

2013 YourSay Workplace Survey

LHD Report



Ambulance Service of NSW

This Report

This report provides Ambulance Service of NSW 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.

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%.

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.

Contents

| | | | |
|----|----------------------------------|----|----------------------------|
| 01 | Employee Engagement Index | 06 | Unacceptable Behaviour |
| 02 | Employee Workplace Culture Index | 07 | All Questions |
| 03 | Drivers of Employee Engagement | 08 | Results by Demographic |
| 04 | Highlights and Lowlights | 09 | Guide to using this report |
| 05 | External Comparison | | |

954

ACTUAL RESPONSES

21%

3% Confidence Interval

ESTIMATED RESPONSE RATE

47%

ENGAGEMENT INDEX

28%

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.

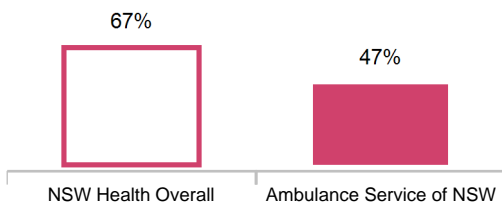
The three elements of Employee Engagement

- 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:

| | Key | | | Variance from NSW Health Overall 2013 |
|--|---------------------|--------------------|---------------------|---------------------------------------|
| | % Positive response | % Neutral response | % Negative response | |
| 40. Overall I am proud to be a part of this workplace | 59 | 19 | 22 | -12 |
| 41. I would recommend my workplace as a good place to work | 39 | 22 | 39 | -23 |
| 43. I have a strong sense of belonging to my workplace | 48 | 19 | 32 | -16 |
| 44. Overall I am satisfied to be working here at the present time | 45 | 20 | 35 | -22 |
| 3. Working here makes me want to do the best job I can | 51 | 22 | 27 | -20 |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | 17 | 42 | -25 |

47%
Engagement Index 2013



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 | | | Variance from NSW Health Overall 2013 |
|---|---------------------|--------------------|---------------------|---------------------------------------|
| | % Positive response | % Neutral response | % Negative response | |
| 11. Morale is good in my team | 29 | 17 | 54 | -22 |
| 12. I believe I am valued for what I can offer at my workplace | 30 | 18 | 52 | -31 |
| 13. In my workplace, we recognise our successes and innovations | 28 | 19 | 53 | -27 |
| 14. Staff are treated respectfully regardless of their job | 32 | 16 | 52 | -28 |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | 21 | 35 | -18 |
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 | 24 | 62 | -27 |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | 17 | 68 | -27 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 | 18 | 68 | -28 |
| 22. I have a say in decisions which affect my work | 14 | 16 | 70 | -32 |
| 23. I think it is safe to speak up and challenge the way things are done | 20 | 14 | 66 | -31 |
| 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | 23 | 34 | -15 |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | 19 | 53 | -14 |
| 37. My team's objectives/work plans are clearly outlined | 48 | 28 | 25 | -17 |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | 29 | 31 | -25 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | 22 | 60 | -18 |



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 Ambulance Service of NSW. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Ambulance Service of NSW 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 | NSW Health Overall % positive score |
|---|---------------------------------|------------|-------------------------------------|
| | <i>Greatest</i> | | |
| 20. Overall, I have confidence in the decisions made by my senior managers | | 14 | 42 |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | | 14 | 41 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | | 18 | 36 |
| 19. There is a positive relationship between senior management and staff in my workplace | | 14 | 40 |
| 22. I have a say in decisions which affect my work | | 14 | 46 |
| 11. Morale is good in my team | | 29 | 51 |

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 Team | 54 |
| Your Line Manager | 47 |
| Training and Development Opportunities | 45 |

Questions

| | % Positive |
|---|------------|
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 |
| 15d. My line manager ... treats me with respect | 65 |
| 1. My job makes good use of my skills and abilities | 64 |
| 9. People in my team are honest and open | 64 |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 63 |

Lowlights

Sections

| | % Positive |
|-----------------|------------|
| Senior Managers | 17 |
| Communication | 29 |
| Being valued | 30 |

Questions

| | % Positive |
|---|------------|
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 |
| 22. I have a say in decisions which affect my work | 14 |
| 19. There is a positive relationship between senior management and staff in my workplace | 14 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 |

External Comparison

This section shows comparisons between Ambulance Service of NSW 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.



- 0% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 100% ■ Proportion of questions below the benchmark by 1 or more percentage points

| | % Positive | Variance from benchmark |
|---|------------|--|
| 9. People in my team are honest and open | 64 | -3 ■ |
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 63 | -5 ■ |
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 | -7 ■ |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 52 | -7 ■ |
| 15b. My line manager ... treats all staff in my team fairly | 50 | -8 ■ |
| 15d. My line manager ... treats me with respect | 65 | -9 ■ |
| 10. My team resolves conflict quickly when it arises | 46 | -10 ■ |
| 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 47 | -11 ■ |
| 15c. My line manager ... ensures that when issues are raised in the team, they are addressed | 47 | -13 ■ |
| 40. Overall I am proud to be a part of this workplace | 59 | -14 ■ |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | -15 ■ |
| 15a. My line manager ... recognises and acknowledges when I have done my job well | 46 | -16 ■ |
| 18a. The senior managers at my workplace ... are aware of the issues I face in my job | 28 | -16 ■ |
| 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | -17 ■ |
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | -18 ■ |
| 43. I have a strong sense of belonging to my workplace | 48 | -18 ■ |
| 1. My job makes good use of my skills and abilities | 64 | -19 ■ |

External Comparison

This section shows comparisons between Ambulance Service of NSW 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.



- 0% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 100% ■ Proportion of questions below the benchmark by 1 or more percentage points

| | % Positive | Variance from benchmark |
|--|------------|--|
| 25. I have received the appropriate training and development to do my job effectively | 59 | -19 ■ |
| 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 | 45 | -20 ■ |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | -20 ■ |
| 16. I receive regular and constructive feedback on my performance | 28 | -21 ■ |
| 19. There is a positive relationship between senior management and staff in my workplace | 14 | -22 ■ |
| 24b. I am aware of the strategic objectives and direction of the organisation I work for | 38 | -23 ■ |
| 31. Reasonable expectations are placed on staff according to their position | 38 | -23 ■ |
| 37. My team's objectives/work plans are clearly outlined | 48 | -23 ■ |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | -24 ■ |
| 35. My work environment allows me to deliver the best possible services (patient care or support services) | 42 | -24 ■ |
| 41. I would recommend my workplace as a good place to work | 39 | -24 ■ |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | -24 ■ |
| 24c. I am aware of how my work contributes to the overall strategic objectives of my organisation | 38 | -25 ■ |
| 36. In my workplace patient safety is at the centre of all decision making | 48 | -25 ■ |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 | -26 ■ |
| 21. I am kept well informed about what is happening in my workplace | 23 | -26 ■ |
| 29. I am able to achieve a healthy work/life balance most of the time | 42 | -26 ■ |

External Comparison

This section shows comparisons between Ambulance Service of NSW 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.



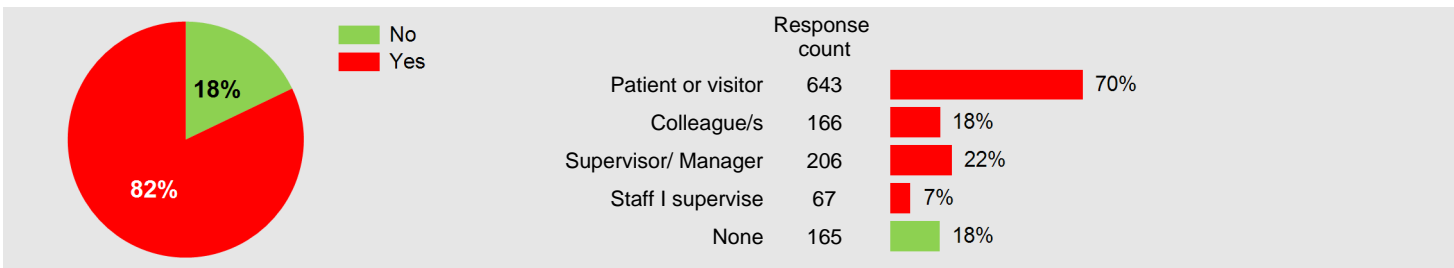
- 0% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 100% ■ Proportion of questions below the benchmark by 1 or more percentage points

| | % Positive | Variance from benchmark |
|---|------------|--|
| 44. Overall I am satisfied to be working here at the present time | 45 | -26 ■ |
| 3. Working here makes me want to do the best job I can | 51 | -27 ■ |
| 5. I have sufficient control over my work so I can do my job well | 45 | -27 ■ |
| 11. Morale is good in my team | 29 | -27 ■ |
| 22. I have a say in decisions which affect my work | 14 | -28 ■ |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 41 | -28 ■ |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 34 | -29 ■ |
| 13. In my workplace, we recognise our successes and innovations | 28 | -31 ■ |
| 14. Staff are treated respectfully regardless of their job | 32 | -31 ■ |
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 | -31 ■ |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | -31 ■ |
| 39. At my workplace there is a good balance between delivering services and monitoring service delivery | 26 | -32 ■ |
| 23. I think it is safe to speak up and challenge the way things are done | 20 | -33 ■ |
| 26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work | 43 | -34 ■ |
| 4. The right amount of approvals are required for routine decisions | 22 | -35 ■ |
| 12. I believe I am valued for what I can offer at my workplace | 30 | -36 ■ |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 33 | -40 ■ |

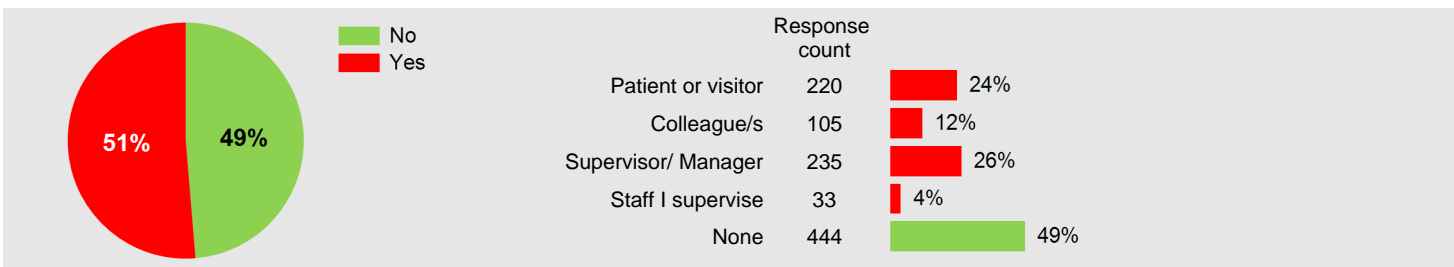
Unacceptable Behaviour

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

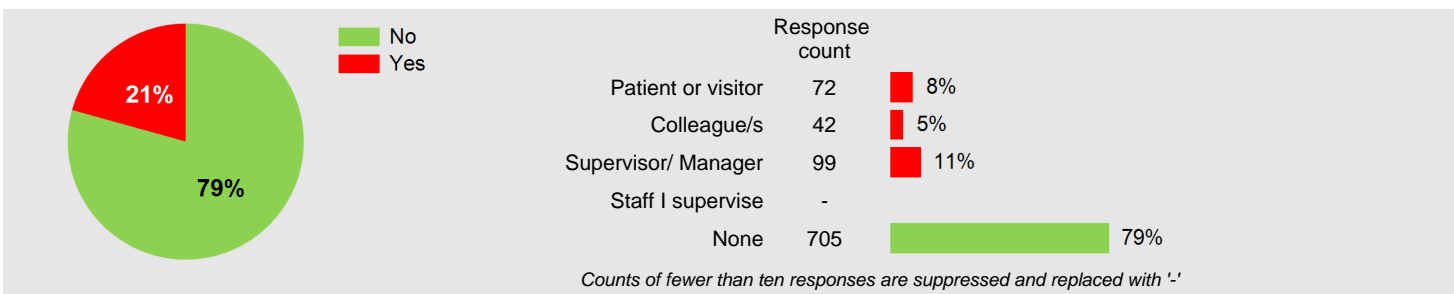
33a. In the last 12 months, I have been verbally abused by a ...



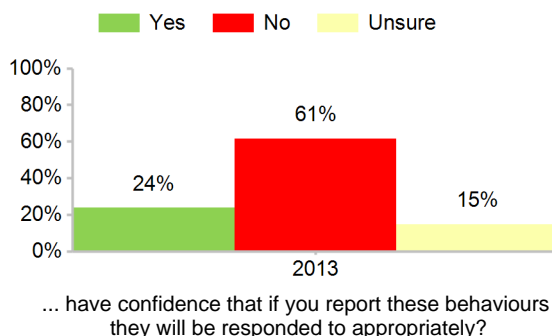
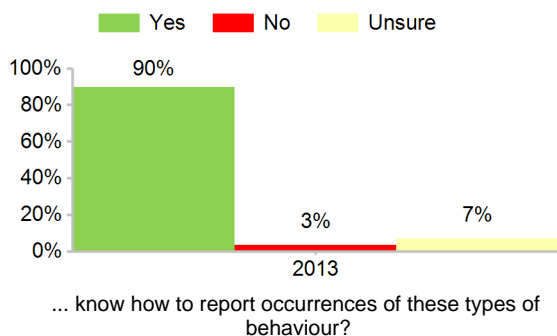
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 |
| Your Job | | | | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark |
| 1. My job makes good use of my skills and abilities | 64 | 12 | 24 | 64 | 79 | 83 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 33 | 15 | 52 | 33 | 68 | 73 |
| 3. Working here makes me want to do the best job I can | 51 | 22 | 27 | 51 | 71 | 78 |
| 4. The right amount of approvals are required for routine decisions | 22 | 26 | 51 | 22 | 48 | 57 |
| 5. I have sufficient control over my work so I can do my job well | 45 | 19 | 37 | 45 | 64 | 72 |
| 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 | 45 | 19 | 36 | 45 | 60 | 65 |

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

| Question | % positive response | % neutral response | % negative response | % Positive Score | NSW Health Overall 2013 | Australian 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 | 63 | 16 | 21 | 63 | 68 | 68 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 | 13 | 19 | 67 | 69 | 74 |
| 9. People in my team are honest and open | 64 | 19 | 17 | 64 | 63 | 67 |
| 10. My team resolves conflict quickly when it arises | 46 | 26 | 28 | 46 | 51 | 56 |
| 11. Morale is good in my team | 29 | 17 | 54 | 29 | 51 | 56 |

All Questions

This section shows the breakdown of responses to each question

| | | | | At least 1% greater than comparator | At least 1% less than comparator | |
|---|---------------------|--------------------|---------------------|-------------------------------------|----------------------------------|------------------------------------|
| | % positive response | % neutral response | % negative response | | | |
| Key A question identified as being a key driver of employee engagement | | | | | | |
| | | | | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark |
| Being valued | | | | 30 | 59 | 63 |
| 12. I believe I am valued for what I can offer at my workplace | 30 | 18 | 52 | 30 | 61 | 66 |
| 13. In my workplace, we recognise our successes and innovations | 28 | 19 | 53 | 28 | 55 | 59 |
| 14. Staff are treated respectfully regardless of their job | 32 | 16 | 52 | 32 | 60 | 63 |

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 Line Manager | | | | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark |
| 15a. My line manager ... recognises and acknowledges when I have done my job well | 46 | 20 | 34 | 46 | 64 | 62 |
| 15b. My line manager ... treats all staff in my team fairly | 50 | 17 | 34 | 50 | 62 | 58 |
| 15c. My line manager ... ensures that when issues are raised in the team, they are addressed | 47 | 18 | 35 | 47 | 60 | 60 |
| 15d. My line manager ... treats me with respect | 65 | 15 | 20 | 65 | 75 | 74 |
| 16. I receive regular and constructive feedback on my performance | 28 | 20 | 52 | 28 | 49 | 49 |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | 21 | 35 | 44 | 62 | 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 | | |

Senior Managers

| | | | | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark | |
|---------------|--|----|----|------------------|-------------------------|------------------------------------|----|
| | | | | 17 | 42 | 40 | |
| 18a. | The senior managers at my workplace ... are aware of the issues I face in my job | 28 | 15 | 57 | 28 | 46 | 44 |
| 18b. | The senior managers at my workplace ... have a clear direction for the future | 13 | 24 | 62 | 13 | 40 | 44 |
| K 18c. | The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | 17 | 68 | 14 | 41 | 38 |
| K 19. | There is a positive relationship between senior management and staff in my workplace | 14 | 15 | 71 | 14 | 40 | 36 |
| K 20. | Overall, I have confidence in the decisions made by my senior managers | 14 | 18 | 68 | 14 | 42 | 40 |

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 |
| Communication | | | | | | | |
| | | | | | 29 | 53 | 55 |
| | 21. I am kept well informed about what is happening in my workplace | 23 | 21 | 56 | 23 | 50 | 49 |
| K | 22. I have a say in decisions which affect my work | 14 | 16 | 70 | 14 | 46 | 42 |
| | 23. I think it is safe to speak up and challenge the way things are done | 20 | 14 | 66 | 20 | 51 | 53 |
| | 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | 23 | 34 | 43 | 58 | 60 |
| | 24b. I am aware of the strategic objectives and direction of the organisation I work for | 38 | 21 | 41 | 38 | 56 | 61 |
| | 24c. I am aware of how my work contributes to the overall strategic objectives of my organisation | 38 | 24 | 38 | 38 | 59 | 63 |

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 |
| Training and Development Opportunities | | | | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark |
| 25. I have received the appropriate training and development to do my job effectively | 59 | 16 | 25 | 59 | 71 | 78 |
| 26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work | 43 | 19 | 38 | 43 | 76 | 77 |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 34 | 20 | 47 | 34 | 59 | 63 |

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 | NSW Health Overall 2013 | Australian Health Sector Benchmark | |
|------------|--|----|----|------------------|-------------------------|------------------------------------|----|
| 28. | I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | 19 | 53 | 28 | 42 | 46 |
| 29. | I am able to achieve a healthy work/life balance most of the time | 42 | 14 | 45 | 42 | 65 | 68 |
| 30. | There are mechanisms in place to support me if I experience stress or pressure | 52 | 20 | 28 | 52 | 54 | 59 |
| 31. | Reasonable expectations are placed on staff according to their position | 38 | 19 | 42 | 38 | 56 | 61 |
| 32. | My workplace is proactive in minimising potential violence/abuse from patients or visitors | 41 | 22 | 37 | 41 | 68 | 69 |

All Questions

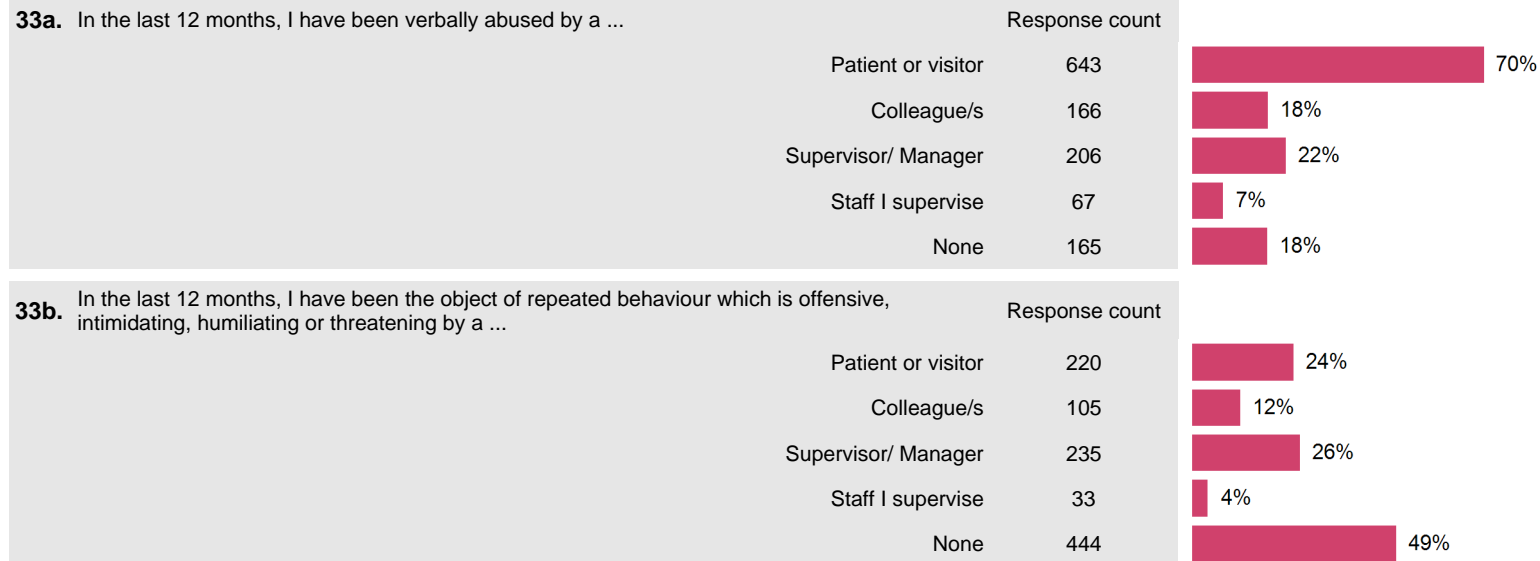
This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

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

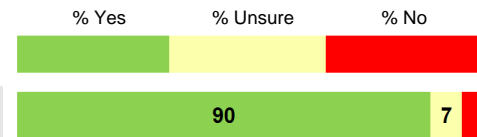
Unacceptable Behaviour

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 | Response count | % |
|---------------------|----------------|-----|
| Patient or visitor | 72 | 8% |
| Colleague/s | 42 | 5% |
| Supervisor/ Manager | 99 | 11% |
| Staff I supervise | - | - |
| None | 705 | 79% |

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?



90 **83** **88**

34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?



24 **45** **52**

% Positive Score
NSW Health Overall 2013
Australian Health Sector Benchmark

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

| Question | % positive response | % neutral response | % negative response | % Positive Score | NSW Health Overall 2013 | Australian Health Sector Benchmark |
|---|---------------------|--------------------|---------------------|------------------|-------------------------|------------------------------------|
| 35. My work environment allows me to deliver the best possible services (patient care or support services) | 42 | 22 | 36 | 42 | 61 | 68 |
| 36. In my workplace patient safety is at the centre of all decision making | 48 | 17 | 34 | 48 | 67 | 73 |
| 37. My team's objectives/work plans are clearly outlined | 48 | 28 | 25 | 48 | 65 | 71 |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | 29 | 31 | 39 | 64 | 70 |
| 39. At my workplace there is a good balance between delivering services and monitoring service delivery | 26 | 30 | 44 | 26 | 52 | 58 |

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 | NSW Health Overall 2013 | Australian Health Sector Benchmark |
| Your Workplace | | | | 42 | 60 | 62 |
| 40. Overall I am proud to be a part of this workplace | 59 | 19 | 22 | 59 | 71 | 73 |
| 41. I would recommend my workplace as a good place to work | 39 | 22 | 39 | 39 | 62 | 63 |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | 17 | 42 | 40 | 65 | 64 |
| 43. I have a strong sense of belonging to my workplace | 48 | 19 | 32 | 48 | 64 | 66 |
| 44. Overall I am satisfied to be working here at the present time | 45 | 20 | 35 | 45 | 67 | 71 |
| 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 47 | 25 | 27 | 47 | 56 | 58 |
| K 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | 22 | 60 | 18 | 36 | 38 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Your Job

| | | | | | | | | | | | | | | |
|--|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 1. My job makes good use of my skills and abilities | 64 | (r) | (r) | (r) | 69 | (r) | (r) | (r) | (r) | 64 | 86 | (r) | (r) | (r) |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 33 | (r) | (r) | (r) | 67 | (r) | (r) | (r) | (r) | 29 | 86 | (r) | (r) | (r) |
| 3. Working here makes me want to do the best job I can | 51 | (r) | (r) | (r) | 62 | (r) | (r) | (r) | (r) | 49 | 71 | (r) | (r) | (r) |
| 4. The right amount of approvals are required for routine decisions | 22 | (r) | (r) | (r) | 31 | (r) | (r) | (r) | (r) | 21 | 36 | (r) | (r) | (r) |
| 5. I have sufficient control over my work so I can do my job well | 45 | (r) | (r) | (r) | 50 | (r) | (r) | (r) | (r) | 43 | 64 | (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 | 45 | (r) | (r) | (r) | 53 | (r) | (r) | (r) | (r) | 43 | 93 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Your Job

| | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 1. My job makes good use of my skills and abilities | 64 | 69 | 63 | 65 | 77 | 89 | (r) | 64 | 67 | 80 | (r) | (r) | (r) | 64 | 68 | 47 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 33 | 45 | 29 | 33 | 69 | 89 | (r) | 33 | 29 | 60 | (r) | (r) | (r) | 29 | 43 | 23 |
| 3. Working here makes me want to do the best job I can | 51 | 58 | 48 | 55 | 56 | 83 | (r) | 50 | 46 | 80 | (r) | (r) | (r) | 47 | 58 | 40 |
| 4. The right amount of approvals are required for routine decisions | 22 | 26 | 21 | 26 | 23 | 39 | (r) | 23 | 19 | 20 | (r) | (r) | (r) | 20 | 29 | 13 |
| 5. I have sufficient control over my work so I can do my job well | 45 | 37 | 48 | 34 | 42 | 56 | (r) | 43 | 62 | 70 | (r) | (r) | (r) | 42 | 52 | 23 |
| 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 | 45 | 60 | 39 | 57 | 64 | 83 | (r) | 45 | 45 | 70 | (r) | (r) | (r) | 43 | 51 | 27 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Your Job

| | | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1. My job makes good use of my skills and abilities | 64 | 79 | 79 | 71 | 67 | 60 | 61 | 78 | 68 | 60 | 68 | 67 | 64 | 60 | 64 | 59 | 53 |
| 2. I feel I am able to suggest ideas to improve our ways of doing things | 33 | 53 | 42 | 31 | 31 | 29 | 38 | 16 | 28 | 38 | 30 | 27 | 38 | 33 | 46 | 34 | 33 |
| 3. Working here makes me want to do the best job I can | 51 | 84 | 58 | 60 | 51 | 44 | 50 | 58 | 55 | 56 | 45 | 46 | 51 | 52 | 54 | 59 | 39 |
| 4. The right amount of approvals are required for routine decisions | 22 | 58 | 27 | 22 | 21 | 19 | 24 | 26 | 28 | 21 | 25 | 21 | 23 | 19 | 21 | 34 | 11 |
| 5. I have sufficient control over my work so I can do my job well | 45 | 74 | 58 | 52 | 51 | 37 | 40 | 53 | 61 | 45 | 44 | 43 | 41 | 38 | 48 | 55 | 22 |
| 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 | 45 | 53 | 55 | 50 | 46 | 39 | 45 | 42 | 52 | 48 | 47 | 43 | 50 | 36 | 42 | 48 | 22 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (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 | 63 | (r) | (r) | (r) | 61 | (r) | (r) | (r) | (r) | 64 | 86 | (r) | (r) | (r) |
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 | (r) | (r) | (r) | 69 | (r) | (r) | (r) | (r) | 68 | 86 | (r) | (r) | (r) |
| 9. People in my team are honest and open | 64 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 65 | 86 | (r) | (r) | (r) |
| 10. My team resolves conflict quickly when it arises | 46 | (r) | (r) | (r) | 44 | (r) | (r) | (r) | (r) | 46 | 71 | (r) | (r) | (r) |
| 11. Morale is good in my team | 29 | (r) | (r) | (r) | 44 | (r) | (r) | (r) | (r) | 26 | 86 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Your Team

| | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|-----------|-----------|-----------|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 63 | 62 | 64 | 59 | 66 | 78 | (r) | 63 | 66 | 70 | (r) | (r) | (r) | 64 | 64 | 37 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 | 75 | 65 | 73 | 77 | 89 | (r) | 68 | 59 | 80 | (r) | (r) | (r) | 68 | 68 | 40 |
| 9. People in my team are honest and open | 64 | 70 | 62 | 70 | 63 | 89 | (r) | 64 | 61 | 60 | (r) | (r) | (r) | 64 | 66 | 30 |
| 10. My team resolves conflict quickly when it arises | 46 | 58 | 42 | 60 | 52 | 72 | (r) | 46 | 44 | 50 | (r) | (r) | (r) | 48 | 47 | 7 |
| 11. Morale is good in my team | 29 | 40 | 24 | 35 | 48 | 67 | (r) | 29 | 24 | 40 | (r) | (r) | (r) | 24 | 39 | 7 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Your Team

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|----|-----------|-----------|-----------|-----------|----|-----------|-----------|-----------|----|-----------|-----------|-----------|
| 7. The people I work with are willing to help each other even if this means doing something outside their usual job | 63 | 95 | 72 | 69 | 63 | 59 | 63 | 67 | 68 | 63 | 64 | 66 | 60 | 63 | 63 | 72 | 37 |
| 8. In my team we generally acknowledge one another's efforts and achievements | 67 | 89 | 88 | 67 | 65 | 66 | 67 | 83 | 67 | 67 | 69 | 64 | 66 | 71 | 72 | 72 | 42 |
| 9. People in my team are honest and open | 64 | 79 | 69 | 63 | 65 | 62 | 63 | 67 | 66 | 62 | 69 | 60 | 64 | 63 | 69 | 62 | 32 |
| 10. My team resolves conflict quickly when it arises | 46 | 53 | 53 | 47 | 48 | 43 | 46 | 61 | 53 | 45 | 45 | 45 | 52 | 42 | 47 | 48 | 11 |
| 11. Morale is good in my team | 29 | 68 | 50 | 34 | 30 | 24 | 24 | 56 | 38 | 26 | 33 | 24 | 28 | 27 | 27 | 34 | 0 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Being valued

| | | | | | | | | | | | | | | |
|--|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 12. I believe I am valued for what I can offer at my workplace | 30 | (r) | (r) | (r) | 46 | (r) | (r) | (r) | (r) | 28 | 86 | (r) | (r) | (r) |
| 13. In my workplace, we recognise our successes and innovations | 28 | (r) | (r) | (r) | 39 | (r) | (r) | (r) | (r) | 25 | 79 | (r) | (r) | (r) |
| 14. Staff are treated respectfully regardless of their job | 32 | (r) | (r) | (r) | 52 | (r) | (r) | (r) | (r) | 28 | 93 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Being valued

| | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 30 | 34 | 29 | 28 | 46 | 56 | (r) | 30 | 25 | 40 | (r) | (r) | (r) | 28 | 38 | 7 |
| 13. In my workplace, we recognise our successes and innovations | 28 | 38 | 23 | 31 | 46 | 78 | (r) | 28 | 17 | 50 | (r) | (r) | (r) | 24 | 36 | 20 |
| 14. Staff are treated respectfully regardless of their job | 32 | 43 | 27 | 38 | 48 | 78 | (r) | 32 | 20 | 50 | (r) | (r) | (r) | 28 | 40 | 13 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Being valued

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|----|-----------|----|-----------|-----------|-----------|-----------|-----------|----|-----------|----|-----------|-----------|
| 12. I believe I am valued for what I can offer at my workplace | 30 | 63 | 47 | 37 | 28 | 24 | 31 | 39 | 42 | 36 | 28 | 25 | 30 | 30 | 29 | 34 | 5 |
| 13. In my workplace, we recognise our successes and innovations | 28 | 53 | 53 | 32 | 24 | 24 | 26 | 50 | 27 | 28 | 29 | 26 | 29 | 23 | 26 | 41 | 16 |
| 14. Staff are treated respectfully regardless of their job | 32 | 47 | 44 | 46 | 31 | 22 | 32 | 50 | 39 | 34 | 25 | 27 | 36 | 32 | 35 | 34 | 16 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Your Line Manager

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 15a. My line manager ... recognises and acknowledges when I have done my job well | 46 | (r) | (r) | (r) | 54 | (r) | (r) | (r) | (r) | 45 | 93 | (r) | (r) | (r) |
| 15b. My line manager ... treats all staff in my team fairly | 50 | (r) | (r) | (r) | 51 | (r) | (r) | (r) | (r) | 49 | 79 | (r) | (r) | (r) |
| 15c. My line manager ... ensures that when issues are raised in the team, they are addressed | 47 | (r) | (r) | (r) | 46 | (r) | (r) | (r) | (r) | 47 | 71 | (r) | (r) | (r) |
| 15d. My line manager ... treats me with respect | 65 | (r) | (r) | (r) | 66 | (r) | (r) | (r) | (r) | 65 | 93 | (r) | (r) | (r) |
| 16. I receive regular and constructive feedback on my performance | 28 | (r) | (r) | (r) | 36 | (r) | (r) | (r) | (r) | 26 | 79 | (r) | (r) | (r) |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | (r) | (r) | (r) | 51 | (r) | (r) | (r) | (r) | 42 | 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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Your Line Manager

| | | | | | | | | | | | | | | | | |
|---|-----------|-----------|----|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 15a. My line manager ... recognises and acknowledges when I have done my job well | 46 | 57 | 42 | 58 | 57 | 56 | (r) | 46 | 44 | 40 | (r) | (r) | (r) | 46 | 48 | 38 |
| 15b. My line manager ... treats all staff in my team fairly | 50 | 59 | 46 | 57 | 62 | 67 | (r) | 51 | 39 | 20 | (r) | (r) | (r) | 50 | 52 | 27 |
| 15c. My line manager ... ensures that when issues are raised in the team, they are addressed | 47 | 55 | 43 | 52 | 62 | 65 | (r) | 47 | 50 | 30 | (r) | (r) | (r) | 47 | 51 | 20 |
| 15d. My line manager ... treats me with respect | 65 | 72 | 63 | 73 | 67 | 78 | (r) | 66 | 56 | 40 | (r) | (r) | (r) | 65 | 67 | 43 |
| 16. I receive regular and constructive feedback on my performance | 28 | 38 | 24 | 37 | 38 | 50 | (r) | 29 | 17 | 30 | (r) | (r) | (r) | 26 | 32 | 20 |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | 50 | 41 | 49 | 51 | 65 | (r) | 44 | 44 | 20 | (r) | (r) | (r) | 42 | 49 | 20 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Your Line Manager

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----|----|-----------|-----------|
| 15a. My line manager ... recognises and acknowledges when I have done my job well | 46 | 63 | 59 | 43 | 52 | 38 | 49 | 44 | 57 | 44 | 40 | 51 | 45 | 46 | 48 | 39 | 42 |
| 15b. My line manager ... treats all staff in my team fairly | 50 | 68 | 59 | 51 | 49 | 42 | 55 | 50 | 61 | 51 | 46 | 52 | 46 | 52 | 49 | 46 | 26 |
| 15c. My line manager ... ensures that when issues are raised in the team, they are addressed | 47 | 63 | 59 | 45 | 52 | 40 | 49 | 44 | 62 | 49 | 46 | 50 | 44 | 45 | 43 | 50 | 16 |
| 15d. My line manager ... treats me with respect | 65 | 79 | 78 | 70 | 68 | 56 | 68 | 72 | 82 | 75 | 61 | 65 | 60 | 63 | 65 | 68 | 53 |
| 16. I receive regular and constructive feedback on my performance | 28 | 68 | 50 | 28 | 29 | 22 | 28 | 44 | 35 | 28 | 26 | 31 | 25 | 28 | 26 | 21 | 21 |
| 17. Overall, I have confidence in the decisions made by my line manager | 44 | 74 | 63 | 44 | 48 | 35 | 44 | 44 | 61 | 46 | 41 | 44 | 39 | 44 | 41 | 46 | 32 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Senior Managers

| | | | | | | | | | | | | | | |
|--|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 18a. The senior managers at my workplace ... are aware of the issues I face in my job | 28 | (r) | (r) | (r) | 32 | (r) | (r) | (r) | (r) | 27 | 57 | (r) | (r) | (r) |
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 | (r) | (r) | (r) | 17 | (r) | (r) | (r) | (r) | 12 | 64 | (r) | (r) | (r) |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | (r) | (r) | (r) | 23 | (r) | (r) | (r) | (r) | 12 | 57 | (r) | (r) | (r) |
| 19. There is a positive relationship between senior management and staff in my workplace | 14 | (r) | (r) | (r) | 33 | (r) | (r) | (r) | (r) | 11 | 64 | (r) | (r) | (r) |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 | (r) | (r) | (r) | 26 | (r) | (r) | (r) | (r) | 12 | 64 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Senior Managers

| | | | | | | | | | | | | | | | | |
|--|-----------|-----------|----|----|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 18a. The senior managers at my workplace ... are aware of the issues I face in my job | 28 | 31 | 27 | 29 | 35 | 39 | (r) | 28 | 34 | 40 | (r) | (r) | (r) | 25 | 37 | 20 |
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 | 19 | 11 | 15 | 31 | 28 | (r) | 13 | 17 | 20 | (r) | (r) | (r) | 12 | 17 | 7 |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | 18 | 13 | 13 | 29 | 33 | (r) | 14 | 17 | 20 | (r) | (r) | (r) | 12 | 20 | 3 |
| 19. There is a positive relationship between senior management and staff in my workplace | 14 | 17 | 12 | 11 | 27 | 33 | (r) | 14 | 12 | 20 | (r) | (r) | (r) | 11 | 21 | 3 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 | 18 | 12 | 12 | 31 | 44 | (r) | 14 | 15 | 22 | (r) | (r) | (r) | 12 | 20 | 3 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Senior Managers

| | | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|----|----------|----|-----------|-----------|-----------|----|----|----|-----------|----|----------|-----------|
| 18a. The senior managers at my workplace ... are aware of the issues I face in my job | 28 | 58 | 23 | 38 | 30 | 25 | 25 | 33 | 37 | 37 | 25 | 28 | 28 | 23 | 26 | 28 | 21 |
| 18b. The senior managers at my workplace ... have a clear direction for the future | 13 | 53 | 17 | 11 | 13 | 14 | 11 | 24 | 6 | 16 | 15 | 16 | 11 | 14 | 13 | 7 | 5 |
| 18c. The senior managers at my workplace ... lead by example in creating a positive workplace | 14 | 53 | 17 | 20 | 14 | 11 | 13 | 17 | 19 | 19 | 16 | 13 | 13 | 11 | 14 | 14 | 5 |
| 19. There is a positive relationship between senior management and staff in my workplace | 14 | 47 | 20 | 21 | 15 | 8 | 13 | 11 | 21 | 21 | 15 | 11 | 11 | 10 | 15 | 11 | 5 |
| 20. Overall, I have confidence in the decisions made by my senior managers | 14 | 58 | 20 | 16 | 17 | 7 | 14 | 11 | 19 | 19 | 13 | 14 | 13 | 10 | 17 | 17 | 5 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Communication

| | | | | | | | | | | | | | | |
|--|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 21. I am kept well informed about what is happening in my workplace | 23 | (r) | (r) | (r) | 27 | (r) | (r) | (r) | (r) | 22 | 57 | (r) | (r) | (r) |
| 22. I have a say in decisions which affect my work | 14 | (r) | (r) | (r) | 40 | (r) | (r) | (r) | (r) | 10 | 79 | (r) | (r) | (r) |
| 23. I think it is safe to speak up and challenge the way things are done | 20 | (r) | (r) | (r) | 43 | (r) | (r) | (r) | (r) | 16 | 79 | (r) | (r) | (r) |
| 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | (r) | (r) | (r) | 47 | (r) | (r) | (r) | (r) | 43 | 71 | (r) | (r) | (r) |
| 24b. I am aware of the strategic objectives and direction of the organisation I work for | 38 | (r) | (r) | (r) | 56 | (r) | (r) | (r) | (r) | 36 | 64 | (r) | (r) | (r) |
| 24c. I am aware of how my work contributes to the overall strategic objectives of my organisation | 38 | (r) | (r) | (r) | 64 | (r) | (r) | (r) | (r) | 34 | 86 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Communication

| | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|-----------|-----------|-----------|
| 21. I am kept well informed about what is happening in my workplace | 23 | 26 | 22 | 19 | 38 | 56 | (r) | 24 | 18 | 30 | (r) | (r) | (r) | 22 | 28 | 3 |
| 22. I have a say in decisions which affect my work | 14 | 21 | 10 | 13 | 32 | 61 | (r) | 13 | 10 | 30 | (r) | (r) | (r) | 11 | 19 | 7 |
| 23. I think it is safe to speak up and challenge the way things are done | 20 | 29 | 17 | 23 | 38 | 61 | (r) | 20 | 18 | 50 | (r) | (r) | (r) | 17 | 28 | 7 |
| 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | 52 | 40 | 50 | 52 | 72 | (r) | 44 | 33 | 40 | (r) | (r) | (r) | 44 | 45 | 13 |
| 24b. I am aware of the strategic objectives and direction of the organisation I work for | 38 | 52 | 32 | 44 | 68 | 71 | (r) | 38 | 30 | 50 | (r) | (r) | (r) | 36 | 43 | 23 |
| 24c. I am aware of how my work contributes to the overall strategic objectives of my organisation | 38 | 52 | 31 | 45 | 68 | 72 | (r) | 37 | 38 | 70 | (r) | (r) | (r) | 33 | 47 | 27 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Communication

| | | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|----|-----------|----|-----------|-----------|----|-----------|----|-----------|----|-----------|-----------|-----------|
| 21. I am kept well informed about what is happening in my workplace | 23 | 68 | 23 | 31 | 22 | 18 | 24 | 33 | 27 | 27 | 27 | 23 | 25 | 19 | 17 | 21 | 11 |
| 22. I have a say in decisions which affect my work | 14 | 32 | 17 | 17 | 10 | 12 | 15 | 11 | 10 | 16 | 12 | 12 | 13 | 12 | 24 | 21 | 0 |
| 23. I think it is safe to speak up and challenge the way things are done | 20 | 53 | 27 | 18 | 18 | 17 | 24 | 6 | 16 | 21 | 20 | 18 | 21 | 22 | 27 | 28 | 5 |
| 24a. Where I work, we share the lessons learnt when mistakes are made | 43 | 74 | 57 | 44 | 45 | 39 | 42 | 50 | 47 | 45 | 42 | 43 | 44 | 44 | 40 | 55 | 16 |
| 24b. I am aware of the strategic objectives and direction of the organisation I work for | 38 | 74 | 43 | 34 | 42 | 31 | 41 | 50 | 44 | 36 | 32 | 35 | 44 | 40 | 37 | 41 | 37 |
| 24c. I am aware of how my work contributes to the overall strategic objectives of my organisation | 38 | 68 | 40 | 35 | 37 | 33 | 41 | 33 | 34 | 38 | 32 | 37 | 40 | 38 | 42 | 52 | 42 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Training and Development Opportunities

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 25. I have received the appropriate training and development to do my job effectively | 59 | (r) | (r) | (r) | 61 | (r) | (r) | (r) | (r) | 58 | 79 | (r) | (r) | (r) |
| 26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work | 43 | (r) | (r) | (r) | 42 | (r) | (r) | (r) | (r) | 42 | 71 | (r) | (r) | (r) |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 34 | (r) | (r) | (r) | 54 | (r) | (r) | (r) | (r) | 31 | 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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Training and Development Opportunities

| | | | | | | | | | | | | | | | | |
|---|-----------|-----------|----|----|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 25. I have received the appropriate training and development to do my job effectively | 59 | 58 | 59 | 57 | 54 | 89 | (r) | 59 | 58 | 60 | (r) | (r) | (r) | 57 | 65 | 33 |
| 26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work | 43 | 47 | 41 | 46 | 43 | 83 | (r) | 43 | 48 | 40 | (r) | (r) | (r) | 41 | 47 | 33 |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 34 | 44 | 30 | 37 | 52 | 83 | (r) | 34 | 23 | 40 | (r) | (r) | (r) | 32 | 38 | 20 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Training and Development Opportunities

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|----|-----------|-----------|----|-----------|-----------|-----------|----|----|----|-----------|----|-----------|-----------|
| 25. I have received the appropriate training and development to do my job effectively | 59 | 84 | 67 | 63 | 62 | 54 | 56 | 83 | 66 | 65 | 57 | 58 | 57 | 56 | 61 | 55 | 42 |
| 26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work | 43 | 58 | 60 | 45 | 50 | 35 | 42 | 56 | 56 | 46 | 42 | 44 | 39 | 38 | 44 | 52 | 32 |
| 27. I am encouraged to take opportunities to learn new skills and have new experiences | 34 | 74 | 60 | 35 | 34 | 26 | 35 | 61 | 36 | 35 | 31 | 34 | 36 | 28 | 37 | 28 | 26 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Work Environment

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|------------|-----|-----|-----|
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | (r) | (r) | (r) | 43 | (r) | (r) | (r) | (r) | 26 | 71 | (r) | (r) | (r) |
| 29. I am able to achieve a healthy work/life balance most of the time | 42 | (r) | (r) | (r) | 63 | (r) | (r) | (r) | (r) | 38 | 100 | (r) | (r) | (r) |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 52 | (r) | (r) | (r) | 57 | (r) | (r) | (r) | (r) | 50 | 86 | (r) | (r) | (r) |
| 31. Reasonable expectations are placed on staff according to their position | 38 | (r) | (r) | (r) | 49 | (r) | (r) | (r) | (r) | 36 | 79 | (r) | (r) | (r) |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 41 | (r) | (r) | (r) | 53 | (r) | (r) | (r) | (r) | 39 | 93 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Work Environment

| | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|-----------|-----------|-----------|
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | 44 | 21 | 35 | 57 | 83 | (r) | 28 | 13 | 33 | (r) | (r) | (r) | 26 | 32 | 10 |
| 29. I am able to achieve a healthy work/life balance most of the time | 42 | 48 | 39 | 45 | 52 | 72 | (r) | 41 | 54 | 60 | (r) | (r) | (r) | 36 | 55 | 33 |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 52 | 63 | 47 | 57 | 76 | 78 | (r) | 52 | 41 | 60 | (r) | (r) | (r) | 50 | 59 | 17 |
| 31. Reasonable expectations are placed on staff according to their position | 38 | 45 | 35 | 42 | 48 | 67 | (r) | 38 | 44 | 50 | (r) | (r) | (r) | 35 | 47 | 20 |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 41 | 53 | 37 | 47 | 67 | 56 | (r) | 41 | 36 | 50 | (r) | (r) | (r) | 38 | 48 | 30 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Work Environment

| | | | | | | | | | | | | | | | | | |
|--|-----------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 28. I have confidence in the processes that my workplace uses to resolve staff conflict | 28 | 56 | 34 | 34 | 30 | 19 | 30 | 35 | 40 | 27 | 25 | 25 | 30 | 21 | 34 | 31 | 11 |
| 29. I am able to achieve a healthy work/life balance most of the time | 42 | 78 | 53 | 51 | 47 | 36 | 35 | 47 | 59 | 54 | 42 | 39 | 39 | 34 | 41 | 38 | 32 |
| 30. There are mechanisms in place to support me if I experience stress or pressure | 52 | 89 | 63 | 62 | 54 | 47 | 47 | 59 | 60 | 60 | 55 | 54 | 52 | 42 | 49 | 38 | 21 |
| 31. Reasonable expectations are placed on staff according to their position | 38 | 65 | 57 | 48 | 42 | 32 | 34 | 41 | 44 | 52 | 38 | 38 | 39 | 28 | 39 | 31 | 21 |
| 32. My workplace is proactive in minimising potential violence/abuse from patients or visitors | 41 | 67 | 53 | 45 | 40 | 37 | 40 | 41 | 47 | 33 | 42 | 41 | 42 | 37 | 48 | 41 | 37 |

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 | | | | | | | | | | | | | | |
|-------------------------------|---|--------------------------|---------|-----------------------|--------------------------|-------------------|---------------|---------------------------|--------------------------|-------------|-----------|----------------|--------------------------|------------------------|-------|--|
| | | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) | |
| | Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) | |
| Unacceptable Behaviour | | | | | | | | | | | | | | | | |
| 34a. | Do you currently ... know how to report occurrences of these types of behaviour? | 90 | (r) | (r) | (r) | 90 | (r) | (r) | (r) | (r) | 90 | 93 | (r) | (r) | (r) | |
| 34b. | Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately? | 24 | (r) | (r) | (r) | 39 | (r) | (r) | (r) | (r) | 21 | 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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Unacceptable Behaviour

| | | | | | | | | | | | | | | | | |
|---|-----------|--|--|--|--|---|-----|----|--|--|-----|-----|-----|----|--|--|
| 34a. Do you currently ... know how to report occurrences of these types of behaviour? | 90 | 97 | 87 | 97 | 95 | 100 | (r) | 90 | 85 | 80 | (r) | (r) | (r) | 91 | 88 | 83 |
| 34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately? | 24 | 35 | 18 | 28 | 48 | 72 | (r) | 24 | 16 | 30 | (r) | (r) | (r) | 21 | 31 | 3 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Unacceptable Behaviour

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|----|----|----|----|-----------|----|----|----|----|----|----|-----------|----|-----------|
| 34a. Do you currently ... know how to report occurrences of these types of behaviour? | 90 | 83 | 83 | 88 | 91 | 90 | 91 | 71 | 89 | 91 | 90 | 90 | 92 | 89 | 92 | 93 | 79 |
| 34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately? | 24 | 56 | 23 | 24 | 23 | 20 | 26 | 18 | 24 | 22 | 28 | 21 | 24 | 20 | 37 | 24 | 5 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Service Delivery

| | | | | | | | | | | | | | | |
|--|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 35. My work environment allows me to deliver the best possible services (patient care or support services) | 42 | (r) | (r) | (r) | 52 | (r) | (r) | (r) | (r) | 40 | 86 | (r) | (r) | (r) |
| 36. In my workplace patient safety is at the centre of all decision making | 48 | (r) | (r) | (r) | 43 | (r) | (r) | (r) | (r) | 48 | 71 | (r) | (r) | (r) |
| 37. My team's objectives/work plans are clearly outlined | 48 | (r) | (r) | (r) | 49 | (r) | (r) | (r) | (r) | 47 | 71 | (r) | (r) | (r) |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | (r) | (r) | (r) | 44 | (r) | (r) | (r) | (r) | 38 | 86 | (r) | (r) | (r) |
| 39. At my workplace there is a good balance between delivering services and monitoring service delivery | 26 | (r) | (r) | (r) | 36 | (r) | (r) | (r) | (r) | 24 | 71 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Service Delivery

| | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----|----|-----------|-----------|-----|-----|-----|----|-----------|-----------|
| 35. My work environment allows me to deliver the best possible services (patient care or support services) | 42 | 46 | 40 | 44 | 54 | 50 | (r) | 42 | 31 | 40 | (r) | (r) | (r) | 39 | 49 | 23 |
| 36. In my workplace patient safety is at the centre of all decision making | 48 | 53 | 47 | 52 | 52 | 61 | (r) | 49 | 38 | 50 | (r) | (r) | (r) | 46 | 55 | 43 |
| 37. My team's objectives/work plans are clearly outlined | 48 | 62 | 41 | 61 | 63 | 72 | (r) | 48 | 36 | 40 | (r) | (r) | (r) | 44 | 55 | 37 |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | 52 | 35 | 48 | 58 | 72 | (r) | 40 | 31 | 44 | (r) | (r) | (r) | 35 | 51 | 27 |
| 39. At my workplace there is a good balance between delivering services and monitoring service delivery | 26 | 34 | 22 | 26 | 49 | 61 | (r) | 26 | 18 | 30 | (r) | (r) | (r) | 23 | 33 | 7 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Service Delivery

| | | | | | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|----|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 35. My work environment allows me to deliver the best possible services (patient care or support services) | 42 | 61 | 43 | 48 | 47 | 34 | 41 | 35 | 49 | 43 | 44 | 37 | 45 | 38 | 46 | 54 | 11 |
| 36. In my workplace patient safety is at the centre of all decision making | 48 | 78 | 60 | 46 | 48 | 45 | 50 | 44 | 59 | 40 | 44 | 46 | 56 | 47 | 48 | 50 | 47 |
| 37. My team's objectives/work plans are clearly outlined | 48 | 67 | 40 | 54 | 51 | 41 | 48 | 59 | 60 | 52 | 45 | 47 | 48 | 42 | 48 | 46 | 26 |
| 38. Our objectives/work plans help us to deliver a quality service | 39 | 56 | 43 | 40 | 42 | 33 | 41 | 41 | 46 | 43 | 34 | 36 | 39 | 40 | 44 | 54 | 21 |
| 39. At my workplace there is a good balance between delivering services and monitoring service delivery | 26 | 61 | 37 | 29 | 26 | 20 | 27 | 18 | 41 | 24 | 20 | 24 | 23 | 32 | 27 | 39 | 0 |

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

| | Ambulance Service of NSW | 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 | 954 | (r) | (r) | (r) | 72 | (r) | (r) | (r) | (r) | 830 | 14 | (r) | (r) | (r) |
| Employee Engagement Index | 47 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 45 | 83 | (r) | (r) | (r) |

Your Workplace

| | | | | | | | | | | | | | | |
|---|-----------|-----|-----|-----|-----------|-----|-----|-----|-----|----|-----------|-----|-----|-----|
| 40. Overall I am proud to be a part of this workplace | 59 | (r) | (r) | (r) | 68 | (r) | (r) | (r) | (r) | 58 | 93 | (r) | (r) | (r) |
| 41. I would recommend my workplace as a good place to work | 39 | (r) | (r) | (r) | 48 | (r) | (r) | (r) | (r) | 37 | 86 | (r) | (r) | (r) |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | (r) | (r) | (r) | 65 | (r) | (r) | (r) | (r) | 38 | 79 | (r) | (r) | (r) |
| 43. I have a strong sense of belonging to my workplace | 48 | (r) | (r) | (r) | 51 | (r) | (r) | (r) | (r) | 48 | 86 | (r) | (r) | (r) |
| 44. Overall I am satisfied to be working here at the present time | 45 | (r) | (r) | (r) | 59 | (r) | (r) | (r) | (r) | 43 | 86 | (r) | (r) | (r) |
| 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 47 | (r) | (r) | (r) | 52 | (r) | (r) | (r) | (r) | 47 | 77 | (r) | (r) | (r) |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | (r) | (r) | (r) | 33 | (r) | (r) | (r) | (r) | 15 | 64 | (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

| | Ambulance Service of NSW | 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 | 954 | 270 | 666 | 185 | 64 | 18 | (r) | 893 | 42 | 10 | (r) | (r) | (r) | 616 | 302 | 30 |
| Employee Engagement Index | 47 | 58 | 42 | 54 | 64 | 81 | (r) | 47 | 43 | 57 | (r) | (r) | (r) | 45 | 55 | 21 |

Your Workplace

| | | | | | | | | | | | | | | | | |
|---|----|----|----|----|----|----|-----|----|----|----|-----|-----|-----|----|----|----|
| 40. Overall I am proud to be a part of this workplace | 59 | 70 | 55 | 64 | 79 | 89 | (r) | 59 | 50 | 70 | (r) | (r) | (r) | 57 | 67 | 30 |
| 41. I would recommend my workplace as a good place to work | 39 | 52 | 33 | 48 | 56 | 78 | (r) | 39 | 32 | 50 | (r) | (r) | (r) | 37 | 45 | 10 |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | 55 | 34 | 48 | 66 | 82 | (r) | 40 | 34 | 50 | (r) | (r) | (r) | 36 | 51 | 17 |
| 43. I have a strong sense of belonging to my workplace | 48 | 60 | 43 | 59 | 58 | 72 | (r) | 48 | 50 | 50 | (r) | (r) | (r) | 47 | 56 | 13 |
| 44. Overall I am satisfied to be working here at the present time | 45 | 57 | 40 | 50 | 68 | 83 | (r) | 45 | 45 | 40 | (r) | (r) | (r) | 42 | 54 | 17 |
| 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 47 | 59 | 42 | 58 | 56 | 78 | (r) | 48 | 47 | 40 | (r) | (r) | (r) | 49 | 48 | 17 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | 28 | 13 | 20 | 42 | 67 | (r) | 18 | 11 | 40 | (r) | (r) | (r) | 16 | 24 | 3 |

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

| | Ambulance Service of NSW | 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 | 954 | 19 | 33 | 125 | 226 | 282 | 265 | 19 | 72 | 107 | 133 | 189 | 169 | 126 | 85 | 29 | 19 | |
| Employee Engagement Index | 47 | 72 | 57 | 54 | 49 | 40 | 47 | 49 | 58 | 50 | 45 | 42 | 48 | 46 | 52 | 49 | 23 | |

Your Workplace

| | | | | | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|----|-----------|-----------|-----------|-----------|-----------|----|-----------|----|-----------|-----------|-----------|-----------|
| 40. Overall I am proud to be a part of this workplace | 59 | 83 | 73 | 66 | 63 | 53 | 56 | 65 | 74 | 63 | 58 | 52 | 61 | 58 | 63 | 59 | 32 |
| 41. I would recommend my workplace as a good place to work | 39 | 61 | 43 | 48 | 39 | 29 | 42 | 41 | 53 | 42 | 37 | 33 | 42 | 37 | 46 | 34 | 5 |
| 42. I feel motivated to contribute more than what is normally required at work | 40 | 78 | 57 | 46 | 40 | 33 | 42 | 41 | 46 | 46 | 36 | 32 | 41 | 43 | 48 | 52 | 26 |
| 43. I have a strong sense of belonging to my workplace | 48 | 61 | 53 | 50 | 52 | 45 | 46 | 47 | 60 | 45 | 48 | 47 | 49 | 47 | 51 | 45 | 26 |
| 44. Overall I am satisfied to be working here at the present time | 45 | 67 | 57 | 53 | 49 | 36 | 44 | 41 | 61 | 50 | 45 | 42 | 45 | 40 | 51 | 48 | 11 |
| 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 47 | 53 | 53 | 49 | 45 | 43 | 52 | 41 | 47 | 46 | 51 | 46 | 47 | 50 | 51 | 55 | 11 |
| 46. Overall, I believe the culture at my workplace has improved in the last 12 months | 18 | 17 | 23 | 22 | 21 | 13 | 18 | 18 | 19 | 13 | 21 | 19 | 16 | 17 | 24 | 17 | 0 |

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

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

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

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

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

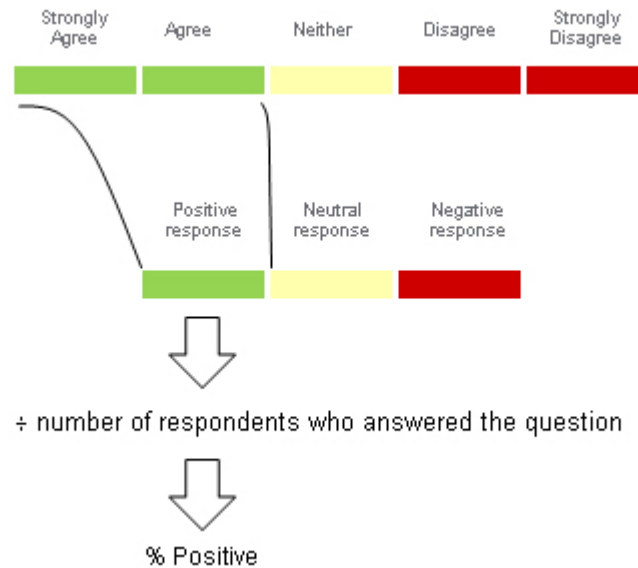
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

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.