

2013 YourSay Workplace Survey

Facility Report



Agency for Clinical Innovation

This Report

This report provides Agency for Clinical Innovation with data from the 2013 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 2 April 2013. 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.

^ Due to the high proportion of contractors in this organisational unit they have been excluded from the estimated response rate calculation.

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%.

Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2013 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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110

ACTUAL RESPONSES

91%^

2% Confidence Interval

ESTIMATED RESPONSE RATE

73%

ENGAGEMENT INDEX

65%

WORKPLACE CULTURE INDEX

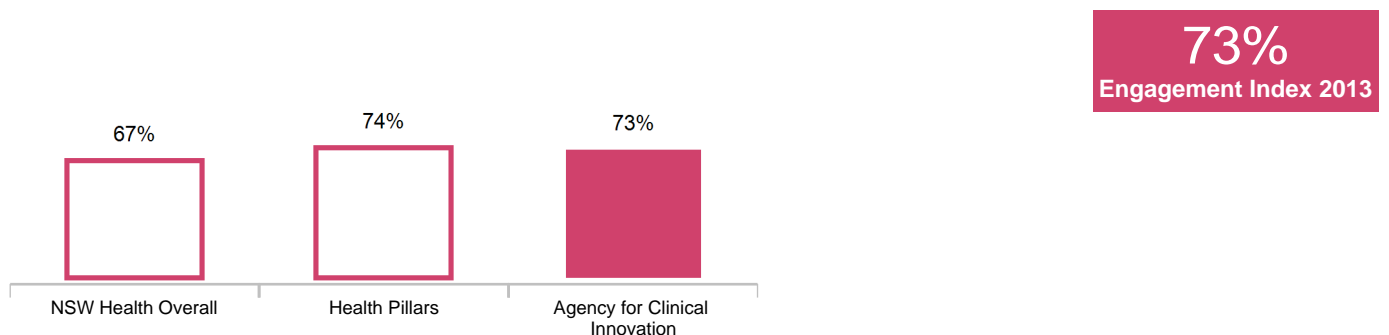
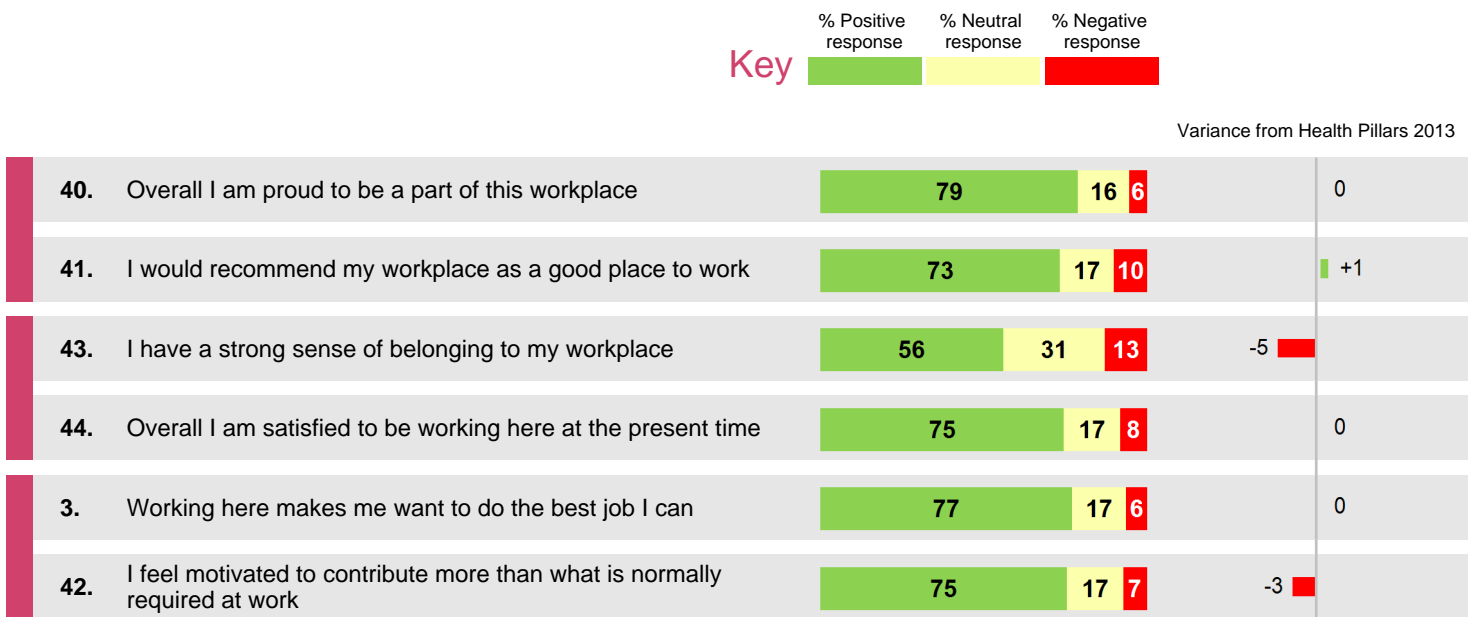
Employee Engagement Index

The Engagement Index is a measure of respondents 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:

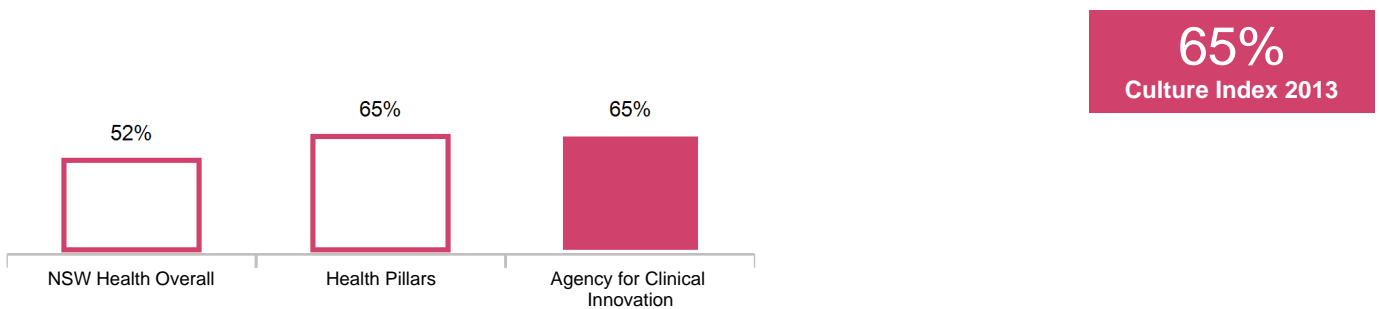


Employee Workplace Culture Index

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

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

	Key			Variance from Health Pillars 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	60	21	19	-6
12. I believe I am valued for what I can offer at my workplace	71	14	15	-3
13. In my workplace, we recognise our successes and innovations	75	12	13	+1
14. Staff are treated respectfully regardless of their job	75	10	15	+1
17. Overall, I have confidence in the decisions made by my line manager	72	19	9	-4
18b. The senior managers at my workplace ... have a clear direction for the future	68	21	11	+4
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	-3
20. Overall, I have confidence in the decisions made by my senior managers	63	25	12	-4
22. I have a say in decisions which affect my work	62	24	15	+1
23. I think it is safe to speak up and challenge the way things are done	68	15	17	+1
24a. Where I work, we share the lessons learnt when mistakes are made	52	30	18	-5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	36	21	+4
37. My team's objectives/work plans are clearly outlined	81	9	10	+8
38. Our objectives/work plans help us to deliver a quality service	71	22	7	0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	36	11	+4



Drivers of Engagement

The impact analysis below identifies the areas that have the potential to improve and maintain the engagement of your employees. The dashboard below shows the questions with the greatest impact on Employee Engagement for Agency for Clinical Innovation. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Agency for Clinical Innovation as a whole.

The questions derived from the impact analysis 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	Health Pillars % positive score	NSW Health Overall % positive score
	<i>Greatest</i>			
4. The right amount of approvals are required for routine decisions		41	52	48
24a. Where I work, we share the lessons learnt when mistakes are made		52	57	58
18a. The senior managers at my workplace ... are aware of the issues I face in my job		52	59	46
20. Overall, I have confidence in the decisions made by my senior managers		63	67	42
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		62	66	56
12. I believe I am valued for what I can offer at my workplace		71	74	61

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
Your Line Manager	75
Being valued	74
Your Team	73

Questions

	% Positive
8. In my team we generally acknowledge one another's efforts and achievements	87
15d. My line manager ... treats me with respect	85
24b. I am aware of the strategic objectives and direction of the organisation I work for	85
7. The people I work with are willing to help each other even if this means doing something outside their usual job	83
15a. My line manager ... recognises and acknowledges when I have done my job well	81

Lowlights

Sections

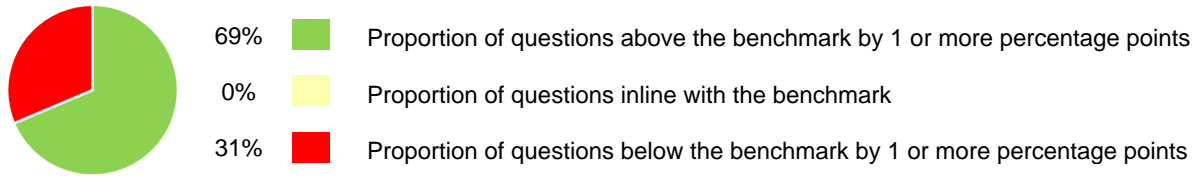
	% Positive
Work Environment	53
Training and Development Opportunities	61
Service Delivery	63

Questions

	% Positive
4. The right amount of approvals are required for routine decisions	41
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45
30. There are mechanisms in place to support me if I experience stress or pressure	46
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47

External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



	% Positive	Variance from benchmark
19. There is a positive relationship between senior management and staff in my workplace	71	+35
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	+29
21. I am kept well informed about what is happening in my workplace	74	+25
18b. The senior managers at my workplace ... have a clear direction for the future	68	+24
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	+24
20. Overall, I have confidence in the decisions made by my senior managers	63	+23
15b. My line manager ... treats all staff in my team fairly	79	+21
22. I have a say in decisions which affect my work	62	+20
15a. My line manager ... recognises and acknowledges when I have done my job well	81	+19
13. In my workplace, we recognise our successes and innovations	75	+16
7. The people I work with are willing to help each other even if this means doing something outside their usual job	83	+15
23. I think it is safe to speak up and challenge the way things are done	68	+15
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	+15
8. In my team we generally acknowledge one another's efforts and achievements	87	+13
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	+13
17. Overall, I have confidence in the decisions made by my line manager	72	+13
14. Staff are treated respectfully regardless of their job	75	+12

External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 69% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 31% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
15d. My line manager ... treats me with respect	85	+11
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	+11
42. I feel motivated to contribute more than what is normally required at work	75	+11
37. My team's objectives/work plans are clearly outlined	81	+10
41. I would recommend my workplace as a good place to work	73	+10
16. I receive regular and constructive feedback on my performance	58	+9
9. People in my team are honest and open	75	+8
18a. The senior managers at my workplace ... are aware of the issues I face in my job	52	+8
27. I am encouraged to take opportunities to learn new skills and have new experiences	70	+7
40. Overall I am proud to be a part of this workplace	79	+6
2. I feel I am able to suggest ideas to improve our ways of doing things	78	+5
12. I believe I am valued for what I can offer at my workplace	71	+5
31. Reasonable expectations are placed on staff according to their position	66	+5
11. Morale is good in my team	60	+4
44. Overall I am satisfied to be working here at the present time	75	+4
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	+4
10. My team resolves conflict quickly when it arises	59	+3

External Comparison

This section shows comparisons between Agency for Clinical Innovation and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



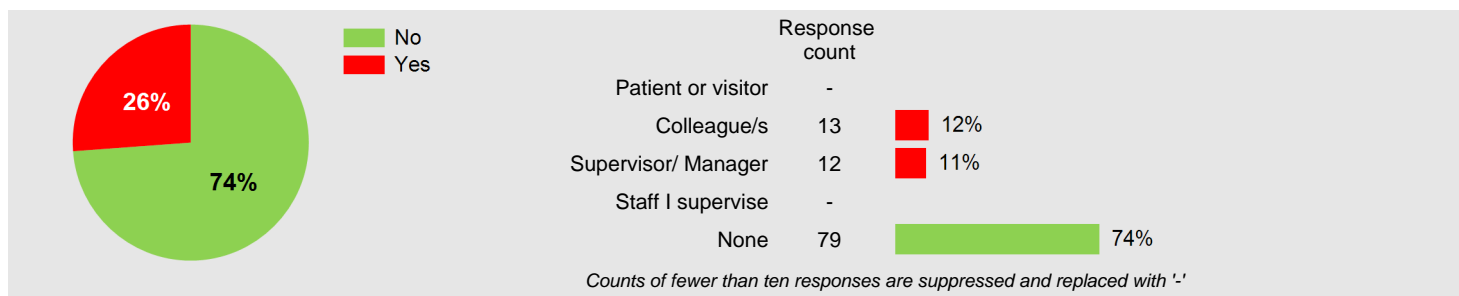
- 69% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 31% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
38. Our objectives/work plans help us to deliver a quality service	71	+1
3. Working here makes me want to do the best job I can	77	-1
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	63	-2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	-3
29. I am able to achieve a healthy work/life balance most of the time	64	-4
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	-6
35. My work environment allows me to deliver the best possible services (patient care or support services)	59	-7
1. My job makes good use of my skills and abilities	75	-8
24a. Where I work, we share the lessons learnt when mistakes are made	52	-8
43. I have a strong sense of belonging to my workplace	56	-10
5. I have sufficient control over my work so I can do my job well	61	-11
25. I have received the appropriate training and development to do my job effectively	65	-13
30. There are mechanisms in place to support me if I experience stress or pressure	46	-13
4. The right amount of approvals are required for routine decisions	41	-16
36. In my workplace patient safety is at the centre of all decision making	54	-19
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45	-24
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	-30

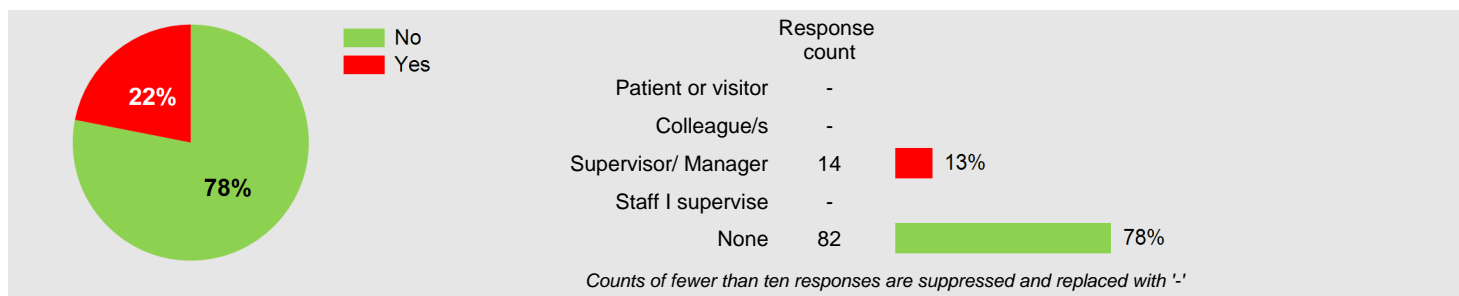
Unacceptable Behaviour

This section shows the results to questions asked regarding unacceptable behaviour.

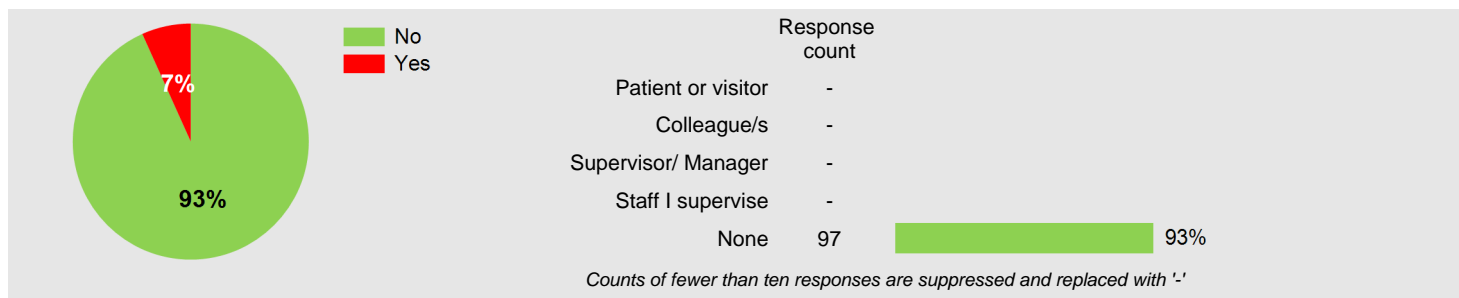
33a. In the last 12 months, I have been verbally abused by a ...



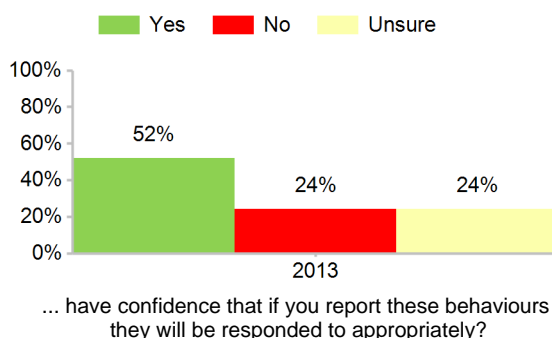
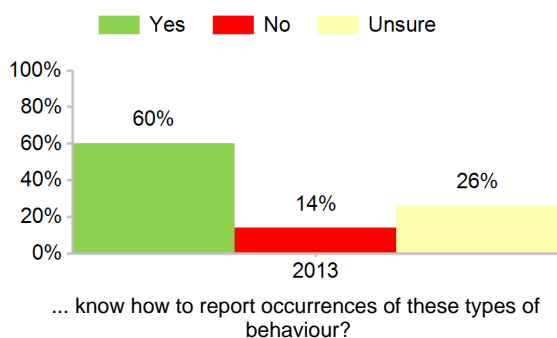
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...



34. Do you currently ...



All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
Key	A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
					% Positive Score	Health Pillars 2013	NSW Health Overall 2013
Your Job					66	71	65
	1. My job makes good use of my skills and abilities				75	79	79
	2. I feel I am able to suggest ideas to improve our ways of doing things				78	80	68
	3. Working here makes me want to do the best job I can				77	77	71
K	4. The right amount of approvals are required for routine decisions				41	52	48
	5. I have sufficient control over my work so I can do my job well				61	69	64
	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				63	68	60

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

Your Team

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
				73	75	60
7.	The people I work with are willing to help each other even if this means doing something outside their usual job		83	83	83	68
8.	In my team we generally acknowledge one another's efforts and achievements		87	87	86	69
9.	People in my team are honest and open		75	75	79	63
10.	My team resolves conflict quickly when it arises		59	59	62	51
11.	Morale is good in my team		60	60	66	51

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Health Pillars 2013	NSW Health Overall 2013
	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement						
					At least 1% greater than comparator	At least 1% less than comparator
Being valued				74	74	59
12. I believe I am valued for what I can offer at my workplace	71	14	15	71	74	61
13. In my workplace, we recognise our successes and innovations	75	12	13	75	74	55
14. Staff are treated respectfully regardless of their job	75	10	15	75	74	60

All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response		At least 1% greater than comparator	At least 1% less than comparator
Key A question identified as being a key driver of employee engagement						
Your Line Manager				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
				75	77	62
15a. My line manager ... recognises and acknowledges when I have done my job well	81	15	4	81	84	64
15b. My line manager ... treats all staff in my team fairly	79	15	6	79	79	62
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	18	9	73	71	60
15d. My line manager ... treats me with respect	85	10	5	85	87	75
16. I receive regular and constructive feedback on my performance	58	26	15	58	66	49
17. Overall, I have confidence in the decisions made by my line manager	72	19	9	72	76	62

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	Health Pillars 2013	NSW Health Overall 2013
Senior Managers					64	65	42
K	18a. The senior managers at my workplace ... are aware of the issues I face in my job	52	26	22	52	59	46
	18b. The senior managers at my workplace ... have a clear direction for the future	68	21	11	68	64	40
	18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	67	70	41
	19. There is a positive relationship between senior management and staff in my workplace	71	19	10	71	68	40
K	20. Overall, I have confidence in the decisions made by my senior managers	63	25	12	63	67	42

All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
Communication				69	68	53
21. I am kept well informed about what is happening in my workplace	74	16	10	74	62	50
22. I have a say in decisions which affect my work	62	24	15	62	61	46
23. I think it is safe to speak up and challenge the way things are done	68	15	17	68	67	51
K 24a. Where I work, we share the lessons learnt when mistakes are made	52	30	18	52	57	58
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	9	5	85	81	56
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	17	8	74	78	59

All Questions

This section shows the breakdown of responses to each question






	Key A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Health Pillars 2013	NSW Health Overall 2013
		% positive response	% neutral response	% negative response			
Training and Development Opportunities							
25.	I have received the appropriate training and development to do my job effectively	65	23	12	65	65	71
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	38	15	47	59	76
27.	I am encouraged to take opportunities to learn new skills and have new experiences	70	17	13	70	69	59

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator
						

Work Environment

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		43	43	39	42
29.	I am able to achieve a healthy work/life balance most of the time		64	64	71	65
30.	There are mechanisms in place to support me if I experience stress or pressure		46	46	52	54
31.	Reasonable expectations are placed on staff according to their position		66	66	67	56
32.	My workplace is proactive in minimising potential violence/abuse from patients or visitors		45	45	52	68

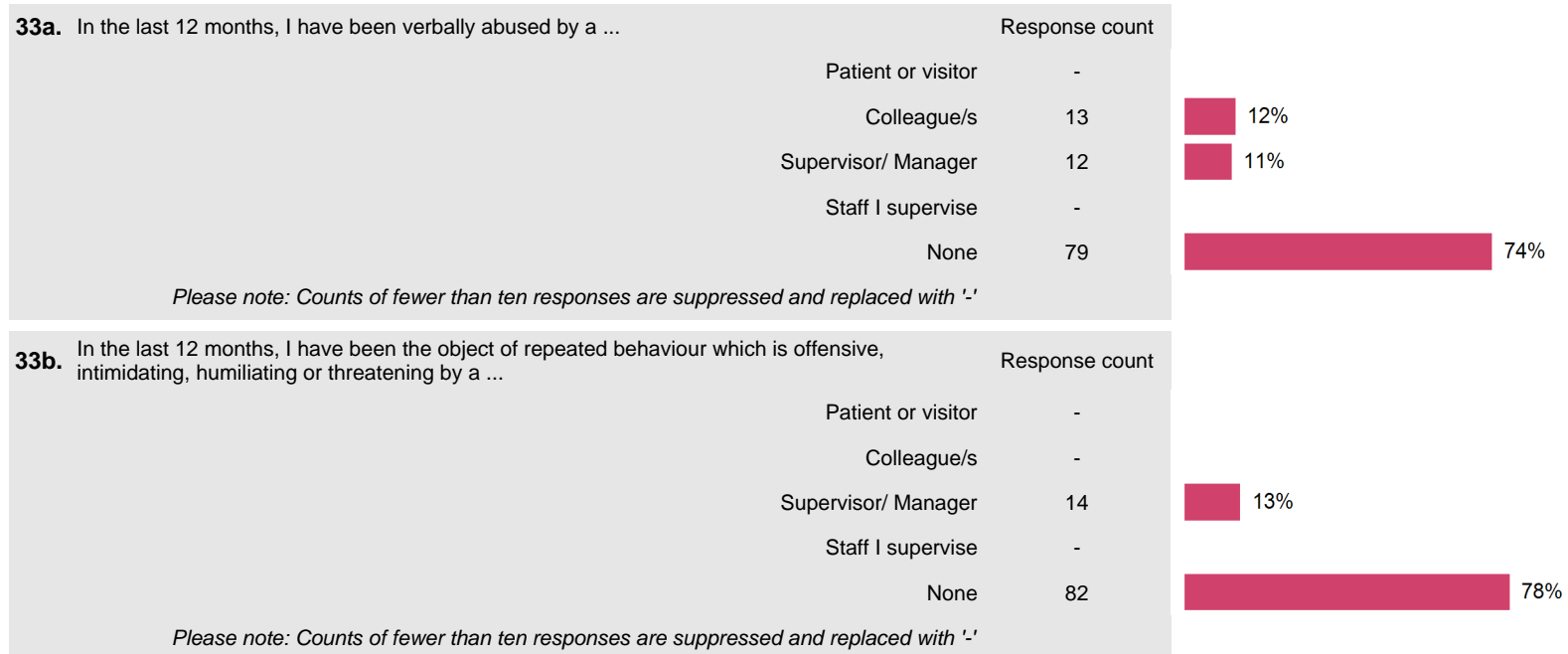
All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator
At least 1% less than comparator

Unacceptable Behaviour



All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator
At least 1% less than comparator

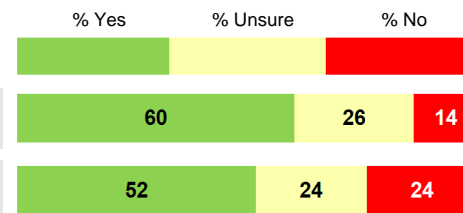
Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	97

Please note: Counts of fewer than ten responses are suppressed and replaced with '-'



34a.	Do you currently ... know how to report occurrences of these types of behaviour?
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?



% Positive Score
Health Pillars 2013
NSW Health Overall 2013





60 70 83
52 58 45

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator
						

Service Delivery

				% Positive Score	Health Pillars 2013	NSW Health Overall 2013	
35. My work environment allows me to deliver the best possible services (patient care or support services)		59	27	15	59	63	59
36. In my workplace patient safety is at the centre of all decision making		54	39	6	54	59	67
37. My team's objectives/work plans are clearly outlined		81	9	10	81	73	65
38. Our objectives/work plans help us to deliver a quality service		71	22	7	71	71	64
39. At my workplace there is a good balance between delivering services and monitoring service delivery		52	36	12	52	55	52

All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement				At least 1% greater than comparator		
				At least 1% less than comparator		
Your Workplace					% Positive Score	Health Pillars 2013
						NSW Health Overall 2013
					68	69
40. Overall I am proud to be a part of this workplace		79	16	6	79	79
41. I would recommend my workplace as a good place to work		73	17	10	73	72
42. I feel motivated to contribute more than what is normally required at work		75	17	7	75	78
43. I have a strong sense of belonging to my workplace		56	31	13	56	61
44. Overall I am satisfied to be working here at the present time		75	17	8	75	75
K 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		62	23	15	62	66
46. Overall, I believe the culture at my workplace has improved in the last 12 months		53	36	11	53	49

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	75	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	78	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	77	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	41	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	38	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	61	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	63	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Your Job

1. My job makes good use of my skills and abilities	75	84	72	(r)	79	(r)	(r)	72	(r)	90	(r)	(r)	(r)	74	75	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	78	88	74	(r)	79	(r)	(r)	75	(r)	90	(r)	(r)	(r)	89	75	(r)
3. Working here makes me want to do the best job I can	77	88	73	(r)	84	(r)	(r)	76	(r)	85	(r)	(r)	(r)	78	77	(r)
4. The right amount of approvals are required for routine decisions	41	47	38	(r)	32	(r)	(r)	39	(r)	60	(r)	(r)	(r)	44	39	(r)
5. I have sufficient control over my work so I can do my job well	61	66	59	(r)	58	(r)	(r)	57	(r)	80	(r)	(r)	(r)	74	55	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	63	72	59	(r)	63	(r)	(r)	60	(r)	70	(r)	(r)	(r)	70	61	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	75	80	(r)	92	64	84	79	(r)	(r)	71	(r)	76	81	77	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	78	73	(r)	83	73	92	79	(r)	(r)	93	(r)	76	75	77	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	77	80	(r)	83	73	79	79	(r)	(r)	77	(r)	81	75	69	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	41	53	(r)	42	32	36	43	(r)	(r)	36	(r)	43	56	38	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	61	60	(r)	83	41	72	64	(r)	(r)	64	(r)	52	69	54	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	63	60	(r)	50	55	80	64	(r)	(r)	71	(r)	71	63	54	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	83	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	87	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	90	(r)	(r)	(r)
9. People in my team are honest and open	75	(r)	(r)	(r)	56	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	59	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
11. Morale is good in my team	60	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	(r)	65	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status						Gender		
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	83	88	81	(r)	89	(r)	(r)	83	(r)	85	(r)	(r)	(r)	78	86	(r)
8. In my team we generally acknowledge one another's efforts and achievements	87	97	83	(r)	100	(r)	(r)	87	(r)	95	(r)	(r)	(r)	85	88	(r)
9. People in my team are honest and open	75	88	71	(r)	95	(r)	(r)	77	(r)	70	(r)	(r)	(r)	78	78	(r)
10. My team resolves conflict quickly when it arises	59	66	56	(r)	74	(r)	(r)	58	(r)	65	(r)	(r)	(r)	56	63	(r)
11. Morale is good in my team	60	63	59	(r)	63	(r)	(r)	59	(r)	70	(r)	(r)	(r)	63	59	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	83	73	(r)	83	68	92	93	(r)	(r)	86	(r)	86	69	92	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	87	87	(r)	100	68	92	96	(r)	(r)	100	(r)	76	81	92	(r)	(r)	(r)
9. People in my team are honest and open	75	67	(r)	92	55	84	82	(r)	(r)	93	(r)	71	63	85	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	59	47	(r)	75	32	60	82	(r)	(r)	86	(r)	48	69	62	(r)	(r)	(r)
11. Morale is good in my team	60	60	(r)	67	32	72	75	(r)	(r)	64	(r)	52	63	62	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)	
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)	
Being valued															
12. I believe I am valued for what I can offer at my workplace	71	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)	
13. In my workplace, we recognise our successes and innovations	75	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)	
14. Staff are treated respectfully regardless of their job	75	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)	

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Being valued

12. I believe I am valued for what I can offer at my workplace	71	81	67	(r)	74	(r)	(r)	70	(r)	80	(r)	(r)	(r)	74	71	(r)
13. In my workplace, we recognise our successes and innovations	75	78	74	(r)	68	(r)	(r)	71	(r)	90	(r)	(r)	(r)	81	76	(r)
14. Staff are treated respectfully regardless of their job	75	78	74	(r)	68	(r)	(r)	73	(r)	90	(r)	(r)	(r)	78	77	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Being valued

12. I believe I am valued for what I can offer at my workplace	71	67	(r)	83	59	76	75	(r)	(r)	79	(r)	71	69	54	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	75	80	(r)	83	64	92	71	(r)	(r)	86	(r)	71	81	62	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	75	73	(r)	92	64	83	79	(r)	(r)	85	(r)	71	75	62	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	81	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
15b. My line manager ... treats all staff in my team fairly	79	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
15d. My line manager ... treats me with respect	85	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	90	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	62	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	72	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	76	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status						Gender		
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	81	88	78	(r)	84	(r)	(r)	80	(r)	90	(r)	(r)	(r)	74	84	(r)
15b. My line manager ... treats all staff in my team fairly	79	84	77	(r)	84	(r)	(r)	80	(r)	85	(r)	(r)	(r)	78	82	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	91	65	(r)	89	(r)	(r)	72	(r)	75	(r)	(r)	(r)	81	71	(r)
15d. My line manager ... treats me with respect	85	91	83	(r)	89	(r)	(r)	87	(r)	90	(r)	(r)	(r)	85	86	(r)
16. I receive regular and constructive feedback on my performance	58	63	56	(r)	53	(r)	(r)	59	(r)	60	(r)	(r)	(r)	56	61	(r)
17. Overall, I have confidence in the decisions made by my line manager	72	78	69	(r)	63	(r)	(r)	71	(r)	74	(r)	(r)	(r)	81	68	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group										
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)	
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)	

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	81	73	(r)	92	68	92	86	(r)	(r)	79	(r)	76	81	77	(r)	(r)	(r)
15b. My line manager ... treats all staff in my team fairly	79	87	(r)	92	68	84	86	(r)	(r)	71	(r)	71	81	69	(r)	(r)	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	73	73	(r)	58	64	84	86	(r)	(r)	71	(r)	57	81	69	(r)	(r)	(r)
15d. My line manager ... treats me with respect	85	87	(r)	100	77	84	93	(r)	(r)	93	(r)	71	81	77	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	58	60	(r)	58	50	56	68	(r)	(r)	64	(r)	52	56	62	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	72	79	(r)	50	68	80	82	(r)	(r)	62	(r)	71	63	77	(r)	(r)	(r)

Results by Demographic

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

		Role													
		Agency for Clinical Innovation	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	52	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	(r)	48	(r)	(r)	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	71	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	63	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	(r)	62	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status						Gender		
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	52	63	48	(r)	42	(r)	(r)	50	(r)	55	(r)	(r)	(r)	63	48	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	75	65	(r)	74	(r)	(r)	67	(r)	70	(r)	(r)	(r)	67	68	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	75	64	(r)	63	(r)	(r)	65	(r)	75	(r)	(r)	(r)	74	67	(r)
19. There is a positive relationship between senior management and staff in my workplace	71	74	69	(r)	58	(r)	(r)	65	(r)	84	(r)	(r)	(r)	77	68	(r)
20. Overall, I have confidence in the decisions made by my senior managers	63	72	59	(r)	53	(r)	(r)	59	(r)	70	(r)	(r)	(r)	70	62	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	52	47	(r)	73	45	64	50	(r)	(r)	38	(r)	57	56	46	(r)	(r)	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	47	(r)	75	64	76	79	(r)	(r)	71	(r)	67	63	54	(r)	(r)	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	60	(r)	67	64	76	79	(r)	(r)	71	(r)	62	69	69	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	71	67	(r)	75	68	75	75	(r)	(r)	79	(r)	71	75	58	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	63	40	(r)	50	68	76	68	(r)	(r)	64	(r)	67	63	54	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Communication

21. I am kept well informed about what is happening in my workplace	74	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
22. I have a say in decisions which affect my work	62	(r)	(r)	(r)	56	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	(r)	(r)	(r)	56	(r)	(r)	(r)	(r)	(r)	71	(r)	(r)	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	52	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	49	(r)	(r)	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	(r)	(r)	(r)	84	(r)	(r)	(r)	(r)	(r)	87	(r)	(r)	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	73	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status						Gender		
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Communication

21. I am kept well informed about what is happening in my workplace	74	81	71	(r)	74	(r)	(r)	70	(r)	80	(r)	(r)	(r)	85	70	(r)
22. I have a say in decisions which affect my work	62	66	60	(r)	53	(r)	(r)	58	(r)	70	(r)	(r)	(r)	70	61	(r)
23. I think it is safe to speak up and challenge the way things are done	68	69	68	(r)	58	(r)	(r)	64	(r)	80	(r)	(r)	(r)	85	66	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	52	56	50	(r)	47	(r)	(r)	51	(r)	50	(r)	(r)	(r)	59	51	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	91	83	(r)	89	(r)	(r)	83	(r)	90	(r)	(r)	(r)	89	84	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	78	73	(r)	74	(r)	(r)	67	(r)	95	(r)	(r)	(r)	78	72	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Communication

21. I am kept well informed about what is happening in my workplace	74	53	(r)	92	64	88	79	(r)	(r)	71	(r)	71	69	77	(r)	(r)	(r)
22. I have a say in decisions which affect my work	62	53	(r)	83	55	64	68	(r)	(r)	57	(r)	62	56	54	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	68	67	(r)	58	68	80	68	(r)	(r)	93	(r)	62	63	62	(r)	(r)	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	52	40	(r)	58	45	64	54	(r)	(r)	64	(r)	57	50	54	(r)	(r)	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	85	100	(r)	92	73	92	86	(r)	(r)	93	(r)	81	88	85	(r)	(r)	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	87	(r)	75	55	88	71	(r)	(r)	86	(r)	75	81	46	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)	
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)	

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	65	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	(r)	(r)	(r)	40	(r)	(r)	(r)	(r)	(r)	51	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	70	(r)	(r)	(r)	56	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	65	72	63	(r)	68	(r)	(r)	63	(r)	75	(r)	(r)	(r)	74	61	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	59	42	(r)	53	(r)	(r)	51	(r)	45	(r)	(r)	(r)	56	43	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	70	84	64	(r)	84	(r)	(r)	71	(r)	75	(r)	(r)	(r)	63	71	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	65	60	(r)	67	59	68	71	(r)	(r)	86	(r)	67	63	54	(r)	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	47	47	(r)	33	32	56	61	(r)	(r)	50	(r)	52	44	46	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	70	60	(r)	67	64	76	82	(r)	(r)	86	(r)	67	69	69	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	(r)	(r)	(r)	36	(r)	(r)	(r)	(r)	(r)	41	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	64	(r)	(r)	(r)	56	(r)	(r)	(r)	(r)	(r)	60	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	46	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	(r)	44	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	66	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	65	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45	(r)	(r)	(r)	57	(r)	(r)	(r)	(r)	(r)	43	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	59	36	(r)	37	(r)	(r)	41	(r)	45	(r)	(r)	(r)	56	39	(r)
29. I am able to achieve a healthy work/life balance most of the time	64	59	65	(r)	47	(r)	(r)	63	(r)	75	(r)	(r)	(r)	74	59	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	46	53	44	(r)	37	(r)	(r)	41	(r)	65	(r)	(r)	(r)	63	42	(r)
31. Reasonable expectations are placed on staff according to their position	66	69	65	(r)	47	(r)	(r)	59	(r)	90	(r)	(r)	(r)	70	66	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45	53	41	(r)	42	(r)	(r)	48	(r)	47	(r)	(r)	(r)	58	41	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	20	(r)	50	32	56	50	(r)	(r)	50	(r)	38	56	31	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	64	60	(r)	92	59	72	46	(r)	(r)	86	(r)	57	50	54	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	46	40	(r)	50	41	48	46	(r)	(r)	79	(r)	33	69	15	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	66	67	(r)	75	64	76	54	(r)	(r)	79	(r)	76	69	38	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	45	53	(r)	42	55	46	32	(r)	(r)	62	(r)	45	33	31	(r)	(r)	(r)

Results by Demographic

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

		Role														
		Agency for Clinical Innovation	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)	
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)	
Unacceptable Behaviour																
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	60	(r)	(r)	(r)	63	(r)	(r)	(r)	(r)	(r)	56	(r)	(r)	(r)	
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	52	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	(r)	

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	60	81	51	(r)	68	(r)	(r)	59	(r)	55	(r)	(r)	(r)	67	59	(r)
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	52	66	46	(r)	47	(r)	(r)	46	(r)	75	(r)	(r)	(r)	67	50	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group									
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	60	53	(r)	42	52	71	71	(r)	(r)	31	(r)	65	94	77	(r)	(r)	(r)
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	52	53	(r)	50	38	58	57	(r)	(r)	69	(r)	60	75	54	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	59	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	58	(r)	(r)	(r)
36. In my workplace patient safety is at the centre of all decision making	54	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	55	(r)	(r)	(r)
37. My team's objectives/work plans are clearly outlined	81	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
38. Our objectives/work plans help us to deliver a quality service	71	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	68	(r)	(r)	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	49	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status						Gender		
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	59	65	56	(r)	56	(r)	(r)	54	(r)	75	(r)	(r)	(r)	67	56	(r)
36. In my workplace patient safety is at the centre of all decision making	54	68	49	(r)	67	(r)	(r)	52	(r)	70	(r)	(r)	(r)	56	56	(r)
37. My team's objectives/work plans are clearly outlined	81	87	78	(r)	84	(r)	(r)	80	(r)	79	(r)	(r)	(r)	88	78	(r)
38. Our objectives/work plans help us to deliver a quality service	71	81	67	(r)	74	(r)	(r)	69	(r)	75	(r)	(r)	(r)	81	66	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	63	47	(r)	53	(r)	(r)	51	(r)	60	(r)	(r)	(r)	67	45	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group										
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)	
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)	
Service Delivery																		
35. My work environment allows me to deliver the best possible services (patient care or support services)	59	60	(r)	50	48	76	61	(r)	(r)	43	(r)	62	63	54	(r)	(r)	(r)	
36. In my workplace patient safety is at the centre of all decision making	54	53	(r)	42	33	80	54	(r)	(r)	71	(r)	43	63	38	(r)	(r)	(r)	
37. My team's objectives/work plans are clearly outlined	81	79	(r)	75	73	96	86	(r)	(r)	71	(r)	76	87	85	(r)	(r)	(r)	
38. Our objectives/work plans help us to deliver a quality service	71	67	(r)	75	64	80	75	(r)	(r)	64	(r)	71	81	69	(r)	(r)	(r)	
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	40	(r)	58	41	76	46	(r)	(r)	36	(r)	48	69	31	(r)	(r)	(r)	

Results by Demographic

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

	Agency for Clinical Innovation	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	110	(r)	(r)	(r)	25	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
Employee Engagement Index	73	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)

Your Workplace

40. Overall I am proud to be a part of this workplace	79	(r)	(r)	(r)	67	(r)	(r)	(r)	(r)	(r)	79	(r)	(r)	(r)
41. I would recommend my workplace as a good place to work	73	(r)	(r)	(r)	60	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
42. I feel motivated to contribute more than what is normally required at work	75	(r)	(r)	(r)	72	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
43. I have a strong sense of belonging to my workplace	56	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	57	(r)	(r)	(r)
44. Overall I am satisfied to be working here at the present time	75	(r)	(r)	(r)	64	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	(r)	(r)	(r)	54	(r)	(r)	(r)	(r)	(r)	57	(r)	(r)	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	110	32	78	(r)	19	(r)	(r)	83	(r)	20	(r)	(r)	(r)	27	76	(r)
Employee Engagement Index	73	81	69	(r)	72	(r)	(r)	69	(r)	84	(r)	(r)	(r)	78	71	(r)

Your Workplace

40. Overall I am proud to be a part of this workplace	79	88	75	(r)	79	(r)	(r)	74	(r)	95	(r)	(r)	(r)	81	79	(r)
41. I would recommend my workplace as a good place to work	73	74	73	(r)	56	(r)	(r)	68	(r)	90	(r)	(r)	(r)	85	71	(r)
42. I feel motivated to contribute more than what is normally required at work	75	91	69	(r)	84	(r)	(r)	73	(r)	85	(r)	(r)	(r)	85	71	(r)
43. I have a strong sense of belonging to my workplace	56	59	55	(r)	47	(r)	(r)	54	(r)	60	(r)	(r)	(r)	70	53	(r)
44. Overall I am satisfied to be working here at the present time	75	84	71	(r)	79	(r)	(r)	71	(r)	90	(r)	(r)	(r)	70	76	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	63	62	(r)	58	(r)	(r)	60	(r)	80	(r)	(r)	(r)	67	61	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	59	50	(r)	53	(r)	(r)	59	(r)	42	(r)	(r)	(r)	70	49	(r)

Results by Demographic

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

	Agency for Clinical Innovation	Length of Service at NSW Health						Age Group										
		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	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	110	15	(r)	12	22	25	28	(r)	(r)	14	(r)	21	16	13	(r)	(r)	(r)	
Employee Engagement Index	73	76	(r)	78	60	81	73	(r)	(r)	75	(r)	77	72	67	(r)	(r)	(r)	

Your Workplace

40. Overall I am proud to be a part of this workplace	79	80	(r)	83	64	92	75	(r)	(r)	86	(r)	86	75	69	(r)	(r)	(r)
41. I would recommend my workplace as a good place to work	73	67	(r)	83	68	79	71	(r)	(r)	86	(r)	76	75	62	(r)	(r)	(r)
42. I feel motivated to contribute more than what is normally required at work	75	87	(r)	83	64	80	75	(r)	(r)	71	(r)	81	75	77	(r)	(r)	(r)
43. I have a strong sense of belonging to my workplace	56	60	(r)	50	33	76	61	(r)	(r)	57	(r)	60	56	54	(r)	(r)	(r)
44. Overall I am satisfied to be working here at the present time	75	80	(r)	83	59	80	79	(r)	(r)	71	(r)	76	75	69	(r)	(r)	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	62	60	(r)	67	48	72	68	(r)	(r)	71	(r)	65	56	54	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	53	40	(r)	58	48	64	57	(r)	(r)	57	(r)	32	69	31	(r)	(r)	(r)

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 also made available.

All staff were given the opportunity to complete the survey between 25th March to the 29th April, 2013. Paper surveys were accepted until the 3rd of May, 2013.

ORC International set up and hosted the online survey. 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 2nd April 2013. 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 "Q5. 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:

Q5. Which of the following best describes your current employment status?

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

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

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

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

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

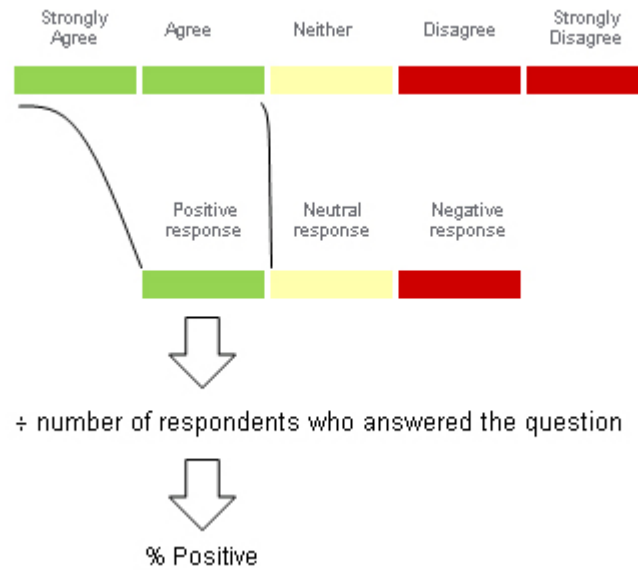
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

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 a recent surveys of a random sample of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.