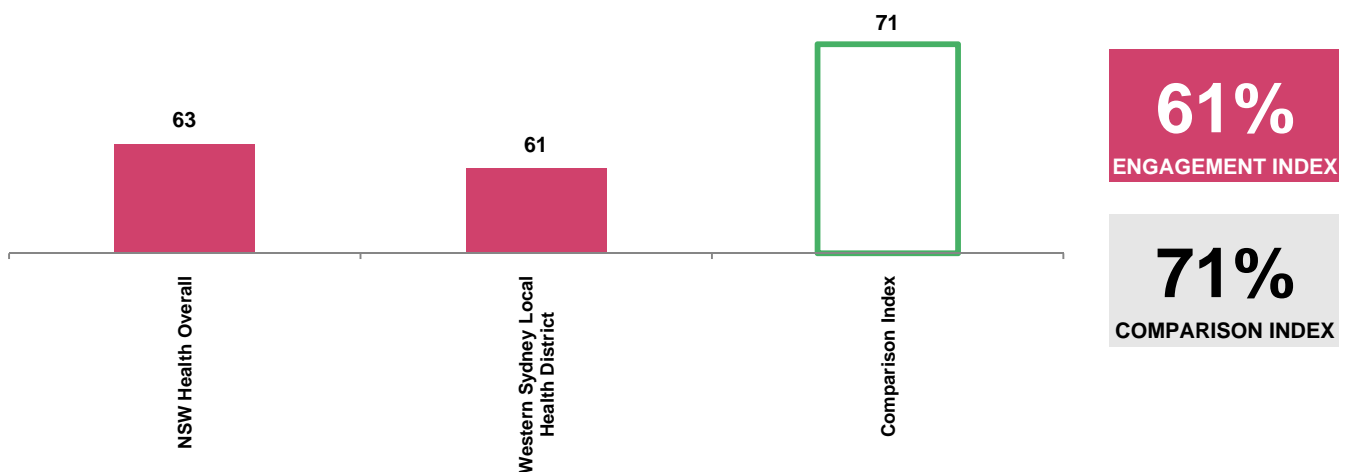
**Strive**

Providing sustained additional effort in line with organisational goals

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



Question	Response Scale	Variance NSW Health Overall
41. Overall I am proud to be a part of this workplace	66% Positive, 20% Neutral, 14% Negative	-2
42. I would recommend my workplace as a good place to work	55% Positive, 22% Neutral, 23% Negative	-3
44. I have a strong sense of belonging to my workplace	60% Positive, 19% Neutral, 20% Negative	
45. Overall I am satisfied to be working here at the present time	61% Positive, 18% Neutral, 21% Negative	-3
3. Working here makes me want to do the best job I can	66% Positive, 18% Neutral, 16% Negative	
43. I feel motivated to contribute more than what is normally required at work	57% Positive, 20% Neutral, 22% Negative	-4

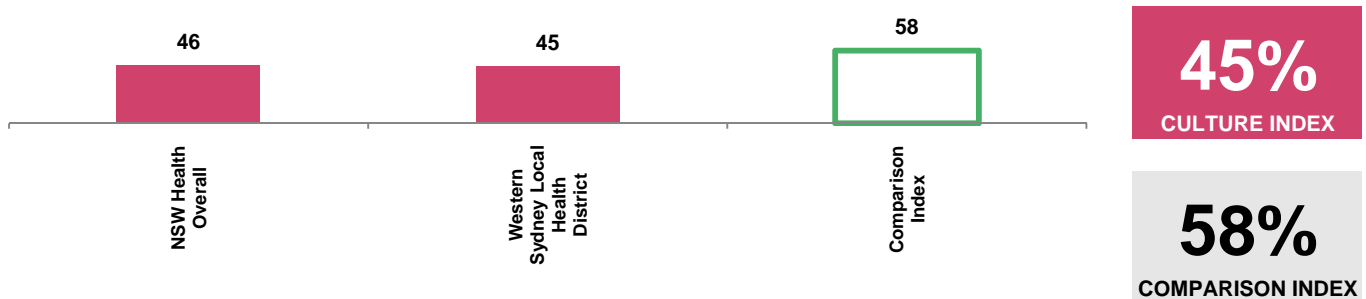


# Employee Workplace Culture Index

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

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

Question	Key			Response Scale	Variance from NSW Health Overall
	% Positive response	% Neutral response	% Negative response		
11. Morale is good in my team	46	20	34		0
12. I believe I am valued for what I can offer at my workplace	57	17	26		-1
13. In my workplace, we recognise our successes and innovations	47	24	29		-3
14. Staff are treated respectfully regardless of their job	52	18	29		-3
17. Overall, I have confidence in the decisions made by my line manager	55	20	25		-3
18b. The senior managers at my workplace have a clear direction for the future	30	33	37		-2
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	29	38		-1
20. Overall, I have confidence in the decisions made by my senior managers	34	29	37		-2
22. I have a say in decisions which affect my work	39	23	38		-2
23. I think it is safe to speak up and challenge the way things are done	43	20	37		-3
24. Where I work, we share the lessons learnt when mistakes are made	52	21	27		-1
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	27	36		0
38. My team's objectives/work plans are clearly outlined	60	22	18		0
39. Our objectives/work plans help us to deliver a quality service	60	23	17		0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	31	36		+3



# Drivers of Engagement

A statistical technique known as Key Driver Analysis (KDA) has been used to help focus on those aspects of working for this organisation which have the greatest impact on Employee Engagement. The dashboard below shows the questions with the greatest impact on Employee Engagement for Western Sydney Local Health District overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Western Sydney Local Health District as a whole.

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

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

## Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive
12. I believe I am valued for what I can offer at my workplace	<i>Greatest</i> 	57	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		51	54
2. I feel I am able to suggest ideas to improve our ways of doing things		62	65
36. My work environment allows me to deliver the best possible services (patient care or support services)		55	54
39. Our objectives/work plans help us to deliver a quality service		60	60
38. My team's objectives/work plans are clearly outlined		60	60

# Highlights and Lowlights

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

## Highlights

### Sections

% Positive

Training and Development Opportunities	<b>66</b>
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Your Line Manager	<b>56</b>
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Your Team	<b>56</b>
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### Questions

% Positive

1. My job makes good use of my skills and abilities	<b>77</b>
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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>77</b>
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15d. My line manager treats me with respect	<b>70</b>
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25. I have received the appropriate training and development to do my job effectively	<b>68</b>
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37. In my workplace patient safety is at the centre of all decision making	<b>66</b>
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## Lowlights

### Sections

% Positive

Senior Managers	<b>34</b>
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Communication	<b>44</b>
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Work Environment	<b>49</b>
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### Questions

% Positive

4. Too many approvals are required for routine decisions*	<b>13</b>
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40. At my workplace we are too focused on monitoring rather than delivering services*	<b>25</b>
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18b. The senior managers at my workplace have a clear direction for the future	<b>30</b>
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46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>32</b>
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19. There is a positive relationship between senior management and staff in my workplace	<b>33</b>
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# External Comparison

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

Please see the Guide to using this report for further information



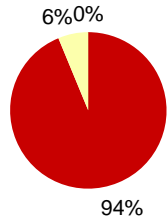
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	77	0	
40. At my workplace we are too focused on monitoring rather than delivering services*	25	-3	<span style="color: red;">■</span>
4. Too many approvals are required for routine decisions*	13	-3	<span style="color: red;">■</span>
15d. My line manager treats me with respect	70	-5	<span style="color: red;">■</span>
37. In my workplace patient safety is at the centre of all decision making	66	-6	<span style="color: red;">■</span>
44. I have a strong sense of belonging to my workplace	60	-7	<span style="color: red;">■</span>
15b. My line manager treats all staff in my team fairly	56	-8	<span style="color: red;">■</span>
1. My job makes good use of my skills and abilities	77	-8	<span style="color: red;">■</span>
15c. My line manager ensures that when issues are raised in the team, they are addressed	56	-8	<span style="color: red;">■</span>
43. I feel motivated to contribute more than what is normally required at work	57	-9	<span style="color: red;">■</span>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	-9	<span style="color: red;">■</span>
22. I have a say in decisions which affect my work	39	-9	<span style="color: red;">■</span>
17. Overall, I have confidence in the decisions made by my line manager	55	-10	<span style="color: red;">■</span>

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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
15a. My line manager recognises and acknowledges when I have done my job well	58	-10	<span style="color: red;">■</span>
18a. The senior managers at my workplace are aware of the issues I face in my job	39	-10	<span style="color: red;">■</span>
42. I would recommend my workplace as a good place to work	55	-11	<span style="color: red;">■</span>
16. I receive regular and constructive feedback on my performance	43	-11	<span style="color: red;">■</span>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	62	-11	<span style="color: red;">■</span>
25. I have received the appropriate training and development to do my job effectively	68	-11	<span style="color: red;">■</span>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	62	-11	<span style="color: red;">■</span>
41. Overall I am proud to be a part of this workplace	66	-11	<span style="color: red;">■</span>
31. Reasonable expectations are placed on staff according to their position	50	-11	<span style="color: red;">■</span>
19. There is a positive relationship between senior management and staff in my workplace	33	-11	<span style="color: red;">■</span>
38. My team's objectives/work plans are clearly outlined	60	-12	<span style="color: red;">■</span>
45. Overall I am satisfied to be working here at the present time	61	-12	<span style="color: red;">■</span>
39. Our objectives/work plans help us to deliver a quality service	60	-12	<span style="color: red;">■</span>

# External Comparison

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

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
3. Working here makes me want to do the best job I can	66	-12	<span style="color: red;">■</span>
12. I believe I am valued for what I can offer at my workplace	57	-12	<span style="color: red;">■</span>
5. I have sufficient control over my work so I can do my job well	58	-12	<span style="color: red;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	62	-12	<span style="color: red;">■</span>
18c. The senior managers at my workplace lead by example in creating a positive workplace	33	-12	<span style="color: red;">■</span>
20. Overall, I have confidence in the decisions made by my senior managers	34	-12	<span style="color: red;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	64	-12	<span style="color: red;">■</span>
11. Morale is good in my team	46	-13	<span style="color: red;">■</span>
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	51	-13	<span style="color: red;">■</span>
14. Staff are treated respectfully regardless of their job	52	-13	<span style="color: red;">■</span>
24. Where I work, we share the lessons learnt when mistakes are made	52	-13	<span style="color: red;">■</span>
27. I am encouraged to take opportunities to learn new skills and have new experiences	54	-13	<span style="color: red;">■</span>
9. People in my team are honest and open	58	-13	<span style="color: red;">■</span>



# External Comparison

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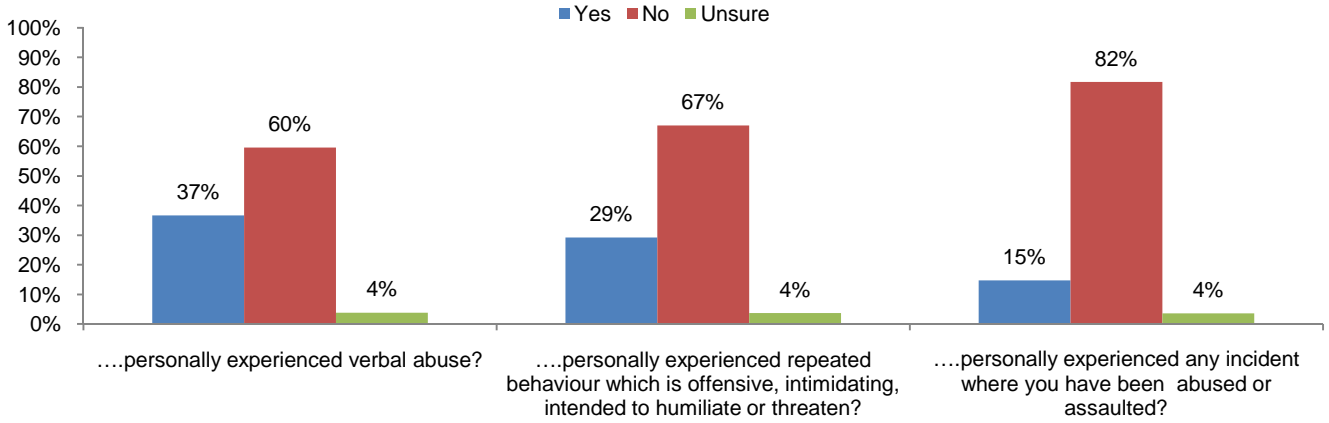
- Proportion of questions above the external benchmark by 5 or more percentage points.
- Proportion of questions inline with the external benchmark
- Proportion of questions below the external benchmark by 5 or more percentage points.

	% Positive	Variance from Australian and International Health Sector benchmark	% Positive
10. My team resolves conflict quickly when it arises	48	-14	<span style="color: red;">■</span>
29. I am able to achieve a healthy work/life balance most of the time	57	-14	<span style="color: red;">■</span>
23. I think it is safe to speak up and challenge the way things are done	43	-14	<span style="color: red;">■</span>
21. I am kept well informed about what is happening in my workplace	43	-15	<span style="color: red;">■</span>
36. My work environment allows me to deliver the best possible services (patient care or support services)	55	-15	<span style="color: red;">■</span>
13. In my workplace, we recognise our successes and innovations	47	-16	<span style="color: red;">■</span>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-17	<span style="color: red;">■</span>
18b. The senior managers at my workplace have a clear direction for the future	30	-20	<span style="color: red;">■</span>
30. There are mechanisms in place to support me if I experience stress or pressure	40	-22	<span style="color: red;">■</span>

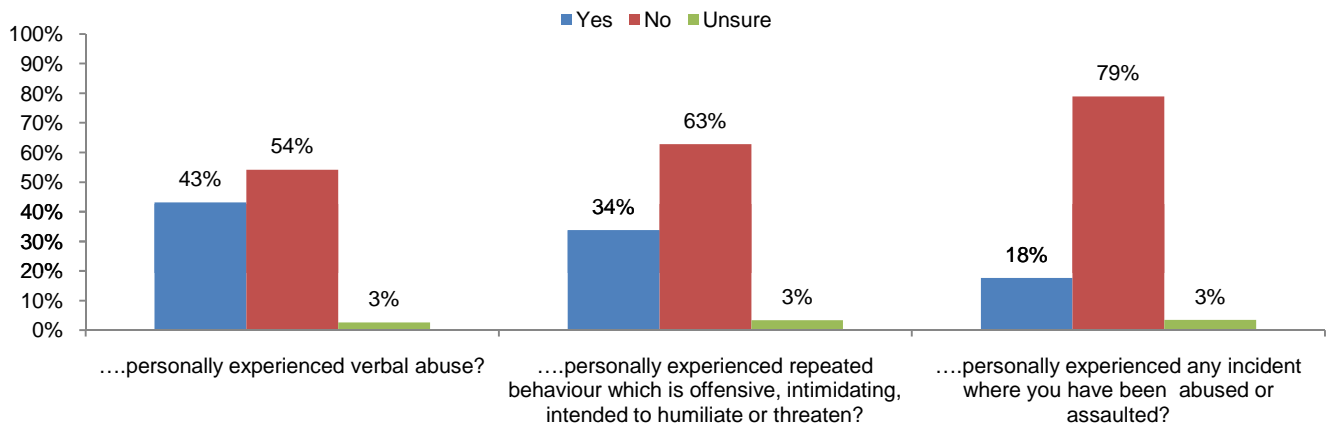
# Inappropriate Behaviour

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

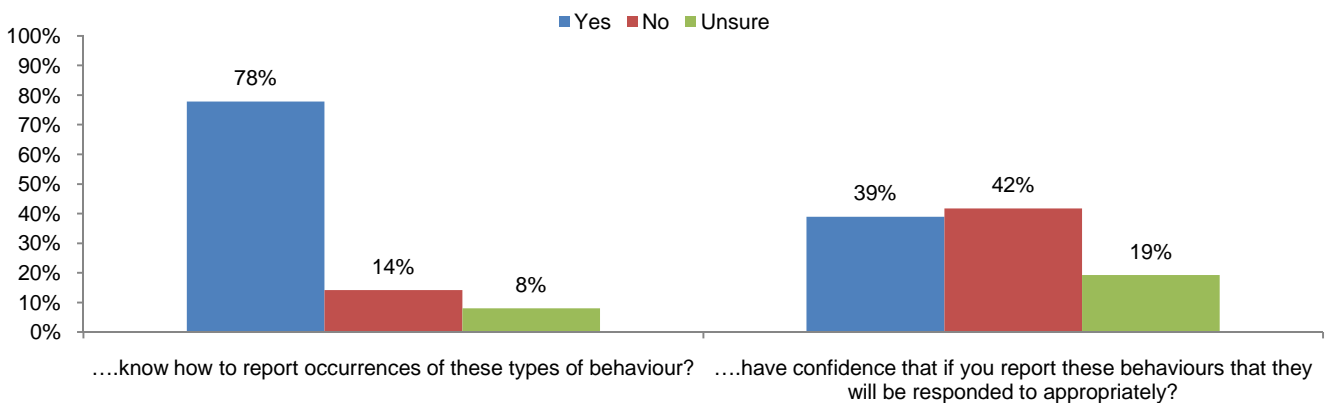
## 33. In the last three (3) months have you....



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



## 35. Do you currently....

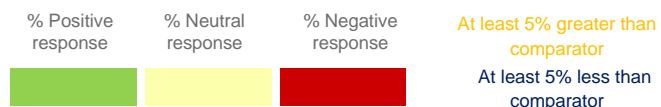


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Job

	Response Scale	% Positive Score	% Positive Variance Compared to:
			NSW Health Overall Australian and International Health Sector Benchmark
		<b>54</b>	<b>-2</b>
			<b>-11</b>
<b>Key</b> 1. My job makes good use of my skills and abilities	77 10 13	<b>77</b>	<b>+1</b>
<b>Key</b> 2. I feel I am able to suggest ideas to improve our ways of doing things	62 15 23	<b>62</b>	<b>-3</b>
3. Working here makes me want to do the best job I can	66 18 16	<b>66</b>	<b>-1</b>
4. Too many approvals are required for routine decisions*	13 19 68	<b>13</b>	<b>-1</b>
5. I have sufficient control over my work so I can do my job well	58 18 24	<b>58</b>	<b>-2</b>
<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	51 23 26	<b>51</b>	<b>-3</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 Team

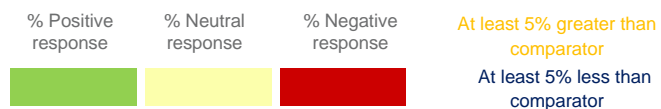
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	62	16	22	62	-3	-11	-1	-12
8. In my team we generally acknowledge one another's efforts and achievements	64	16	20	64	-2	-12	-2	-12
9. People in my team are honest and open	58	20	22	58	-2	-13	-2	-13
10. My team resolves conflict quickly when it arises	48	24	28	48	+1	-14	+1	-14
11. Morale is good in my team	46	20	34	46	+0	-13	+0	-13

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Being valued

**Key**

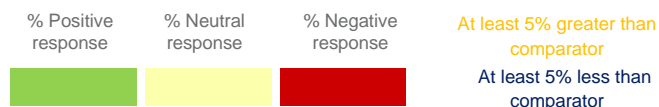
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
12. I believe I am valued for what I can offer at my workplace	57	17	26	57	-1	-12	-14
13. In my workplace, we recognise our successes and innovations	47	24	29	47	-3	-16	-16
14. Staff are treated respectfully regardless of their job	52	18	29	52	-3	-13	-13

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Line Manager

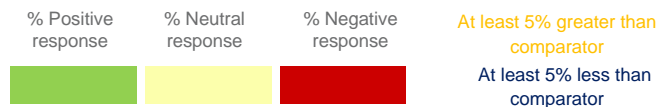
	Response Scale			% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	58	18	24	58	-2	-2	-9
<b>15b.</b> My line manager treats all staff in my team fairly	56	16	28	56	-2	-2	-8
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	56	18	26	56	-0	-0	-8
<b>15d.</b> My line manager treats me with respect	70	15	15	70	-3	-3	-5
<b>16.</b> I receive regular and constructive feedback on my performance	43	23	33	43	-1	-1	-11
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	55	20	25	55	-3	-3	-10

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Senior Managers

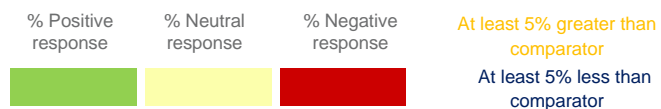
Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	39	21	40	39	-1	-10
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	30	33	37	30	-2	-20
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	33	29	38	33	-1	-12
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	33	28	40	33	-1	-11
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	34	29	37	34	-2	-12

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## 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	43	21	36	43	-2	-15
22. I have a say in decisions which affect my work	39	23	38	39	-2	-9
23. I think it is safe to speak up and challenge the way things are done	43	20	37	43	-3	-14
24. Where I work, we share the lessons learnt when mistakes are made	52	21	27	52	-1	-13

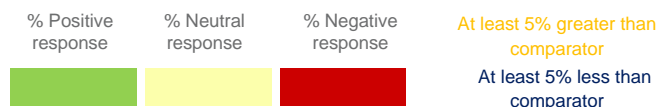


# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Training and Development Opportunities

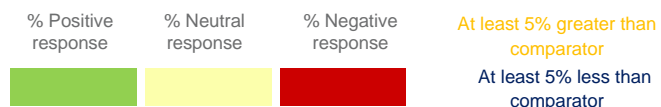
	Response Scale	% Positive response	% Neutral response	% Negative response	% Positive Score	% Positive Variance Compared to:	NSW Health Overall	Australian and International Health Sector Benchmark
<b>25.</b> I have received the appropriate training and development to do my job effectively	68	68	16	16	68	0	-1	-8
<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 every day work	77	77	10	13	77	+1	+1	0
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	54	54	22	24	54	-1	-1	-13

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## 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
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	37	27	36	37	0	-17
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	57	19	24	57	-3	-14
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	40	25	35	40	-9	-22
<b>31.</b> Reasonable expectations are placed on staff according to their position	50	19	32	50	-2	-11
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	62	20	18	62	-3	-11

# All Questions

This section shows the breakdown of responses to each question.

## Key

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

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

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

% Positive Variance Compared to:

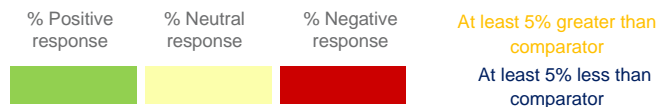
	% No response	% Unsure response	% Yes response	% Positive Score	NSW Health	Australian and International Health Sector Benchmark
<b>Inappropriate Behaviour</b>				<b>65</b>	<b>-3</b>	<b>-6</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	60		37	60	-3	-3
<b>33b.</b> In the last three (3) months, have you personally experienced repeated behaviour which is offensive, intimidating, intended to humiliate or threaten?	67		29	67	-4	-5
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	82		15	82	-3	-2
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	54		43	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?	63		34	63	-2	-7
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	79		18	79	-3	-4
	% Yes response	% Unsure response	% No response			
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	78	8	14	78	-5	-3
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	39	19	42	39	-4	-16

# 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

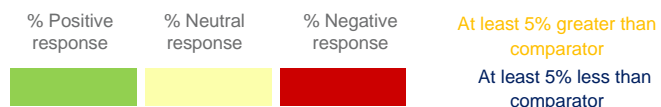
	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response	NSW Health Overall	Australian and International Health Sector Benchmark	
				<b>53</b>	<b>0</b>	<b>-10</b>
<b>Key</b> 36. My work environment allows me to deliver the best possible services (patient care or support services)	55	20	26	55	+1	-15
37. In my workplace patient safety is at the centre of all decision making	66	19	15	66	+2	-6
<b>Key</b> 38. My team's objectives/work plans are clearly outlined	60	22	18	60	+0	-12
<b>Key</b> 39. Our objectives/work plans help us to deliver a quality service	60	23	17	60	0	-12
40. At my workplace we are too focused on monitoring rather than delivering services*	25	29	46	25	-2	-3

# All Questions

This section shows the breakdown of responses to each question.

## Key

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



## Your Workplace

Question	Response Scale			% Positive Score	% Positive Variance Compared to:	
	% Positive response	% Neutral response	% Negative response		NSW Health Overall	Australian and International Health Sector Benchmark
41. Overall I am proud to be a part of this workplace	66	20	14	66	-2	-11
42. I would recommend my workplace as a good place to work	55	22	23	55	-3	-11
43. I feel motivated to contribute more than what is normally required at work	57	20	22	57	-4	-9
44. I have a strong sense of belonging to my workplace	60	19	20	60	-1	-7
45. Overall I am satisfied to be working here at the present time	61	18	21	61	-3	-12
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	31	36	32	+3	-9

# Demographic Groups

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

## Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Role											
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Patient Support Services	Maintenance and Trades	Other
Respondents	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Your Job</b>	<b>54</b>	54	53	52	55	<b>59</b>	53	<b>49</b>	50	( r )	55	50	56
1. My job makes good use of my skills and abilities	<b>77</b>	80	80	<b>69</b>	<b>71</b>	81	79	<b>67</b>	<b>83</b>	( r )	74	<b>70</b>	75
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>62</b>	60	61	<b>57</b>	65	<b>67</b>	61	59	<b>54</b>	( r )	62	65	61
3. Working here makes me want to do the best job I can	<b>66</b>	62	67	65	67	67	64	<b>53</b>	<b>56</b>	( r )	68	<b>51</b>	<b>73</b>
4. Too many approvals are required for routine decisions*	<b>13</b>	17	10	10	12	<b>18</b>	12	17	15	( r )	12	16	10
5. I have sufficient control over my work so I can do my job well	<b>58</b>	<b>50</b>	<b>51</b>	<b>62</b>	<b>65</b>	<b>63</b>	58	56	54	( r )	<b>65</b>	59	<b>64</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>51</b>	52	51	47	53	<b>58</b>	<b>46</b>	<b>45</b>	<b>39</b>	( r )	52	<b>41</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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Your Job</b>	<b>54</b>	52	<b>62</b>	56	<b>60</b>	52	<b>49</b>	54	57	54	56	58	<b>60</b>	<b>70</b>
1. My job makes good use of my skills and abilities	<b>77</b>	75	<b>86</b>	<b>84</b>	80	77	<b>67</b>	76	80	76	80	81	80	<b>82</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>62</b>	57	<b>69</b>	63	<b>69</b>	58	59	62	<b>69</b>	60	<b>67</b>	<b>71</b>	<b>80</b>	<b>91</b>
3. Working here makes me want to do the best job I can	<b>66</b>	64	<b>80</b>	69	<b>75</b>	63	<b>56</b>	65	65	65	64	66	69	<b>82</b>
4. Too many approvals are required for routine decisions*	<b>13</b>	11	11	<b>6</b>	15	<b>7</b>	14	13	11	13	10	12	11	<b>18</b>
5. I have sufficient control over my work so I can do my job well	<b>58</b>	57	<b>63</b>	60	61	62	54	57	55	58	56	<b>52</b>	57	<b>64</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>51</b>	50	<b>66</b>	56	<b>59</b>	<b>44</b>	<b>45</b>	51	<b>59</b>	49	<b>56</b>	<b>68</b>	<b>63</b>	<b>82</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Your Job</b>	<b>54</b>	54	53	<b>62</b>	<b>62</b>	<b>61</b>	<b>45</b>	54	56	<b>40</b>	<b>63</b>	<b>59</b>	54	54	52	53
1. My job makes good use of my skills and abilities	<b>77</b>	76	76	<b>85</b>	<b>72</b>	79	73	74	79	<b>60</b>	<b>81</b>	<b>83</b>	76	78	75	76
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>62</b>	61	62	<b>67</b>	61	65	<b>43</b>	63	63	<b>42</b>	<b>71</b>	61	60	62	61	60
3. Working here makes me want to do the best job I can	<b>66</b>	65	65	<b>72</b>	<b>83</b>	<b>75</b>	<b>60</b>	62	68	<b>48</b>	<b>76</b>	<b>74</b>	66	64	64	64
4. Too many approvals are required for routine decisions*	<b>13</b>	12	12	<b>20</b>	12	13	14	15	12	14	<b>18</b>	14	15	12	10	13
5. I have sufficient control over my work so I can do my job well	<b>58</b>	57	56	<b>66</b>	<b>78</b>	<b>71</b>	<b>43</b>	58	59	<b>43</b>	<b>70</b>	<b>64</b>	59	57	56	55
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>51</b>	51	49	<b>62</b>	<b>61</b>	<b>61</b>	<b>37</b>	51	53	<b>33</b>	<b>62</b>	<b>57</b>	52	50	48	52



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Your Job</b>	<b>54</b>	<b>61</b>	54	52	52	<b>60</b>	57	56	56	53	53	55	54	<b>59</b>	<b>43</b>	
1. My job makes good use of my skills and abilities	<b>77</b>	81	77	76	74	81	79	<b>84</b>	<b>83</b>	77	73	77	74	79	<b>66</b>	
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>62</b>	<b>69</b>	63	59	58	61	66	63	65	66	61	61	63	65	<b>44</b>	
3. Working here makes me want to do the best job I can	<b>66</b>	<b>75</b>	65	62	64	<b>73</b>	65	64	66	63	64	66	70	<b>74</b>	<b>54</b>	
4. Too many approvals are required for routine decisions*	<b>13</b>	16	11	11	13	<b>19</b>	14	12	11	10	11	11	11	<b>19</b>	13	
5. I have sufficient control over my work so I can do my job well	<b>58</b>	<b>67</b>	57	53	56	<b>65</b>	61	58	57	55	57	60	57	<b>64</b>	<b>44</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>51</b>	<b>60</b>	53	48	<b>47</b>	<b>58</b>	<b>58</b>	52	53	49	51	52	51	55	<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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Your Team</b>	<b>56</b>	<b>70</b>	54	52	55	<b>64</b>	58	<b>47</b>	54	( r )	<b>45</b>	57	<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>62</b>	<b>68</b>	62	<b>58</b>	65	<b>71</b>	<b>70</b>	<b>54</b>	61	( r )	<b>48</b>	<b>73</b>	<b>68</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>78</b>	64	<b>56</b>	61	<b>71</b>	<b>74</b>	<b>54</b>	<b>54</b>	( r )	<b>51</b>	<b>70</b>	66
9. People in my team are honest and open	<b>58</b>	<b>78</b>	55	58	54	<b>69</b>	58	<b>48</b>	56	( r )	<b>42</b>	57	<b>64</b>
10. My team resolves conflict quickly when it arises	<b>48</b>	<b>64</b>	46	46	49	<b>53</b>	<b>43</b>	<b>39</b>	<b>56</b>	( r )	44	46	52
11. Morale is good in my team	<b>46</b>	<b>61</b>	44	<b>42</b>	44	<b>54</b>	43	<b>38</b>	43	( r )	<b>42</b>	<b>41</b>	<b>54</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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Your Team</b>	<b>56</b>	58	57	51	59	<b>50</b>	<b>46</b>	56	60	54	57	<b>68</b>	<b>63</b>	<b>80</b>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>62</b>	<b>71</b>	63	<b>57</b>	64	<b>56</b>	<b>55</b>	62	66	61	62	<b>74</b>	<b>72</b>	<b>91</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	67	<b>56</b>	60	<b>69</b>	<b>54</b>	<b>55</b>	64	<b>71</b>	61	67	<b>79</b>	<b>72</b>	<b>91</b>
9. People in my team are honest and open	<b>58</b>	<b>64</b>	<b>66</b>	56	58	<b>51</b>	<b>46</b>	58	61	56	58	<b>71</b>	59	<b>64</b>
10. My team resolves conflict quickly when it arises	<b>48</b>	48	<b>54</b>	<b>42</b>	49	50	<b>38</b>	48	<b>53</b>	46	49	<b>62</b>	<b>59</b>	<b>82</b>
11. Morale is good in my team	<b>46</b>	<b>40</b>	46	<b>41</b>	<b>55</b>	<b>42</b>	<b>36</b>	46	48	45	46	<b>54</b>	<b>52</b>	<b>73</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Your Team</b>	<b>56</b>	54	55	<b>73</b>	<b>72</b>	<b>64</b>	55	59	56	<b>38</b>	<b>73</b>	<b>69</b>	54	53	52	54
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>62</b>	60	65	<b>78</b>	<b>78</b>	<b>74</b>	60	61	63	<b>48</b>	<b>77</b>	<b>70</b>	60	61	58	62
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	62	63	<b>80</b>	<b>78</b>	<b>68</b>	60	66	64	<b>44</b>	<b>77</b>	<b>72</b>	60	63	60	63
9. People in my team are honest and open	<b>58</b>	55	59	<b>77</b>	<b>78</b>	<b>70</b>	<b>63</b>	62	58	<b>38</b>	<b>73</b>	<b>74</b>	55	54	56	56
10. My team resolves conflict quickly when it arises	<b>48</b>	47	45	<b>66</b>	<b>61</b>	50	47	<b>54</b>	48	<b>30</b>	<b>64</b>	<b>61</b>	45	45	46	48
11. Morale is good in my team	<b>46</b>	45	<b>42</b>	<b>65</b>	<b>67</b>	<b>58</b>	47	51	46	<b>28</b>	<b>72</b>	<b>68</b>	47	43	<b>40</b>	<b>42</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	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Your Team</b>	<b>56</b>	<b>69</b>	55	<b>50</b>	51	<b>69</b>	<b>63</b>	59	56	54	53	53	55	58	<b>41</b>	
7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>62</b>	<b>72</b>	62	<b>57</b>	59	<b>72</b>	<b>68</b>	66	62	64	58	58	63	<b>67</b>	<b>48</b>	
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>75</b>	64	<b>58</b>	<b>59</b>	<b>71</b>	<b>70</b>	<b>69</b>	65	64	60	63	63	62	<b>47</b>	
9. People in my team are honest and open	<b>58</b>	<b>73</b>	57	<b>50</b>	54	<b>75</b>	<b>67</b>	<b>62</b>	58	55	55	55	55	60	<b>43</b>	
10. My team resolves conflict quickly when it arises	<b>48</b>	<b>60</b>	46	<b>44</b>	45	<b>61</b>	<b>53</b>	49	48	46	48	45	49	51	<b>36</b>	
11. Morale is good in my team	<b>46</b>	<b>64</b>	45	<b>40</b>	<b>39</b>	<b>65</b>	<b>59</b>	51	48	<b>42</b>	42	44	43	50	<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
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Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Being valued</b>	<b>52</b>	<b>57</b>	51	<b>45</b>	51	<b>58</b>	<b>58</b>	<b>44</b>	<b>40</b>	( r )	52	<b>32</b>	<b>57</b>
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>57</b>	60	55	<b>49</b>	60	<b>63</b>	59	<b>48</b>	<b>46</b>	( r )	<b>62</b>	<b>35</b>	<b>64</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>47</b>	51	47	<b>41</b>	44	51	<b>53</b>	<b>38</b>	<b>37</b>	( r )	48	<b>30</b>	49
<b>14.</b> Staff are treated respectfully regardless of their job	<b>52</b>	<b>60</b>	51	<b>47</b>	50	<b>61</b>	<b>62</b>	<b>46</b>	<b>37</b>	( r )	<b>46</b>	<b>32</b>	<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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Being valued</b>	<b>52</b>	56	<b>58</b>	54	<b>59</b>	<b>41</b>	<b>42</b>	52	54	51	53	56	<b>59</b>	<b>67</b>
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>57</b>	56	56	56	<b>67</b>	<b>46</b>	<b>45</b>	57	58	56	56	61	<b>63</b>	<b>73</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>47</b>	50	46	44	<b>53</b>	<b>38</b>	<b>37</b>	47	50	46	49	<b>52</b>	<b>61</b>	<b>64</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>52</b>	<b>61</b>	<b>71</b>	<b>62</b>	<b>58</b>	<b>39</b>	<b>46</b>	51	55	51	55	55	52	<b>64</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Being valued</b>	<b>52</b>	50	52	<b>68</b>	<b>74</b>	<b>64</b>	53	54	53	<b>28</b>	<b>71</b>	<b>66</b>	51	51	<b>47</b>	50
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>57</b>	55	56	<b>71</b>	<b>72</b>	<b>75</b>	<b>50</b>	61	57	<b>33</b>	<b>72</b>	<b>68</b>	57	56	<b>52</b>	55
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>47</b>	45	46	<b>66</b>	<b>78</b>	<b>57</b>	43	48	49	<b>25</b>	<b>66</b>	<b>64</b>	45	47	<b>42</b>	45
<b>14.</b> Staff are treated respectfully regardless of their job	<b>52</b>	50	54	<b>67</b>	<b>72</b>	<b>60</b>	<b>67</b>	54	54	<b>27</b>	<b>75</b>	<b>66</b>	52	50	48	49



# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Being valued</b>	<b>52</b>	<b>66</b>	51	<b>47</b>	<b>47</b>	<b>61</b>	<b>61</b>	54	53	49	51	52	51	<b>58</b>	<b>32</b>	
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>57</b>	<b>69</b>	55	53	<b>52</b>	<b>62</b>	<b>63</b>	57	56	56	56	57	57	<b>67</b>	<b>35</b>	
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>47</b>	<b>61</b>	46	<b>43</b>	<b>42</b>	<b>59</b>	<b>56</b>	50	47	44	46	46	48	50	<b>28</b>	
<b>14.</b> Staff are treated respectfully regardless of their job	<b>52</b>	<b>67</b>	53	<b>46</b>	<b>47</b>	<b>62</b>	<b>62</b>	54	56	<b>47</b>	50	53	49	<b>58</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Your Line Manager</b>	<b>56</b>	<b>69</b>	54	53	55	<b>64</b>	59	54	<b>49</b>	( r )	<b>52</b>	<b>50</b>	60
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>58</b>	<b>67</b>	54	57	61	<b>65</b>	<b>69</b>	56	<b>49</b>	( r )	<b>53</b>	<b>53</b>	<b>64</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>56</b>	<b>74</b>	52	52	54	<b>66</b>	<b>61</b>	53	<b>39</b>	( r )	<b>51</b>	56	57
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	<b>67</b>	53	51	55	<b>63</b>	<b>47</b>	53	<b>49</b>	( r )	51	<b>50</b>	55
<b>15d.</b> My line manager treats me with respect	<b>70</b>	<b>80</b>	69	<b>65</b>	68	<b>79</b>	72	70	71	( r )	<b>62</b>	<b>56</b>	75
<b>16.</b> I receive regular and constructive feedback on my performance	<b>43</b>	<b>51</b>	43	<b>39</b>	<b>37</b>	<b>50</b>	<b>48</b>	<b>38</b>	39	( r )	43	<b>36</b>	<b>50</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>55</b>	<b>72</b>	51	51	54	<b>63</b>	59	52	<b>46</b>	( r )	<b>50</b>	<b>49</b>	59

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Your Line Manager</b>	<b>56</b>	56	58	53	<b>63</b>	<b>47</b>	56	57	57	56	56	61	54	<b>76</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>58</b>	59	<b>67</b>	54	<b>66</b>	<b>48</b>	57	58	60	58	58	<b>65</b>	56	<b>91</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>56</b>	57	<b>61</b>	54	<b>64</b>	<b>42</b>	58	56	58	55	56	<b>64</b>	<b>63</b>	<b>64</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	53	60	<b>49</b>	<b>61</b>	<b>44</b>	55	57	55	56	55	58	<b>46</b>	<b>64</b>
<b>15d.</b> My line manager treats me with respect	<b>70</b>	72	<b>66</b>	72	<b>76</b>	66	72	71	71	70	69	74	72	<b>82</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>43</b>	41	43	40	<b>51</b>	<b>35</b>	<b>38</b>	44	43	43	44	41	<b>39</b>	<b>73</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>55</b>	53	54	<b>49</b>	<b>61</b>	<b>46</b>	56	56	56	55	54	<b>63</b>	<b>48</b>	<b>82</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Your Line Manager</b>	<b>56</b>	55	56	<b>73</b>	<b>71</b>	<b>65</b>	57	59	57	<b>36</b>	<b>78</b>	<b>73</b>	60	56	<b>52</b>	<b>50</b>
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>58</b>	57	57	<b>74</b>	61	<b>65</b>	57	61	59	<b>41</b>	<b>78</b>	<b>73</b>	62	56	54	<b>52</b>
<b>15b.</b> My line manager treats all staff in my team fairly	<b>56</b>	55	54	<b>77</b>	<b>72</b>	<b>66</b>	57	61	57	<b>31</b>	<b>80</b>	<b>75</b>	58	55	<b>51</b>	<b>50</b>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>56</b>	54	55	<b>72</b>	<b>83</b>	<b>66</b>	54	57	56	<b>37</b>	<b>78</b>	<b>72</b>	57	56	<b>50</b>	<b>49</b>
<b>15d.</b> My line manager treats me with respect	<b>70</b>	68	73	<b>88</b>	<b>89</b>	<b>83</b>	<b>75</b>	72	72	<b>50</b>	<b>89</b>	<b>86</b>	72	71	66	<b>64</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>43</b>	44	<b>39</b>	<b>50</b>	<b>50</b>	<b>49</b>	39	46	44	<b>26</b>	<b>61</b>	<b>58</b>	47	44	<b>38</b>	<b>38</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>55</b>	54	55	<b>77</b>	<b>72</b>	<b>61</b>	<b>61</b>	59	56	<b>31</b>	<b>80</b>	<b>72</b>	<b>61</b>	53	51	<b>47</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	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Your Line Manager</b>	<b>56</b>	<b>74</b>	56	<b>52</b>	<b>48</b>	<b>73</b>	<b>69</b>	<b>65</b>	58	55	56	<b>52</b>	<b>51</b>	60	<b>36</b>	
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>58</b>	<b>75</b>	58	54	<b>49</b>	<b>72</b>	<b>68</b>	<b>64</b>	58	57	58	<b>53</b>	<b>53</b>	<b>64</b>	<b>42</b>	
<b>15b.</b> My line manager treats all staff in my team fairly	<b>56</b>	<b>76</b>	55	<b>51</b>	<b>48</b>	<b>75</b>	<b>69</b>	<b>65</b>	58	54	55	<b>51</b>	<b>51</b>	60	<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>74</b>	54	52	<b>46</b>	<b>72</b>	<b>70</b>	<b>63</b>	58	55	53	<b>51</b>	<b>49</b>	57	<b>37</b>	
<b>15d.</b> My line manager treats me with respect	<b>70</b>	<b>86</b>	70	67	<b>62</b>	<b>86</b>	<b>81</b>	<b>80</b>	75	69	70	<b>65</b>	<b>65</b>	75	<b>52</b>	
<b>16.</b> I receive regular and constructive feedback on my performance	<b>43</b>	<b>59</b>	43	39	<b>36</b>	<b>60</b>	<b>54</b>	<b>52</b>	41	43	43	41	<b>37</b>	47	<b>21</b>	
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>55</b>	<b>75</b>	56	<b>49</b>	<b>46</b>	<b>75</b>	<b>73</b>	<b>63</b>	57	52	54	51	<b>50</b>	57	<b>30</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Senior Managers</b>	<b>34</b>	37	31	31	34	36	34	30	<b>27</b>	( r )	<b>40</b>	<b>13</b>	<b>42</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>39</b>	42	36	36	40	39	39	36	<b>29</b>	( r )	<b>49</b>	<b>17</b>	<b>46</b>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>30</b>	34	27	26	29	34	<b>23</b>	28	<b>20</b>	( r )	<b>37</b>	<b>11</b>	<b>37</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>33</b>	35	30	29	33	35	34	<b>28</b>	<b>22</b>	( r )	<b>40</b>	<b>19</b>	<b>42</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>33</b>	<b>37</b>	29	29	32	36	<b>40</b>	<b>28</b>	34	( r )	37	<b>8</b>	<b>41</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>34</b>	<b>39</b>	30	33	35	35	36	30	29	( r )	<b>40</b>	<b>9</b>	<b>43</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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Senior Managers</b>	<b>34</b>	35	<b>27</b>	30	37	<b>28</b>	30	33	34	33	32	36	<b>39</b>	<b>66</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>39</b>	43	36	43	42	<b>31</b>	<b>34</b>	39	40	38	37	43	<b>55</b>	<b>60</b>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>30</b>	31	<b>23</b>	28	<b>35</b>	<b>23</b>	<b>26</b>	30	30	30	29	32	30	<b>70</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>33</b>	34	<b>24</b>	<b>26</b>	36	<b>27</b>	29	32	34	32	32	36	<b>38</b>	<b>70</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>33</b>	34	29	<b>26</b>	36	31	30	32	31	32	29	32	32	<b>70</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>34</b>	33	<b>25</b>	<b>28</b>	37	<b>27</b>	31	34	34	33	32	37	<b>42</b>	<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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Senior Managers</b>	<b>34</b>	33	<b>29</b>	<b>50</b>	<b>67</b>	<b>43</b>	<b>22</b>	34	34	<b>17</b>	<b>57</b>	<b>49</b>	34	33	29	<b>27</b>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>39</b>	38	35	<b>55</b>	<b>67</b>	<b>44</b>	<b>29</b>	42	39	<b>23</b>	<b>55</b>	<b>46</b>	37	39	37	35
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>30</b>	30	<b>26</b>	<b>46</b>	<b>50</b>	<b>38</b>	<b>18</b>	29	32	<b>13</b>	<b>51</b>	<b>44</b>	31	30	<b>26</b>	<b>24</b>
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>33</b>	32	29	<b>47</b>	<b>67</b>	<b>40</b>	<b>21</b>	33	34	<b>15</b>	<b>55</b>	<b>51</b>	33	32	28	<b>27</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>33</b>	31	<b>28</b>	<b>50</b>	<b>72</b>	<b>45</b>	<b>25</b>	33	33	<b>18</b>	<b>59</b>	<b>53</b>	34	32	<b>27</b>	<b>25</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>34</b>	33	<b>28</b>	<b>51</b>	<b>78</b>	<b>49</b>	<b>18</b>	35	34	<b>15</b>	<b>63</b>	<b>52</b>	35	31	<b>28</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	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Senior Managers</b>	<b>34</b>	<b>49</b>	33	<b>29</b>	<b>26</b>	<b>48</b>	<b>43</b>	35	33	34	31	31	31	36	<b>21</b>	
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>39</b>	<b>49</b>	39	36	<b>34</b>	42	<b>44</b>	37	38	42	39	38	39	43	<b>29</b>	
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>30</b>	<b>45</b>	29	26	<b>23</b>	<b>44</b>	<b>40</b>	32	29	30	27	28	26	33	<b>20</b>	
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>33</b>	<b>50</b>	32	<b>27</b>	<b>25</b>	<b>52</b>	<b>41</b>	36	33	32	<b>28</b>	31	31	35	<b>17</b>	
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>33</b>	<b>49</b>	33	28	<b>23</b>	<b>51</b>	<b>44</b>	36	32	33	29	<b>27</b>	29	33	<b>21</b>	
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>34</b>	<b>53</b>	33	<b>28</b>	<b>24</b>	<b>52</b>	<b>46</b>	35	32	35	30	30	31	35	<b>18</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Communication</b>	<b>44</b>	47	43	<b>38</b>	42	<b>50</b>	46	42	<b>38</b>	( r )	45	<b>24</b>	47
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>43</b>	42	43	<b>36</b>	<b>37</b>	<b>54</b>	44	<b>37</b>	39	( r )	43	<b>17</b>	42
<b>22.</b> I have a say in decisions which affect my work	<b>39</b>	41	36	<b>33</b>	41	<b>47</b>	<b>45</b>	37	<b>32</b>	( r )	40	<b>28</b>	42
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>43</b>	<b>50</b>	41	<b>38</b>	43	43	45	41	<b>32</b>	( r )	45	<b>31</b>	<b>48</b>
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>52</b>	56	53	<b>45</b>	<b>45</b>	55	51	55	51	( r )	52	<b>22</b>	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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Communication</b>	<b>44</b>	43	48	45	<b>50</b>	40	44	44	48	43	46	<b>51</b>	<b>50</b>	<b>66</b>
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>43</b>	44	<b>58</b>	42	<b>51</b>	41	<b>37</b>	42	44	42	44	44	42	<b>64</b>
<b>22.</b> I have a say in decisions which affect my work	<b>39</b>	38	<b>47</b>	43	<b>45</b>	37	37	39	<b>46</b>	37	43	<b>51</b>	<b>55</b>	<b>64</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>43</b>	40	<b>36</b>	47	46	<b>37</b>	44	43	47	42	42	<b>55</b>	<b>55</b>	<b>64</b>
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>52</b>	48	49	48	56	<b>46</b>	56	51	54	51	55	54	<b>47</b>	<b>73</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Communication</b>	<b>44</b>	43	44	<b>56</b>	<b>60</b>	<b>55</b>	<b>29</b>	45	45	<b>27</b>	<b>62</b>	<b>54</b>	44	45	40	40
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>43</b>	42	42	<b>59</b>	<b>67</b>	<b>55</b>	<b>17</b>	41	44	<b>29</b>	<b>67</b>	<b>59</b>	46	44	<b>36</b>	<b>37</b>
<b>22.</b> I have a say in decisions which affect my work	<b>39</b>	38	38	<b>49</b>	<b>56</b>	<b>48</b>	<b>28</b>	41	40	<b>21</b>	<b>56</b>	<b>48</b>	36	40	36	36
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>43</b>	41	45	<b>54</b>	<b>50</b>	<b>54</b>	41	45	44	<b>24</b>	<b>58</b>	<b>51</b>	<b>38</b>	43	41	42
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>52</b>	51	52	<b>61</b>	<b>67</b>	<b>63</b>	<b>31</b>	50	54	<b>36</b>	<b>68</b>	<b>58</b>	55	52	48	48

# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Communication</b>	<b>44</b>	<b>57</b>	44	40	<b>38</b>	<b>53</b>	<b>52</b>	<b>49</b>	46	44	42	43	42	46	<b>28</b>	
<b>21.</b> I am kept well informed about what is happening in my workplace	<b>43</b>	<b>59</b>	43	<b>38</b>	<b>34</b>	<b>56</b>	<b>55</b>	<b>48</b>	46	40	40	41	39	43	<b>25</b>	
<b>22.</b> I have a say in decisions which affect my work	<b>39</b>	<b>53</b>	38	35	<b>33</b>	<b>47</b>	43	43	40	38	37	38	38	<b>44</b>	<b>25</b>	
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>43</b>	<b>54</b>	43	39	39	<b>47</b>	<b>49</b>	45	45	45	41	44	42	45	<b>26</b>	
<b>24.</b> Where I work, we share the lessons learnt when mistakes are made	<b>52</b>	<b>63</b>	53	48	<b>46</b>	<b>61</b>	<b>60</b>	<b>59</b>	52	52	51	49	50	52	<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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Training and Development Opportunities</b>	<b>66</b>	65	65	62	62	<b>73</b>	<b>76</b>	62	<b>72</b>	( r )	<b>72</b>	<b>50</b>	69
25. I have received the appropriate training and development to do my job effectively	<b>68</b>	<b>75</b>	69	<b>60</b>	<b>58</b>	73	64	<b>63</b>	71	( r )	<b>76</b>	<b>44</b>	67
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>77</b>	<b>58</b>	<b>69</b>	80	<b>84</b>	<b>86</b>	<b>96</b>	81	78	( r )	<b>87</b>	<b>89</b>	<b>85</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	<b>63</b>	56	<b>45</b>	<b>44</b>	<b>60</b>	<b>68</b>	<b>42</b>	<b>66</b>	( r )	52	<b>17</b>	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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Training and Development Opportunities</b>	<b>66</b>	68	<b>75</b>	70	<b>74</b>	67	<b>59</b>	65	67	66	65	71	<b>73</b>	<b>90</b>
25. I have received the appropriate training and development to do my job effectively	<b>68</b>	67	<b>89</b>	71	72	71	<b>63</b>	68	66	69	64	67	<b>75</b>	<b>90</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>77</b>	<b>83</b>	<b>83</b>	81	<b>86</b>	80	75	75	78	76	75	<b>84</b>	<b>87</b>	<b>100</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	55	54	57	<b>64</b>	<b>49</b>	<b>41</b>	53	58	53	56	<b>62</b>	58	<b>80</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Training and Development Opportunities</b>	<b>66</b>	67	64	<b>75</b>	<b>81</b>	63	<b>45</b>	63	68	<b>56</b>	<b>77</b>	<b>71</b>	68	67	63	64
25. I have received the appropriate training and development to do my job effectively	<b>68</b>	67	70	<b>77</b>	<b>83</b>	65	<b>62</b>	<b>64</b>	70	<b>59</b>	<b>76</b>	71	70	70	65	67
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>77</b>	79	<b>72</b>	75	<b>83</b>	<b>69</b>	<b>38</b>	76	77	73	<b>81</b>	76	78	77	76	76
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	54	50	<b>72</b>	<b>78</b>	55	<b>34</b>	51	56	<b>37</b>	<b>74</b>	<b>66</b>	56	54	<b>49</b>	<b>48</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	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Training and Development Opportunities</b>	<b>66</b>	<b>72</b>	67	65	62	<b>75</b>	<b>73</b>	69	63	68	63	64	68	68	<b>56</b>	
25. I have received the appropriate training and development to do my job effectively	<b>68</b>	71	69	67	67	<b>78</b>	<b>75</b>	<b>73</b>	64	68	64	65	70	71	<b>61</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>77</b>	78	77	78	75	75	77	75	<b>72</b>	79	74	79	81	81	<b>72</b>	
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>54</b>	<b>68</b>	55	51	<b>45</b>	<b>71</b>	<b>68</b>	<b>59</b>	54	56	51	<b>49</b>	52	51	<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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Work Environment</b>	<b>49</b>	48	47	48	47	<b>56</b>	<b>56</b>	<b>40</b>	<b>44</b>	( r )	53	<b>34</b>	<b>55</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>	<b>45</b>	35	33	34	39	41	<b>29</b>	35	( r )	<b>45</b>	<b>22</b>	<b>47</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>57</b>	<b>47</b>	55	58	56	<b>67</b>	<b>65</b>	<b>46</b>	<b>50</b>	( r )	59	<b>47</b>	<b>62</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>40</b>	37	39	39	38	<b>47</b>	<b>47</b>	<b>27</b>	<b>28</b>	( r )	43	<b>33</b>	<b>49</b>
31. Reasonable expectations are placed on staff according to their position	<b>50</b>	<b>54</b>	47	48	<b>44</b>	<b>57</b>	53	<b>41</b>	50	( r )	<b>54</b>	<b>28</b>	53
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>62</b>	<b>56</b>	58	63	65	<b>72</b>	<b>73</b>	<b>57</b>	<b>58</b>	( r )	64	<b>42</b>	66

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Work Environment</b>	<b>49</b>	52	<b>57</b>	47	<b>59</b>	<b>44</b>	<b>42</b>	48	47	50	47	47	<b>43</b>	<b>65</b>
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	33	40	<b>28</b>	41	38	33	37	35	38	35	34	40	<b>64</b>
29. I am able to achieve a healthy work/life balance most of the time	57	<b>62</b>	<b>67</b>	57	<b>68</b>	54	<b>46</b>	55	53	58	55	<b>51</b>	<b>42</b>	55
30. There are mechanisms in place to support me if I experience stress or pressure	40	<b>48</b>	<b>46</b>	<b>34</b>	<b>53</b>	<b>32</b>	<b>28</b>	39	39	41	39	38	37	<b>64</b>
31. Reasonable expectations are placed on staff according to their position	50	47	<b>58</b>	52	<b>62</b>	<b>42</b>	<b>45</b>	48	47	50	47	47	47	<b>64</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	62	<b>70</b>	<b>72</b>	64	<b>72</b>	<b>54</b>	58	60	62	62	60	<b>68</b>	<b>52</b>	<b>82</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Work Environment</b>	<b>49</b>	48	50	<b>62</b>	<b>69</b>	<b>59</b>	<b>31</b>	48	51	<b>32</b>	<b>66</b>	<b>63</b>	50	50	46	<b>44</b>
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>	37	<b>33</b>	<b>50</b>	<b>67</b>	<b>47</b>	<b>21</b>	41	38	<b>17</b>	<b>57</b>	<b>52</b>	41	39	<b>32</b>	<b>30</b>
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	<b>57</b>	54	<b>63</b>	<b>65</b>	<b>78</b>	<b>75</b>	<b>41</b>	56	59	<b>41</b>	<b>70</b>	<b>68</b>	56	57	56	<b>52</b>
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	<b>40</b>	39	40	<b>55</b>	<b>56</b>	<b>50</b>	<b>17</b>	39	42	<b>18</b>	<b>58</b>	<b>52</b>	37	43	36	36
<b>31.</b> Reasonable expectations are placed on staff according to their position	<b>50</b>	48	50	<b>70</b>	<b>67</b>	<b>60</b>	<b>24</b>	51	50	<b>30</b>	<b>71</b>	<b>70</b>	50	49	45	<b>43</b>
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>62</b>	61	65	<b>71</b>	<b>78</b>	65	<b>52</b>	<b>57</b>	65	<b>53</b>	<b>76</b>	<b>71</b>	64	63	59	58

# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Length of Service in Current Role				Age Group										
		Less than 2 years	At least 2 years but not more than 5 years	At least 5 and not more than 10 years	At least 10 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Work Environment</b>	<b>49</b>	<b>61</b>	49	46	<b>43</b>	<b>59</b>	<b>55</b>	<b>56</b>	50	47	<b>45</b>	48	50	<b>54</b>	<b>34</b>	
28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>37</b>	<b>51</b>	39	<b>32</b>	<b>30</b>	<b>49</b>	<b>50</b>	<b>44</b>	39	34	33	35	36	38	<b>20</b>	
29. I am able to achieve a healthy work/life balance most of the time	<b>57</b>	<b>66</b>	58	53	53	<b>67</b>	56	<b>62</b>	59	55	<b>52</b>	57	59	61	<b>44</b>	
30. There are mechanisms in place to support me if I experience stress or pressure	<b>40</b>	<b>52</b>	39	38	<b>34</b>	<b>45</b>	43	<b>48</b>	41	39	<b>36</b>	40	43	<b>47</b>	<b>20</b>	
31. Reasonable expectations are placed on staff according to their position	<b>50</b>	<b>64</b>	49	<b>44</b>	<b>44</b>	<b>60</b>	<b>58</b>	<b>57</b>	50	45	46	47	49	<b>56</b>	<b>33</b>	
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>62</b>	<b>73</b>	62	61	<b>55</b>	<b>72</b>	<b>68</b>	66	61	62	<b>57</b>	60	62	<b>68</b>	<b>55</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Inappropriate Behaviour</b>	<b>65</b>	68	62	61	69	<b>73</b>	<b>71</b>	66	69	( r )	62	<b>47</b>	<b>70</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>60</b>	<b>66</b>	<b>54</b>	57	<b>65</b>	<b>71</b>	<b>73</b>	<b>69</b>	<b>65</b>	( r )	<b>50</b>	<b>39</b>	<b>69</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>67</b>	<b>78</b>	63	<b>58</b>	71	<b>79</b>	<b>73</b>	70	<b>75</b>	( r )	<b>58</b>	<b>53</b>	<b>72</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>82</b>	<b>91</b>	78	77	86	<b>91</b>	<b>89</b>	84	<b>88</b>	( r )	<b>74</b>	<b>61</b>	85
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	<b>64</b>	<b>46</b>	50	57	<b>64</b>	<b>61</b>	<b>62</b>	<b>67</b>	( r )	54	<b>33</b>	<b>65</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>63</b>	<b>76</b>	<b>56</b>	<b>57</b>	66	<b>73</b>	65	67	<b>70</b>	( r )	60	<b>56</b>	<b>70</b>
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>79</b>	<b>90</b>	<b>74</b>	78	81	<b>86</b>	81	83	80	( r )	76	<b>58</b>	83
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>78</b>	<b>49</b>	<b>85</b>	78	<b>83</b>	80	82	<b>61</b>	<b>70</b>	( r )	81	<b>67</b>	<b>72</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>39</b>	<b>32</b>	38	35	41	43	42	<b>32</b>	35	( r )	<b>46</b>	<b>8</b>	<b>46</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	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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Inappropriate Behaviour</b>	<b>65</b>	<b>72</b>	69	<b>71</b>	67	68	64	64	62	66	<b>60</b>	68	65	64
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>60</b>	<b>71</b>	58	<b>70</b>	59	61	<b>66</b>	58	<b>52</b>	62	<b>48</b>	60	<b>52</b>	<b>55</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>67</b>	<b>76</b>	<b>75</b>	<b>79</b>	67	69	68	67	65	68	<b>62</b>	<b>72</b>	70	<b>82</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>82</b>	<b>88</b>	83	86	77	84	84	82	81	83	78	86	85	82
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	<b>64</b>	57	<b>70</b>	57	<b>63</b>	58	51	<b>45</b>	57	<b>41</b>	51	52	<b>36</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>63</b>	<b>69</b>	64	<b>77</b>	64	<b>68</b>	66	61	<b>58</b>	64	<b>55</b>	63	65	<b>55</b>
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>79</b>	83	<b>86</b>	80	77	79	80	78	76	80	<b>74</b>	79	76	82
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>78</b>	<b>84</b>	<b>91</b>	<b>73</b>	<b>88</b>	<b>83</b>	<b>62</b>	78	<b>85</b>	76	<b>85</b>	<b>88</b>	<b>85</b>	<b>73</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>39</b>	41	39	38	<b>48</b>	35	<b>30</b>	39	38	39	37	43	<b>31</b>	<b>45</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Inappropriate Behaviour</b>	<b>65</b>	63	<b>71</b>	<b>75</b>	<b>76</b>	<b>73</b>	<b>79</b>	65	67	<b>50</b>	<b>75</b>	<b>73</b>	62	64	64	65
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>60</b>	55	<b>69</b>	<b>76</b>	<b>72</b>	<b>73</b>	<b>93</b>	60	61	<b>42</b>	<b>73</b>	<b>71</b>	56	56	59	59
<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>67</b>	64	<b>75</b>	<b>84</b>	<b>89</b>	<b>76</b>	<b>83</b>	68	68	<b>49</b>	<b>82</b>	<b>78</b>	63	65	66	66
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>82</b>	79	<b>89</b>	<b>91</b>	<b>89</b>	86	<b>97</b>	80	84	<b>66</b>	<b>91</b>	<b>95</b>	80	81	81	79
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	50	<b>62</b>	<b>77</b>	<b>72</b>	<b>68</b>	<b>83</b>	55	55	<b>39</b>	<b>75</b>	<b>67</b>	50	52	50	54
<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>63</b>	59	<b>69</b>	<b>82</b>	<b>83</b>	<b>75</b>	<b>90</b>	64	64	<b>43</b>	<b>82</b>	<b>77</b>	60	60	59	61
<b>34c.</b> In the last twelve (12) months, have you personally experienced any incident where you have been abused or assaulted?	<b>79</b>	76	<b>85</b>	<b>91</b>	<b>94</b>	<b>87</b>	<b>97</b>	77	81	<b>61</b>	<b>90</b>	<b>90</b>	77	78	77	78
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>78</b>	80	79	<b>62</b>	<b>56</b>	<b>69</b>	<b>60</b>	<b>73</b>	80	78	<b>61</b>	<b>63</b>	<b>73</b>	79	<b>82</b>	<b>85</b>
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>39</b>	39	39	38	<b>50</b>	<b>52</b>	<b>33</b>	39	40	<b>22</b>	<b>48</b>	<b>44</b>	40	38	39	36



# Demographic Groups

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

## Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

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

	Overall	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43
<b>Inappropriate Behaviour</b>	<b>65</b>	<b>71</b>	64	63	64	69	69	68	67	61	61	66	67	<b>72</b>	<b>55</b>
<b>33a.</b> In the last three (3) months, have you personally experienced verbal abuse?	<b>60</b>	<b>67</b>	57	57	60	60	<b>64</b>	62	62	<b>55</b>	57	62	59	<b>67</b>	<b>48</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>67</b>	<b>76</b>	67	64	64	<b>72</b>	<b>75</b>	<b>73</b>	<b>73</b>	<b>60</b>	<b>62</b>	68	67	<b>72</b>	<b>55</b>
<b>33c.</b> In the last three (3) months, have you personally experienced any incident where you have been abused or assaulted?	<b>82</b>	<b>89</b>	82	78	81	<b>88</b>	<b>92</b>	<b>87</b>	85	<b>77</b>	<b>75</b>	83	81	<b>87</b>	<b>73</b>
<b>34a.</b> In the last twelve (12) months, have you personally experienced verbal abuse?	<b>54</b>	<b>62</b>	50	50	55	<b>63</b>	56	57	54	<b>50</b>	<b>49</b>	54	58	<b>64</b>	<b>41</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>63</b>	<b>72</b>	63	<b>58</b>	61	<b>75</b>	<b>68</b>	67	66	<b>56</b>	<b>57</b>	62	65	<b>72</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>79</b>	<b>86</b>	78	75	78	<b>88</b>	<b>89</b>	<b>85</b>	80	<b>74</b>	<b>72</b>	78	80	<b>84</b>	<b>69</b>
<b>35a.</b> Do you currently know how to report occurrences of these types of behaviour?	<b>78</b>	<b>71</b>	78	82	81	<b>61</b>	<b>66</b>	74	75	80	78	<b>84</b>	<b>87</b>	<b>83</b>	79
<b>35b.</b> Do you currently have confidence that if you report these behaviours that they will be responded to appropriately?	<b>39</b>	<b>45</b>	40	37	36	<b>44</b>	42	38	41	38	35	38	42	<b>47</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Service Delivery</b>	<b>53</b>	51	52	52	50	56	49	<b>44</b>	<b>58</b>	( r )	<b>61</b>	<b>47</b>	57
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>55</b>	<b>45</b>	52	57	59	53	<b>49</b>	<b>45</b>	53	( r )	<b>69</b>	<b>44</b>	<b>64</b>
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>66</b>	<b>61</b>	67	64	<b>57</b>	69	<b>56</b>	<b>52</b>	<b>80</b>	( r )	<b>77</b>	68	<b>71</b>
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>60</b>	<b>65</b>	59	<b>56</b>	<b>51</b>	63	<b>50</b>	<b>54</b>	<b>68</b>	( r )	<b>70</b>	<b>47</b>	<b>68</b>
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>60</b>	59	59	<b>55</b>	56	63	<b>55</b>	<b>51</b>	<b>68</b>	( r )	<b>69</b>	<b>50</b>	64
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>25</b>	23	23	25	<b>30</b>	<b>34</b>	<b>35</b>	<b>20</b>	23	( r )	22	28	<b>18</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	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Service Delivery</b>	<b>53</b>	51	57	56	57	53	<b>46</b>	53	52	53	52	52	56	<b>74</b>
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>55</b>	<b>50</b>	58	59	58	58	<b>46</b>	54	<b>49</b>	56	<b>49</b>	<b>48</b>	53	<b>82</b>
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>66</b>	67	66	65	<b>72</b>	67	<b>57</b>	65	66	66	66	66	70	<b>73</b>
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>60</b>	58	58	63	63	57	<b>54</b>	61	62	60	61	64	64	<b>91</b>
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>60</b>	56	57	61	64	58	<b>53</b>	60	59	60	57	63	57	<b>90</b>
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>25</b>	24	<b>44</b>	<b>33</b>	29	23	21	26	25	25	26	21	<b>36</b>	<b>36</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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Service Delivery</b>	<b>53</b>	53	52	<b>63</b>	<b>72</b>	<b>59</b>	<b>39</b>	52	55	<b>43</b>	<b>66</b>	<b>62</b>	54	53	50	51
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>55</b>	54	52	<b>66</b>	<b>72</b>	<b>65</b>	<b>30</b>	53	56	<b>46</b>	<b>69</b>	58	53	55	51	53
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>66</b>	66	63	<b>72</b>	<b>94</b>	64	<b>60</b>	62	68	<b>56</b>	<b>78</b>	<b>74</b>	67	66	62	64
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>60</b>	59	61	<b>71</b>	<b>83</b>	<b>68</b>	<b>40</b>	60	62	<b>47</b>	<b>77</b>	<b>73</b>	61	60	<b>56</b>	58
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>60</b>	59	57	<b>74</b>	<b>89</b>	<b>68</b>	<b>40</b>	59	61	<b>46</b>	<b>74</b>	<b>78</b>	61	58	57	56
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>25</b>	24	26	<b>31</b>	22	<b>32</b>	23	25	26	<b>19</b>	<b>32</b>	28	29	25	24	23

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43
<b>Service Delivery</b>	<b>53</b>	<b>61</b>	53	51	50	<b>64</b>	56	54	51	52	51	53	54	<b>58</b>	<b>44</b>
<b>36.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>55</b>	<b>62</b>	53	53	52	<b>66</b>	54	53	51	53	54	54	59	<b>62</b>	<b>44</b>
<b>37.</b> In my workplace patient safety is at the centre of all decision making	<b>66</b>	<b>74</b>	65	64	63	<b>76</b>	66	<b>62</b>	64	67	65	65	69	<b>72</b>	<b>59</b>
<b>38.</b> My team's objectives/work plans are clearly outlined	<b>60</b>	<b>70</b>	60	57	57	<b>72</b>	<b>67</b>	64	58	59	58	61	59	64	<b>50</b>
<b>39.</b> Our objectives/work plans help us to deliver a quality service	<b>60</b>	<b>69</b>	60	58	56	<b>69</b>	<b>68</b>	64	58	58	57	60	61	63	<b>48</b>
<b>40.</b> At my workplace we are too focused on monitoring rather than delivering services*	<b>25</b>	<b>31</b>	29	22	21	<b>33</b>	27	27	24	23	24	26	24	28	<b>19</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	4,230	322	1550	317	381	557	77	245	41	-	396	37	172
Employee Engagement Index	61	61	60	59	61	63	62	51	58	( r )	64	47	72
<b>Your Workplace</b>	<b>55</b>	57	54	53	54	57	55	46	54	( r )	59	40	66
41. Overall I am proud to be a part of this workplace	<b>66</b>	69	64	64	66	68	65	60	63	( r )	66	53	78
42. I would recommend my workplace as a good place to work	<b>55</b>	58	55	51	54	59	57	40	55	( r )	59	47	66
43. I feel motivated to contribute more than what is normally required at work	<b>57</b>	60	54	59	60	60	60	48	58	( r )	61	42	69
44. I have a strong sense of belonging to my workplace	<b>60</b>	57	60	56	59	62	65	54	60	( r )	63	44	73
45. Overall I am satisfied to be working here at the present time	<b>61</b>	62	60	56	62	63	57	53	58	( r )	66	42	73
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>32</b>	35	33	31	27	32	26	23	30	( r )	40	14	40

# Demographic Groups

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

Key



At least 5% greater than overall score



At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	Service							Manage Staff		Management Responsibility			
		Community Health	Drug and Alcohol	Medical Imaging	Mental Health	Oral Health	Pathology	Not applicable	Yes	No	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4,230	405	36	68	409	110	217	2254	891	3019	561	223	54	11
Employee Engagement Index	61	59	68	65	68	60	53	60	63	60	62	65	67	77
<b>Your Workplace</b>	<b>55</b>	52	<b>62</b>	57	<b>62</b>	54	<b>48</b>	55	58	54	57	<b>61</b>	<b>64</b>	<b>73</b>
41. Overall I am proud to be a part of this workplace	<b>66</b>	62	69	70	<b>72</b>	62	62	65	68	65	67	69	<b>72</b>	70
42. I would recommend my workplace as a good place to work	<b>55</b>	53	<b>61</b>	58	<b>65</b>	59	<b>42</b>	55	58	54	58	58	60	<b>80</b>
43. I feel motivated to contribute more than what is normally required at work	<b>57</b>	56	<b>72</b>	58	<b>65</b>	53	<b>48</b>	57	61	56	59	<b>66</b>	<b>70</b>	<b>70</b>
44. I have a strong sense of belonging to my workplace	<b>60</b>	60	61	<b>65</b>	<b>65</b>	58	<b>55</b>	60	<b>65</b>	59	64	<b>68</b>	<b>68</b>	<b>90</b>
45. Overall I am satisfied to be working here at the present time	<b>61</b>	58	<b>67</b>	<b>68</b>	<b>68</b>	62	<b>53</b>	60	61	61	60	63	64	<b>67</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>32</b>	<b>24</b>	<b>41</b>	<b>26</b>	37	<b>28</b>	<b>27</b>	32	<b>38</b>	30	36	<b>41</b>	<b>51</b>	<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	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	4,230	2888	754	143	18	107	30	838	2898	228	336	152	539	942	1055	916
Employee Engagement Index	61	60	59	69	79	75	58	61	63	40	75	70	59	59	59	60
<b>Your Workplace</b>	<b>55</b>	55	53	<b>63</b>	<b>72</b>	<b>69</b>	53	56	57	<b>34</b>	<b>68</b>	<b>65</b>	54	54	53	54
<b>41.</b> Overall I am proud to be a part of this workplace	<b>66</b>	65	63	<b>76</b>	<b>89</b>	<b>75</b>	67	67	67	<b>45</b>	<b>79</b>	<b>78</b>	63	63	63	65
<b>42.</b> I would recommend my workplace as a good place to work	<b>55</b>	54	52	<b>68</b>	<b>72</b>	<b>75</b>	53	57	57	<b>31</b>	<b>74</b>	<b>67</b>	54	54	53	53
<b>43.</b> I feel motivated to contribute more than what is normally required at work	<b>57</b>	57	54	<b>66</b>	<b>72</b>	<b>76</b>	53	57	59	<b>38</b>	<b>73</b>	<b>64</b>	54	56	56	55
<b>44.</b> I have a strong sense of belonging to my workplace	<b>60</b>	60	60	63	<b>72</b>	<b>73</b>	<b>53</b>	59	63	<b>36</b>	<b>69</b>	<b>67</b>	57	59	60	61
<b>45.</b> Overall I am satisfied to be working here at the present time	<b>61</b>	60	60	<b>71</b>	<b>82</b>	<b>76</b>	60	61	63	<b>39</b>	<b>77</b>	<b>72</b>	58	61	58	59
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>32</b>	33	<b>27</b>	<b>37</b>	<b>44</b>	<b>40</b>	30	35	32	<b>17</b>	36	<b>42</b>	34	34	28	31



# Demographic Groups

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

Key

■ At least 5% greater than overall score

■ At least 5% less than overall score

( r ) Where group has less than 10 respondents

	Overall	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	4,230	842	880	1016	1142	188	349	330	392	425	497	623	475	315	300	
Employee Engagement Index	61	71	60	58	57	68	64	62	61	58	59	61	64	70	43	
<b>Your Workplace</b>	<b>55</b>	<b>65</b>	55	52	51	<b>62</b>	59	57	55	53	54	55	58	<b>63</b>	<b>38</b>	
41. Overall I am proud to be a part of this workplace	<b>66</b>	<b>77</b>	64	62	62	<b>74</b>	69	66	66	61	64	66	68	<b>75</b>	<b>49</b>	
42. I would recommend my workplace as a good place to work	<b>55</b>	<b>68</b>	54	51	<b>50</b>	<b>61</b>	<b>61</b>	58	57	54	55	55	57	<b>61</b>	<b>33</b>	
43. I feel motivated to contribute more than what is normally required at work	<b>57</b>	<b>69</b>	57	54	<b>52</b>	<b>64</b>	61	58	54	54	<b>52</b>	57	<b>63</b>	<b>69</b>	<b>41</b>	
44. I have a strong sense of belonging to my workplace	<b>60</b>	<b>67</b>	59	58	59	63	65	63	59	59	59	62	62	<b>70</b>	<b>40</b>	
45. Overall I am satisfied to be working here at the present time	<b>61</b>	<b>72</b>	61	58	<b>57</b>	<b>72</b>	64	60	63	58	60	59	65	<b>70</b>	<b>44</b>	
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>32</b>	<b>38</b>	34	31	<b>28</b>	34	35	34	34	32	31	31	34	36	<b>19</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		Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$
Agency (4)	132	
Casual (5)	975	
Contractor (6)	203	
TOTAL answering Q51	29474	
TOTAL number of respondents to the survey	31493	

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

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

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

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

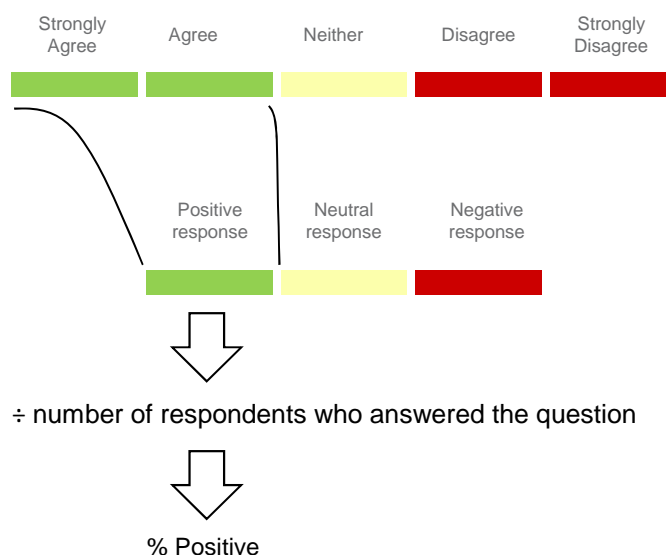
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# Guide to using this report

## % Positive

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



## Index and Section Scores

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

## Rounding

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

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

## Scoring of Negatively Worded Questions

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

## Benchmark data

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