

# 2013 YourSay Workplace Survey

## LHD Report



## Cancer Institute of NSW

### This Report

This report provides Cancer Institute 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.

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196

ACTUAL RESPONSES

66%

3% Confidence Interval

ESTIMATED RESPONSE RATE

79%

ENGAGEMENT INDEX

70%

WORKPLACE CULTURE INDEX

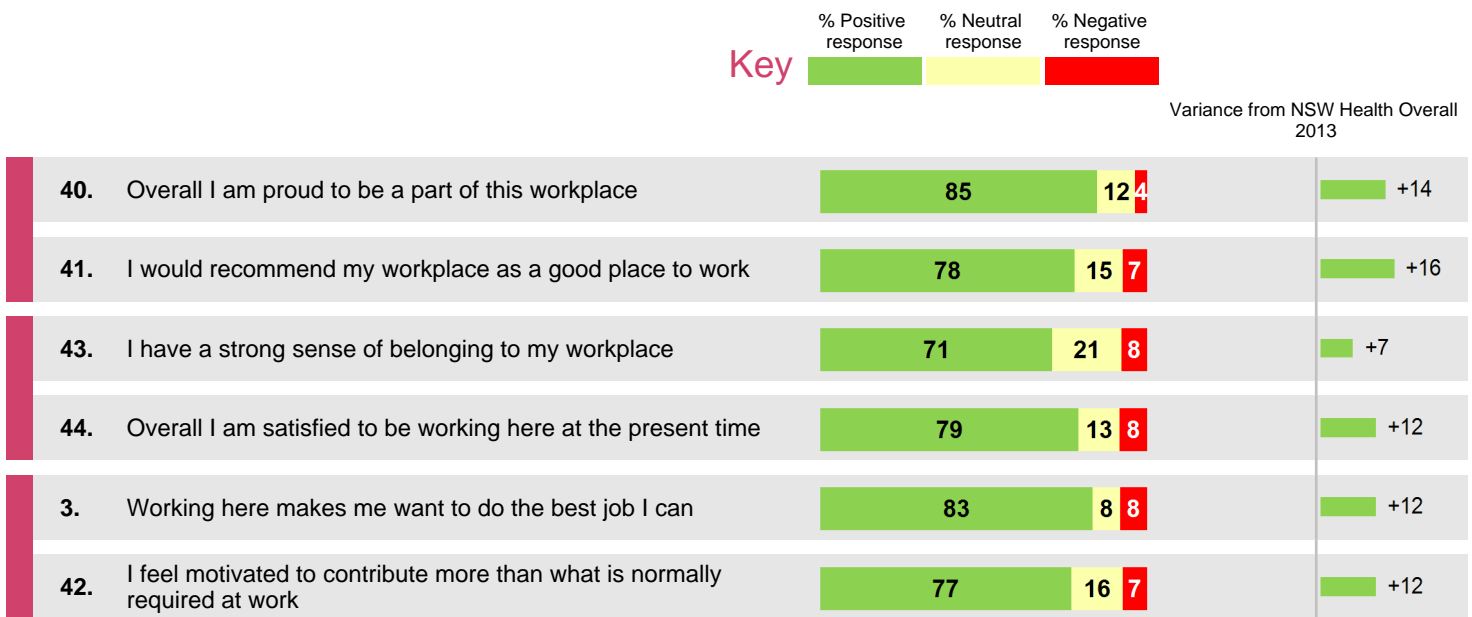
# Employee Engagement Index

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

The three elements of Employee Engagement

- Say** Strongly advocating the organisation
- Stay** An emotional commitment to the organisation and a desire to stay
- Strive** Providing sustained additional effort in line with organisational goals

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

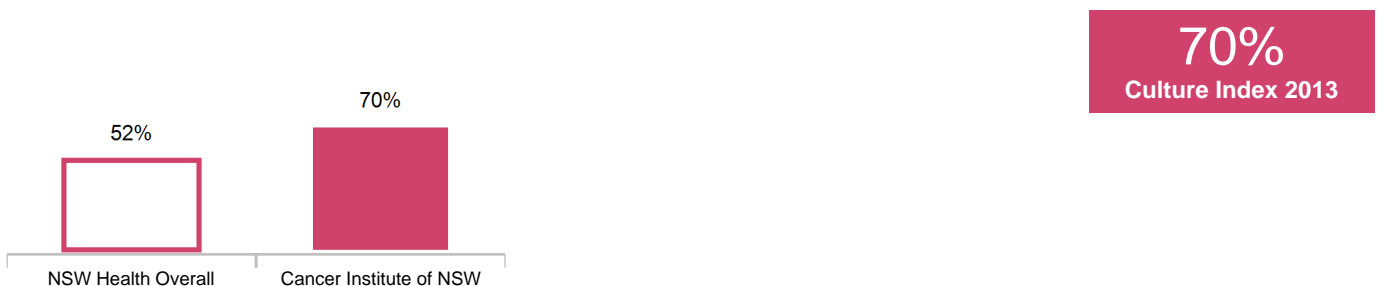


# Employee Workplace Culture Index

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

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

Question	Key			Variance from NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	70	17	12	+19
12. I believe I am valued for what I can offer at my workplace	75	15	10	+14
13. In my workplace, we recognise our successes and innovations	78	14	8	+23
14. Staff are treated respectfully regardless of their job	81	11	8	+21
17. Overall, I have confidence in the decisions made by my line manager	82	10	8	+20
18b. The senior managers at my workplace ... have a clear direction for the future	68	22	10	+28
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	+26
20. Overall, I have confidence in the decisions made by my senior managers	68	21	11	+26
22. I have a say in decisions which affect my work	65	20	15	+19
23. I think it is safe to speak up and challenge the way things are done	63	19	18	+12
24a. Where I work, we share the lessons learnt when mistakes are made	65	22	12	+7
28. I have confidence in the processes that my workplace uses to resolve staff conflict	54	28	18	+12
37. My team's objectives/work plans are clearly outlined	83	13	5	+18
38. Our objectives/work plans help us to deliver a quality service	75	20	5	+11
46. Overall, I believe the culture at my workplace has improved in the last 12 months	55	35	10	+19



# 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 Cancer Institute of NSW. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Cancer Institute 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>		
<b>23.</b> I think it is safe to speak up and challenge the way things are done		63	51
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict		54	42
<b>6.</b> 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		68	60
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made		65	58
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers		68	42
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job		57	46

## Highlights and lowlights

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

### Highlights

#### Sections

	% Positive
Your Line Manager	81
Being valued	78
Your Team	78

#### Questions

	% Positive
15d. My line manager ... treats me with respect	89
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	87
8. In my team we generally acknowledge one another's efforts and achievements	87
24b. I am aware of the strategic objectives and direction of the organisation I work for	86
15a. My line manager ... recognises and acknowledges when I have done my job well	85

### Lowlights

#### Sections

	% Positive
Work Environment	63
Senior Managers	66
Service Delivery	70

#### Questions

	% Positive
4. The right amount of approvals are required for routine decisions	49
36. In my workplace patient safety is at the centre of all decision making	50
28. I have confidence in the processes that my workplace uses to resolve staff conflict	54
46. Overall, I believe the culture at my workplace has improved in the last 12 months	55
30. There are mechanisms in place to support me if I experience stress or pressure	57

## External Comparison

This section shows comparisons between Cancer Institute 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.



- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 14% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
19. There is a positive relationship between senior management and staff in my workplace	67	+31
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	67	+29
20. Overall, I have confidence in the decisions made by my senior managers	68	+28
24b. I am aware of the strategic objectives and direction of the organisation I work for	86	+25
15b. My line manager ... treats all staff in my team fairly	82	+24
18b. The senior managers at my workplace ... have a clear direction for the future	68	+24
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	87	+24
15a. My line manager ... recognises and acknowledges when I have done my job well	85	+23
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	83	+23
17. Overall, I have confidence in the decisions made by my line manager	82	+23
22. I have a say in decisions which affect my work	65	+23
13. In my workplace, we recognise our successes and innovations	78	+19
14. Staff are treated respectfully regardless of their job	81	+18
21. I am kept well informed about what is happening in my workplace	67	+18
16. I receive regular and constructive feedback on my performance	66	+17
46. Overall, I believe the culture at my workplace has improved in the last 12 months	55	+17
9. People in my team are honest and open	83	+16

## External Comparison

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- 0% ■ Proportion of questions inline with the benchmark
- 14% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	74	<span style="color: green;">■</span> +16
<b>15d.</b> My line manager ... treats me with respect	89	<span style="color: green;">■</span> +15
<b>41.</b> I would recommend my workplace as a good place to work	78	<span style="color: green;">■</span> +15
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	82	<span style="color: green;">■</span> +14
<b>11.</b> Morale is good in my team	70	<span style="color: green;">■</span> +14
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	87	<span style="color: green;">■</span> +13
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	57	<span style="color: green;">■</span> +13
<b>42.</b> I feel motivated to contribute more than what is normally required at work	77	<span style="color: green;">■</span> +13
<b>37.</b> My team's objectives/work plans are clearly outlined	83	<span style="color: green;">■</span> +12
<b>40.</b> Overall I am proud to be a part of this workplace	85	<span style="color: green;">■</span> +12
<b>10.</b> My team resolves conflict quickly when it arises	67	<span style="color: green;">■</span> +11
<b>23.</b> I think it is safe to speak up and challenge the way things are done	63	<span style="color: green;">■</span> +10
<b>12.</b> I believe I am valued for what I can offer at my workplace	75	<span style="color: green;">■</span> +9
<b>31.</b> Reasonable expectations are placed on staff according to their position	70	<span style="color: green;">■</span> +9
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	54	<span style="color: green;">■</span> +8
<b>39.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	66	<span style="color: green;">■</span> +8
<b>44.</b> Overall I am satisfied to be working here at the present time	79	<span style="color: green;">■</span> +8

## External Comparison

This section shows comparisons between Cancer Institute 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.



- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
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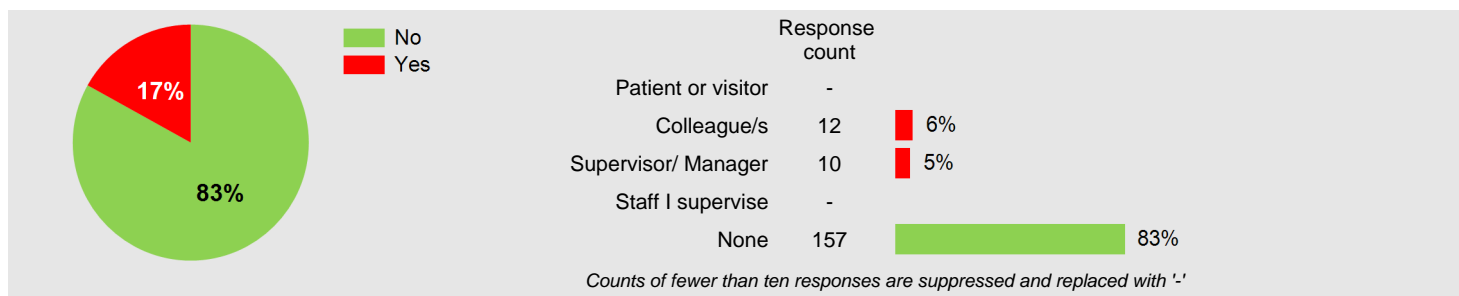
	% Positive	Variance from benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	73	+7
2. I feel I am able to suggest ideas to improve our ways of doing things	79	+6
27. I am encouraged to take opportunities to learn new skills and have new experiences	69	+6
3. Working here makes me want to do the best job I can	83	+5
24a. Where I work, we share the lessons learnt when mistakes are made	65	+5
38. Our objectives/work plans help us to deliver a quality service	75	+5
43. I have a strong sense of belonging to my workplace	71	+5
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	68	+3
5. I have sufficient control over my work so I can do my job well	74	+2
29. I am able to achieve a healthy work/life balance most of the time	69	+1
25. I have received the appropriate training and development to do my job effectively	77	-1
1. My job makes good use of my skills and abilities	81	-2
30. There are mechanisms in place to support me if I experience stress or pressure	57	-2
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	-5
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	70	-7
4. The right amount of approvals are required for routine decisions	49	-8
36. In my workplace patient safety is at the centre of all decision making	50	-23



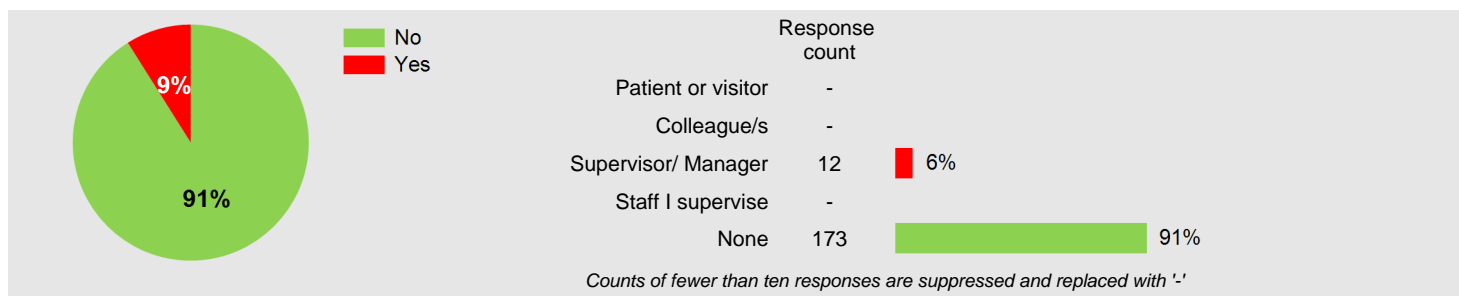
# Unacceptable Behaviour

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

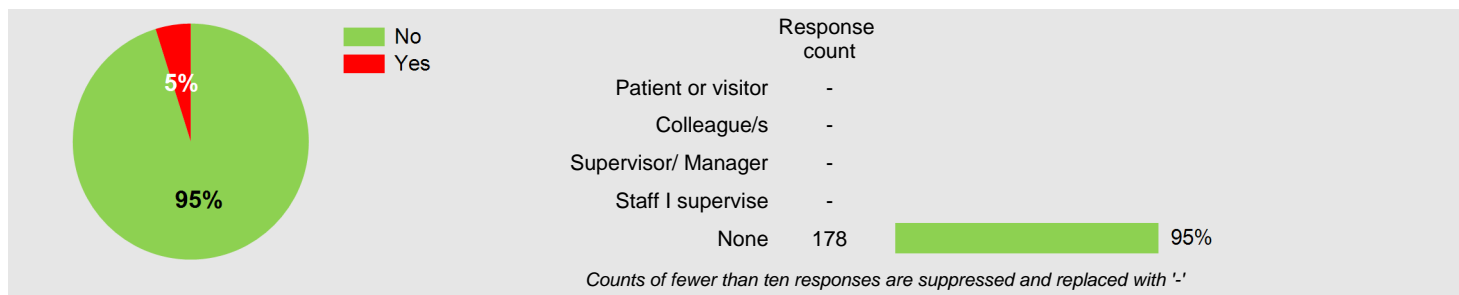
## 33a. In the last 12 months, I have been verbally abused by a ...



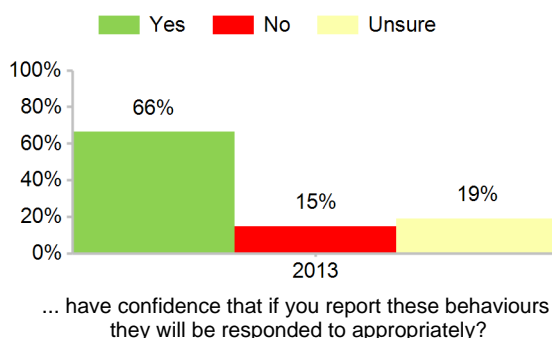
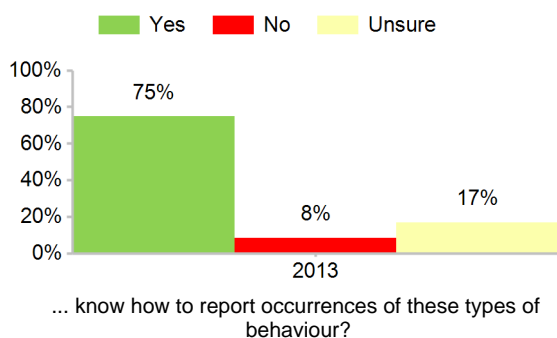
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



## 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		At least 1% greater than comparator	At least 1% less than comparator
<b>Key</b>	A question identified as being a key driver of employee engagement						
<b>Your Job</b>					<b>% Positive Score</b>	<b>NSW Health Overall 2013</b>	<b>Australian Health Sector Benchmark</b>
					<b>72</b>	<b>65</b>	<b>71</b>
	1. My job makes good use of my skills and abilities	81	11	8	81	79	83
	2. I feel I am able to suggest ideas to improve our ways of doing things	79	7	14	79	68	73
	3. Working here makes me want to do the best job I can	83	8	8	83	71	78
	4. The right amount of approvals are required for routine decisions	49	22	30	49	48	57
	5. I have sufficient control over my work so I can do my job well	74	11	15	74	64	72
<b>K</b>	6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68	22	11	68	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	82	12	7	82	68	68
8. In my team we generally acknowledge one another's efforts and achievements	87	8	5	87	69	74
9. People in my team are honest and open	83	9	8	83	63	67
10. My team resolves conflict quickly when it arises	67	25	8	67	51	56
11. Morale is good in my team	70	17	12	70	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			
<b>Key</b> A question identified as being a key driver of employee engagement						
				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Being valued</b>				<b>78</b>	<b>59</b>	<b>63</b>
12. I believe I am valued for what I can offer at my workplace	75	15	10	75	61	66
13. In my workplace, we recognise our successes and innovations	78	14	8	78	55	59
14. Staff are treated respectfully regardless of their job	81	11	8	81	60	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

## Your Line Manager

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	85	8	7	85	64	62
<b>15b.</b> My line manager ... treats all staff in my team fairly	82	10	7	82	62	58
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	83	12	5	83	60	60
<b>15d.</b> My line manager ... treats me with respect	89	7	4	89	75	74
<b>16.</b> I receive regular and constructive feedback on my performance	66	23	11	66	49	49
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	82	10	8	82	62	59

# All Questions

This section shows the breakdown of responses to each question

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

## Senior Managers

	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	57	22	20	57	46	44
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	68	22	10	68	40	44
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	67	21	12	67	41	38
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	67	23	10	67	40	36
<b>K 20.</b> Overall, I have confidence in the decisions made by my senior managers	68	21	11	68	42	40

# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
				<b>% Positive Score</b>	<b>NSW Health Overall 2013</b>	<b>Australian Health Sector Benchmark</b>
<b>Communication</b>				<b>72</b>	<b>53</b>	<b>55</b>
<b>21.</b> I am kept well informed about what is happening in my workplace				<b>67</b>	<b>50</b>	<b>49</b>
<b>22.</b> I have a say in decisions which affect my work				<b>65</b>	<b>46</b>	<b>42</b>
<b>K 23.</b> I think it is safe to speak up and challenge the way things are done				<b>63</b>	<b>51</b>	<b>53</b>
<b>K 24a.</b> Where I work, we share the lessons learnt when mistakes are made				<b>65</b>	<b>58</b>	<b>60</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for				<b>86</b>	<b>56</b>	<b>61</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation				<b>87</b>	<b>59</b>	<b>63</b>

# 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

## Training and Development Opportunities

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	77	16	7	77	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	70	27	3	70	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	69	23	8	69	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	
<b>K</b>	<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict		<b>54</b>	<b>42</b>	<b>46</b>
	<b>29.</b> I am able to achieve a healthy work/life balance most of the time		<b>69</b>	<b>65</b>	<b>68</b>
	<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure		<b>57</b>	<b>54</b>	<b>59</b>
	<b>31.</b> Reasonable expectations are placed on staff according to their position		<b>70</b>	<b>56</b>	<b>61</b>
	<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors		<b>64</b>	<b>68</b>	<b>69</b>

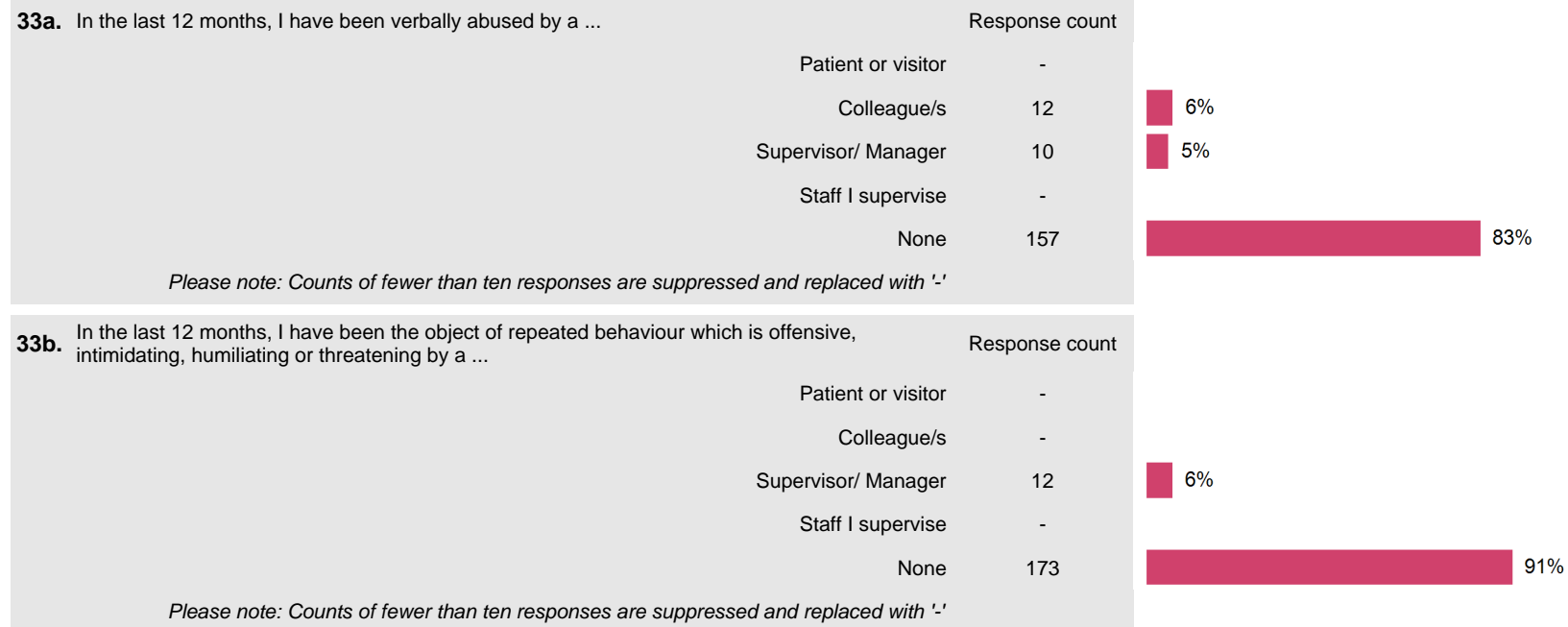
# All Questions

This section shows the breakdown of responses to each question

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

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

## Unacceptable Behaviour



# All Questions

This section shows the breakdown of responses to each question

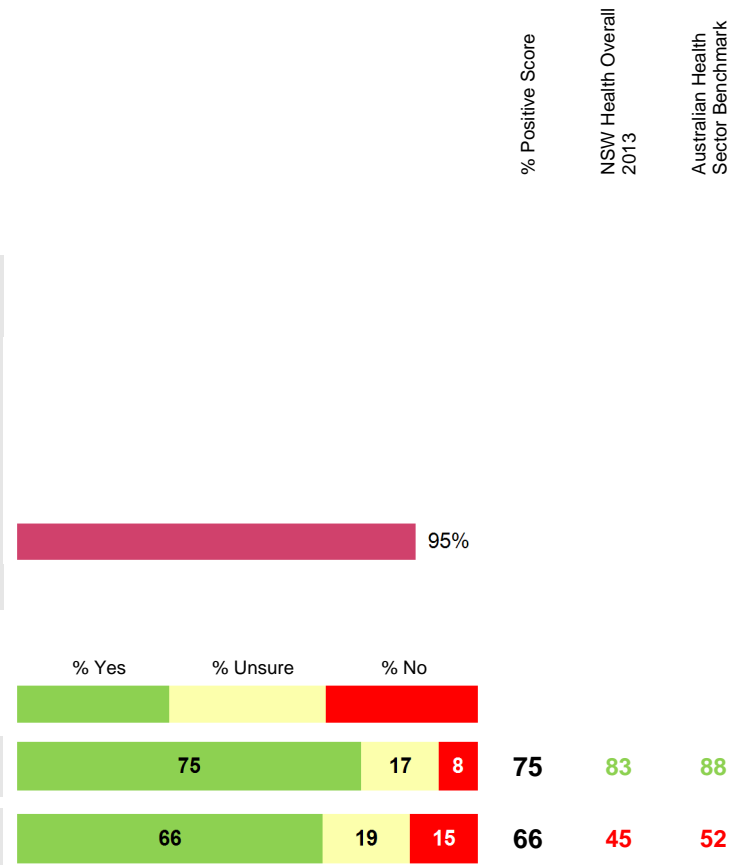
**Key** A question identified as being a key driver of employee engagement

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

## Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	178

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



# 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	% Neutral	% Negative	% 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)	73	22	5	73	59	66
36. In my workplace patient safety is at the centre of all decision making	50	48	2	50	67	73
37. My team's objectives/work plans are clearly outlined	83	13	5	83	65	71
38. Our objectives/work plans help us to deliver a quality service	75	20	5	75	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery	66	26	8	66	52	58

# 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 Workplace

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
40. Overall I am proud to be a part of this workplace	85	12	4	85	71	73
41. I would recommend my workplace as a good place to work	78	15	7	78	62	63
42. I feel motivated to contribute more than what is normally required at work	77	16	7	77	65	64
43. I have a strong sense of belonging to my workplace	71	21	8	71	64	66
44. Overall I am satisfied to be working here at the present time	79	13	8	79	67	71
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	74	21	5	74	56	58
46. Overall, I believe the culture at my workplace has improved in the last 12 months	55	35	10	55	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

	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85

## Your Job

1. My job makes good use of my skills and abilities	<b>81</b>	(r)	(r)	<b>71</b>	85	(r)	(r)	80	(r)	(r)	<b>76</b>	(r)	(r)	<b>75</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>79</b>	(r)	(r)	<b>59</b>	<b>85</b>	(r)	(r)	<b>84</b>	(r)	(r)	80	(r)	(r)	80
3. Working here makes me want to do the best job I can	<b>83</b>	(r)	(r)	<b>88</b>	85	(r)	(r)	<b>75</b>	(r)	(r)	80	(r)	(r)	<b>95</b>
4. The right amount of approvals are required for routine decisions	<b>49</b>	(r)	(r)	<b>41</b>	<b>61</b>	(r)	(r)	<b>44</b>	(r)	(r)	<b>41</b>	(r)	(r)	50
5. I have sufficient control over my work so I can do my job well	<b>74</b>	(r)	(r)	<b>82</b>	<b>79</b>	(r)	(r)	72	(r)	(r)	<b>65</b>	(r)	(r)	<b>80</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>68</b>	(r)	(r)	71	71	(r)	(r)	<b>52</b>	(r)	(r)	70	(r)	(r)	65

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>81</b>	<b>91</b>	<b>75</b>	<b>90</b>	<b>89</b>	(r)	(r)	80	78	80	(r)	(r)	<b>90</b>	85	79	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>79</b>	<b>91</b>	<b>74</b>	<b>86</b>	<b>92</b>	(r)	(r)	79	<b>72</b>	83	(r)	(r)	83	83	79	(r)
3. Working here makes me want to do the best job I can	<b>83</b>	<b>89</b>	81	86	<b>89</b>	(r)	(r)	79	<b>78</b>	<b>90</b>	(r)	(r)	<b>96</b>	83	84	(r)
4. The right amount of approvals are required for routine decisions	<b>49</b>	<b>57</b>	45	<b>57</b>	50	(r)	(r)	45	<b>44</b>	<b>57</b>	(r)	(r)	48	53	47	(r)
5. I have sufficient control over my work so I can do my job well	<b>74</b>	78	72	76	78	(r)	(r)	<b>68</b>	72	<b>80</b>	(r)	(r)	<b>90</b>	78	73	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>68</b>	<b>80</b>	<b>62</b>	<b>81</b>	<b>74</b>	(r)	(r)	68	<b>53</b>	<b>63</b>	(r)	(r)	<b>86</b>	68	68	(r)

# Results by Demographic

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

**Key** ■ At least 5% greater than overall score ■ At least 5% less than overall score (r) Where group has less than 10 respondents

	Cancer Institute 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	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10	
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67	

## Your Job

1. My job makes good use of my skills and abilities	<b>81</b>	83	<b>75</b>	82	81	<b>93</b>	(r)	(r)	<b>75</b>	79	83	<b>89</b>	85	<b>68</b>	85	<b>100</b>	<b>70</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>79</b>	<b>90</b>	75	<b>74</b>	75	<b>87</b>	(r)	(r)	<b>85</b>	<b>74</b>	<b>86</b>	78	<b>85</b>	<b>68</b>	77	75	80
3. Working here makes me want to do the best job I can	<b>83</b>	85	<b>88</b>	82	82	86	(r)	(r)	<b>90</b>	82	82	<b>78</b>	<b>93</b>	81	<b>77</b>	<b>92</b>	80
4. The right amount of approvals are required for routine decisions	<b>49</b>	<b>58</b>	47	<b>38</b>	52	53	(r)	(r)	45	45	<b>59</b>	<b>44</b>	52	45	<b>38</b>	<b>58</b>	<b>60</b>
5. I have sufficient control over my work so I can do my job well	<b>74</b>	<b>81</b>	75	77	<b>65</b>	73	(r)	(r)	<b>90</b>	76	<b>86</b>	<b>61</b>	<b>63</b>	<b>82</b>	<b>54</b>	75	70
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>68</b>	<b>73</b>	<b>63</b>	72	65	<b>73</b>	(r)	(r)	70	68	<b>79</b>	<b>56</b>	<b>78</b>	68	<b>54</b>	<b>62</b>	<b>50</b>



# 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

	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>82</b>	(r)	(r)	82	83	(r)	(r)	<b>68</b>	(r)	(r)	81	(r)	(r)	80
8. In my team we generally acknowledge one another's efforts and achievements	<b>87</b>	(r)	(r)	<b>82</b>	89	(r)	(r)	<b>72</b>	(r)	(r)	89	(r)	(r)	90
9. People in my team are honest and open	<b>83</b>	(r)	(r)	<b>71</b>	85	(r)	(r)	<b>68</b>	(r)	(r)	<b>89</b>	(r)	(r)	<b>90</b>
10. My team resolves conflict quickly when it arises	<b>67</b>	(r)	(r)	65	<b>76</b>	(r)	(r)	<b>48</b>	(r)	(r)	67	(r)	(r)	70
11. Morale is good in my team	<b>70</b>	(r)	(r)	<b>65</b>	<b>76</b>	(r)	(r)	<b>56</b>	(r)	(r)	72	(r)	(r)	<b>75</b>

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(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	<b>82</b>	<b>74</b>	85	86	<b>67</b>	(r)	(r)	78	84	83	(r)	(r)	<b>90</b>	<b>88</b>	80	(r)
8. In my team we generally acknowledge one another's efforts and achievements	<b>87</b>	88	86	90	83	(r)	(r)	86	89	90	(r)	(r)	86	83	87	(r)
9. People in my team are honest and open	<b>83</b>	<b>88</b>	81	<b>95</b>	81	(r)	(r)	81	83	<b>90</b>	(r)	(r)	83	83	83	(r)
10. My team resolves conflict quickly when it arises	<b>67</b>	<b>74</b>	64	<b>76</b>	67	(r)	(r)	69	<b>50</b>	<b>77</b>	(r)	(r)	69	70	67	(r)
11. Morale is good in my team	<b>70</b>	<b>77</b>	67	<b>76</b>	72	(r)	(r)	66	<b>61</b>	<b>87</b>	(r)	(r)	<b>76</b>	70	71	(r)

# Results by Demographic

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

**Key** ■ At least 5% greater than overall score ■ At least 5% less than overall score (r) Where group has less than 10 respondents

	Cancer Institute 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	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>82</b>	85	78	85	81	<b>73</b>	(r)	(r)	85	79	<b>90</b>	<b>89</b>	<b>89</b>	<b>68</b>	85	<b>62</b>	<b>70</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>87</b>	90	<b>81</b>	85	88	<b>93</b>	(r)	(r)	<b>100</b>	84	90	<b>94</b>	85	<b>82</b>	<b>69</b>	<b>92</b>	<b>70</b>
9. People in my team are honest and open	<b>83</b>	<b>90</b>	<b>75</b>	79	87	87	(r)	(r)	<b>90</b>	79	<b>97</b>	<b>89</b>	85	<b>73</b>	<b>69</b>	<b>75</b>	<b>70</b>
10. My team resolves conflict quickly when it arises	<b>67</b>	69	63	<b>72</b>	67	<b>73</b>	(r)	(r)	70	<b>74</b>	<b>76</b>	<b>50</b>	<b>85</b>	<b>59</b>	<b>38</b>	<b>50</b>	70
11. Morale is good in my team	<b>70</b>	<b>83</b>	<b>63</b>	<b>62</b>	71	<b>80</b>	(r)	(r)	<b>80</b>	71	72	<b>61</b>	<b>78</b>	73	<b>38</b>	67	70

# Results by Demographic

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	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Being valued

<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>75</b>	(r)	(r)	<b>65</b>	<b>87</b>	(r)	(r)	72	(r)	(r)	<b>65</b>	(r)	(r)	75
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>78</b>	(r)	(r)	<b>71</b>	<b>89</b>	(r)	(r)	<b>72</b>	(r)	(r)	<b>72</b>	(r)	(r)	<b>70</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>81</b>	(r)	(r)	81	84	(r)	(r)	<b>76</b>	(r)	(r)	<b>76</b>	(r)	(r)	80

# Results by Demographic

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	Cancer Institute of NSW	Manage staff		Management responsibility				Employment status					Gender			
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Respondents	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>75</b>	<b>83</b>	71	<b>81</b>	<b>80</b>	(r)	(r)	<b>69</b>	<b>67</b>	<b>80</b>	(r)	(r)	<b>89</b>	78	74	(r)
13. In my workplace, we recognise our successes and innovations	<b>78</b>	<b>84</b>	75	<b>86</b>	80	(r)	(r)	77	78	<b>70</b>	(r)	(r)	<b>86</b>	75	79	(r)
14. Staff are treated respectfully regardless of their job	<b>81</b>	81	81	<b>76</b>	80	(r)	(r)	<b>76</b>	<b>68</b>	<b>90</b>	(r)	(r)	<b>93</b>	80	81	(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

	Cancer Institute of NSW	Length of Service at NSW Health						Age Group									
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>75</b>	<b>83</b>	71	74	79	<b>60</b>	(r)	(r)	<b>80</b>	<b>68</b>	<b>90</b>	<b>67</b>	<b>85</b>	<b>64</b>	<b>69</b>	<b>67</b>	<b>67</b>
13. In my workplace, we recognise our successes and innovations	<b>78</b>	<b>83</b>	<b>71</b>	<b>87</b>	77	<b>73</b>	(r)	(r)	<b>85</b>	74	<b>93</b>	<b>67</b>	<b>85</b>	77	<b>69</b>	<b>67</b>	<b>67</b>
14. Staff are treated respectfully regardless of their job	<b>81</b>	<b>94</b>	81	82	77	<b>73</b>	(r)	(r)	<b>90</b>	84	83	<b>61</b>	<b>92</b>	<b>73</b>	77	77	78

# Results by Demographic

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Respondents	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>85</b>	(r)	(r)	<b>69</b>	<b>94</b>	(r)	(r)	<b>72</b>	(r)	(r)	85	(r)	(r)	<b>95</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>82</b>	(r)	(r)	82	<b>87</b>	(r)	(r)	80	(r)	(r)	80	(r)	(r)	<b>95</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>83</b>	(r)	(r)	<b>88</b>	<b>92</b>	(r)	(r)	<b>68</b>	(r)	(r)	83	(r)	(r)	80
<b>15d.</b> My line manager ... treats me with respect	<b>89</b>	(r)	(r)	<b>81</b>	<b>94</b>	(r)	(r)	<b>84</b>	(r)	(r)	89	(r)	(r)	<b>95</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	(r)	(r)	65	<b>71</b>	(r)	(r)	<b>40</b>	(r)	(r)	<b>74</b>	(r)	(r)	70
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>82</b>	(r)	(r)	<b>88</b>	<b>87</b>	(r)	(r)	<b>60</b>	(r)	(r)	85	(r)	(r)	85

# Results by Demographic

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Respondents	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>85</b>	89	84	86	89	(r)	(r)	84	<b>78</b>	83	(r)	(r)	<b>96</b>	87	85	(r)
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>82</b>	86	81	81	86	(r)	(r)	79	84	<b>87</b>	(r)	(r)	<b>93</b>	83	82	(r)
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>83</b>	<b>91</b>	79	<b>90</b>	<b>89</b>	(r)	(r)	81	<b>72</b>	80	(r)	(r)	<b>93</b>	82	83	(r)
<b>15d.</b> My line manager ... treats me with respect	<b>89</b>	91	88	90	89	(r)	(r)	86	<b>83</b>	93	(r)	(r)	<b>100</b>	<b>95</b>	88	(r)
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	<b>73</b>	62	<b>71</b>	<b>71</b>	(r)	(r)	62	<b>72</b>	<b>83</b>	(r)	(r)	64	68	65	(r)
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>82</b>	84	82	86	80	(r)	(r)	78	83	<b>97</b>	(r)	(r)	86	<b>75</b>	84	(r)



# Results by Demographic

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	Cancer Institute of NSW	Length of Service at NSW Health						Age Group									
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>85</b>	<b>90</b>	87	<b>79</b>	<b>92</b>	<b>73</b>	(r)	(r)	<b>90</b>	82	<b>96</b>	83	<b>96</b>	82	<b>77</b>	<b>75</b>	<b>67</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>82</b>	<b>87</b>	81	82	79	<b>87</b>	(r)	(r)	<b>95</b>	84	<b>93</b>	<b>72</b>	85	<b>77</b>	<b>54</b>	85	<b>67</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>83</b>	<b>92</b>	84	79	<b>76</b>	<b>93</b>	(r)	(r)	85	87	<b>96</b>	<b>72</b>	85	<b>77</b>	<b>69</b>	<b>75</b>	<b>78</b>
<b>15d.</b> My line manager ... treats me with respect	<b>89</b>	<b>96</b>	87	85	<b>94</b>	<b>80</b>	(r)	(r)	<b>100</b>	87	<b>96</b>	89	89	86	<b>69</b>	<b>100</b>	<b>78</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	67	<b>71</b>	<b>56</b>	<b>71</b>	<b>60</b>	(r)	(r)	<b>80</b>	63	<b>72</b>	<b>50</b>	<b>81</b>	68	<b>38</b>	<b>50</b>	<b>56</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>82</b>	<b>88</b>	84	79	79	80	(r)	(r)	<b>95</b>	82	<b>90</b>	78	78	<b>91</b>	<b>46</b>	<b>92</b>	<b>67</b>

# 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

		Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Senior Managers

<b>18a.</b>	The senior managers at my workplace ... are aware of the issues I face in my job	<b>57</b>	(r)	(r)	<b>50</b>	61	(r)	(r)	<b>48</b>	(r)	(r)	60	(r)	(r)	60
<b>18b.</b>	The senior managers at my workplace ... have a clear direction for the future	<b>68</b>	(r)	(r)	<b>53</b>	<b>79</b>	(r)	(r)	<b>56</b>	(r)	(r)	68	(r)	(r)	70
<b>18c.</b>	The senior managers at my workplace ... lead by example in creating a positive workplace	<b>67</b>	(r)	(r)	<b>50</b>	<b>76</b>	(r)	(r)	<b>56</b>	(r)	(r)	66	(r)	(r)	<b>75</b>
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	<b>67</b>	(r)	(r)	<b>59</b>	<b>79</b>	(r)	(r)	<b>56</b>	(r)	(r)	64	(r)	(r)	65
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	<b>68</b>	(r)	(r)	<b>59</b>	<b>82</b>	(r)	(r)	<b>36</b>	(r)	(r)	72	(r)	(r)	70

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>57</b>	<b>67</b>	53	<b>62</b>	<b>65</b>	(r)	(r)	<b>52</b>	<b>50</b>	<b>67</b>	(r)	(r)	59	<b>46</b>	60	(r)
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>68</b>	71	66	67	71	(r)	(r)	64	<b>56</b>	<b>77</b>	(r)	(r)	<b>82</b>	70	67	(r)
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>67</b>	<b>73</b>	65	67	<b>74</b>	(r)	(r)	63	<b>58</b>	<b>80</b>	(r)	(r)	<b>78</b>	<b>54</b>	70	(r)
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>67</b>	<b>73</b>	64	<b>76</b>	68	(r)	(r)	<b>62</b>	<b>56</b>	<b>77</b>	(r)	(r)	<b>75</b>	63	68	(r)
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>68</b>	70	68	<b>62</b>	71	(r)	(r)	<b>63</b>	<b>50</b>	<b>87</b>	(r)	(r)	<b>75</b>	<b>63</b>	70	(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

	Cancer Institute 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	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>57</b>	<b>71</b>	<b>71</b>	<b>62</b>	<b>43</b>	<b>50</b>	(r)	(r)	<b>75</b>	53	61	<b>33</b>	<b>69</b>	55	<b>62</b>	<b>50</b>	56
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>68</b>	<b>75</b>	<b>77</b>	69	65	<b>57</b>	(r)	(r)	<b>80</b>	66	69	<b>50</b>	<b>92</b>	<b>59</b>	69	<b>50</b>	<b>56</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>67</b>	<b>81</b>	68	<b>77</b>	<b>56</b>	<b>50</b>	(r)	(r)	<b>80</b>	<b>74</b>	71	<b>56</b>	<b>77</b>	<b>50</b>	69	<b>38</b>	<b>56</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>67</b>	<b>79</b>	68	<b>72</b>	<b>62</b>	<b>57</b>	(r)	(r)	<b>80</b>	63	<b>83</b>	<b>56</b>	<b>73</b>	<b>55</b>	69	<b>58</b>	<b>56</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>68</b>	<b>81</b>	<b>81</b>	67	<b>60</b>	<b>50</b>	(r)	(r)	<b>85</b>	68	72	<b>56</b>	<b>85</b>	64	<b>54</b>	<b>58</b>	<b>33</b>

# 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

	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>67</b>	(r)	(r)	69	<b>72</b>	(r)	(r)	<b>52</b>	(r)	(r)	<b>60</b>	(r)	(r)	70
<b>22.</b> I have a say in decisions which affect my work	<b>65</b>	(r)	(r)	<b>56</b>	<b>73</b>	(r)	(r)	64	(r)	(r)	<b>54</b>	(r)	(r)	<b>75</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>63</b>	(r)	(r)	<b>69</b>	67	(r)	(r)	<b>48</b>	(r)	(r)	62	(r)	(r)	60
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>65</b>	(r)	(r)	63	<b>71</b>	(r)	(r)	<b>52</b>	(r)	(r)	62	(r)	(r)	65
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>86</b>	(r)	(r)	<b>93</b>	82	(r)	(r)	<b>76</b>	(r)	(r)	<b>96</b>	(r)	(r)	<b>75</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>87</b>	(r)	(r)	<b>94</b>	85	(r)	(r)	<b>76</b>	(r)	(r)	<b>94</b>	(r)	(r)	<b>80</b>

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>67</b>	<b>78</b>	<b>61</b>	<b>76</b>	<b>74</b>	(r)	(r)	65	67	67	(r)	(r)	<b>78</b>	<b>62</b>	68	(r)
<b>22.</b> I have a say in decisions which affect my work	<b>65</b>	<b>71</b>	61	<b>71</b>	65	(r)	(r)	63	65	<b>57</b>	(r)	(r)	<b>74</b>	67	63	(r)
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>63</b>	67	61	67	59	(r)	(r)	<b>56</b>	<b>50</b>	63	(r)	(r)	<b>89</b>	<b>69</b>	61	(r)
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>65</b>	<b>74</b>	61	<b>80</b>	65	(r)	(r)	62	61	67	(r)	(r)	<b>77</b>	<b>59</b>	67	(r)
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>86</b>	<b>94</b>	83	90	<b>94</b>	(r)	(r)	87	83	<b>97</b>	(r)	(r)	85	<b>74</b>	89	(r)
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>87</b>	90	85	90	88	(r)	(r)	85	89	<b>97</b>	(r)	(r)	85	<b>72</b>	90	(r)

# Results by Demographic

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**Key** ■ At least 5% greater than overall score ■ At least 5% less than overall score (r) Where group has less than 10 respondents

	Cancer Institute of NSW	Length of Service at NSW Health						Age Group									
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>67</b>	<b>76</b>	<b>74</b>	<b>58</b>	65	<b>57</b>	(r)	(r)	<b>60</b>	<b>72</b>	66	<b>72</b>	65	68	67	<b>50</b>	<b>78</b>
<b>22.</b> I have a say in decisions which affect my work	<b>65</b>	<b>70</b>	65	<b>58</b>	<b>71</b>	<b>57</b>	(r)	(r)	<b>60</b>	64	<b>72</b>	61	65	64	<b>42</b>	<b>73</b>	67
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>63</b>	<b>70</b>	<b>71</b>	<b>58</b>	60	<b>71</b>	(r)	(r)	<b>75</b>	<b>56</b>	<b>72</b>	<b>44</b>	<b>73</b>	64	<b>58</b>	67	<b>44</b>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>65</b>	66	<b>77</b>	66	63	<b>71</b>	(r)	(r)	<b>78</b>	69	<b>72</b>	<b>44</b>	69	64	67	<b>50</b>	67
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>86</b>	89	<b>74</b>	87	90	<b>93</b>	(r)	(r)	<b>95</b>	83	86	<b>72</b>	88	86	<b>92</b>	<b>100</b>	<b>78</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>87</b>	91	<b>81</b>	87	90	86	(r)	(r)	<b>95</b>	89	<b>93</b>	<b>67</b>	88	<b>82</b>	83	<b>100</b>	<b>67</b>

# Results by Demographic

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**Key** ■ At least 5% greater than overall score ■ At least 5% less than overall score (r) Where group has less than 10 respondents

		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	Cancer Institute of NSW 196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Training and Development Opportunities

25.	I have received the appropriate training and development to do my job effectively	<b>77</b>	(r)	(r)	81	80	(r)	(r)	<b>60</b>	(r)	(r)	74	(r)	(r)	<b>85</b>
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>70</b>	(r)	(r)	<b>88</b>	66	(r)	(r)	<b>52</b>	(r)	(r)	73	(r)	(r)	<b>85</b>
27.	I am encouraged to take opportunities to learn new skills and have new experiences	<b>69</b>	(r)	(r)	<b>63</b>	70	(r)	(r)	<b>60</b>	(r)	(r)	72	(r)	(r)	70



# Results by Demographic

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	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>77</b>	<b>83</b>	75	81	79	(r)	(r)	77	<b>89</b>	<b>70</b>	(r)	(r)	78	74	78	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>70</b>	68	71	71	<b>61</b>	(r)	(r)	73	<b>78</b>	<b>83</b>	(r)	(r)	<b>44</b>	72	69	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>69</b>	68	70	<b>62</b>	68	(r)	(r)	72	72	73	(r)	(r)	<b>56</b>	69	70	(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

	Cancer Institute of NSW	Length of Service at NSW Health						Age Group									
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>77</b>	<span style="color: red;">68</span>	74	74	<span style="color: green;">85</span>	<span style="color: green;">93</span>	(r)	(r)	<span style="color: green;">90</span>	<span style="color: red;">69</span>	<span style="color: green;">86</span>	78	<span style="color: green;">85</span>	<span style="color: red;">68</span>	77	<span style="color: green;">83</span>	<span style="color: red;">44</span>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>70</b>	<span style="color: red;">62</span>	71	<span style="color: red;">63</span>	<span style="color: green;">80</span>	<span style="color: green;">79</span>	(r)	(r)	70	<span style="color: red;">61</span>	<span style="color: green;">76</span>	<span style="color: red;">59</span>	<span style="color: green;">85</span>	68	69	<span style="color: green;">75</span>	<span style="color: red;">56</span>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>69</b>	68	<span style="color: green;">74</span>	<span style="color: red;">63</span>	<span style="color: green;">75</span>	<span style="color: red;">64</span>	(r)	(r)	<span style="color: green;">80</span>	72	<span style="color: green;">79</span>	72	65	68	<span style="color: red;">54</span>	<span style="color: red;">58</span>	<span style="color: red;">33</span>

# Results by Demographic

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		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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>54</b>	(r)	(r)	50	<b>66</b>	(r)	(r)	<b>36</b>	(r)	(r)	<b>47</b>	(r)	(r)	<b>60</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>69</b>	(r)	(r)	69	66	(r)	(r)	68	(r)	(r)	<b>62</b>	(r)	(r)	<b>95</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>57</b>	(r)	(r)	<b>75</b>	59	(r)	(r)	<b>40</b>	(r)	(r)	55	(r)	(r)	<b>75</b>
31. Reasonable expectations are placed on staff according to their position	<b>70</b>	(r)	(r)	<b>75</b>	73	(r)	(r)	72	(r)	(r)	<b>60</b>	(r)	(r)	<b>75</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>64</b>	(r)	(r)	<b>94</b>	<b>52</b>	(r)	(r)	60	(r)	(r)	64	(r)	(r)	65

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>54</b>	56	53	52	53	(r)	(r)	50	<b>44</b>	<b>60</b>	(r)	(r)	<b>63</b>	<b>62</b>	51	(r)
29. I am able to achieve a healthy work/life balance most of the time	<b>69</b>	<b>54</b>	<b>76</b>	71	<b>50</b>	(r)	(r)	<b>61</b>	<b>78</b>	73	(r)	(r)	<b>85</b>	72	68	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	<b>57</b>	56	58	<b>71</b>	<b>41</b>	(r)	(r)	59	<b>50</b>	<b>67</b>	(r)	(r)	<b>48</b>	54	58	(r)
31. Reasonable expectations are placed on staff according to their position	<b>70</b>	66	72	70	<b>59</b>	(r)	(r)	68	67	70	(r)	(r)	<b>81</b>	<b>79</b>	67	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>64</b>	63	65	67	<b>58</b>	(r)	(r)	64	<b>83</b>	60	(r)	(r)	<b>59</b>	64	64	(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

	Cancer Institute 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	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>54</b>	<b>60</b>	<b>65</b>	58	<b>48</b>	<b>36</b>	(r)	(r)	<b>65</b>	56	<b>69</b>	<b>33</b>	<b>62</b>	55	<b>31</b>	<b>33</b>	56
29. I am able to achieve a healthy work/life balance most of the time	<b>69</b>	<b>74</b>	<b>77</b>	66	67	<b>43</b>	(r)	(r)	<b>80</b>	<b>78</b>	72	<b>61</b>	<b>62</b>	<b>59</b>	<b>54</b>	<b>75</b>	<b>56</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>57</b>	<b>66</b>	55	55	<b>62</b>	<b>29</b>	(r)	(r)	60	58	<b>48</b>	61	<b>62</b>	<b>64</b>	<b>31</b>	<b>75</b>	<b>44</b>
31. Reasonable expectations are placed on staff according to their position	<b>70</b>	66	<b>77</b>	74	71	<b>64</b>	(r)	(r)	<b>80</b>	71	<b>83</b>	<b>50</b>	69	68	<b>46</b>	<b>75</b>	67
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>64</b>	62	68	65	65	<b>79</b>	(r)	(r)	65	60	<b>72</b>	61	<b>73</b>	64	<b>54</b>	<b>58</b>	67

# 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

		Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20
	Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85
<b>Unacceptable Behaviour</b>															
<b>34a.</b>	Do you currently ... know how to report occurrences of these types of behaviour?	<b>75</b>	(r)	(r)	<b>88</b>	<b>69</b>	(r)	(r)	<b>67</b>	(r)	(r)	<b>81</b>	(r)	(r)	<b>80</b>
<b>34b.</b>	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>66</b>	(r)	(r)	<b>56</b>	67	(r)	(r)	<b>54</b>	(r)	(r)	70	(r)	(r)	<b>85</b>

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Unacceptable Behaviour

<b>34a.</b> Do you currently ... know how to report occurrences of these types of behaviour?	<b>75</b>	75	75	<b>67</b>	74	(r)	(r)	74	<b>88</b>	<b>83</b>	(r)	(r)	<b>70</b>	<b>69</b>	76	(r)
<b>34b.</b> Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>66</b>	63	68	<b>48</b>	68	(r)	(r)	<b>57</b>	<b>82</b>	<b>77</b>	(r)	(r)	<b>78</b>	64	67	(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

	Cancer Institute 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	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10	
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67	
<b>Unacceptable Behaviour</b>																		
34a. Do you currently ... know how to report occurrences of these types of behaviour?	75	70	68	74	83	85	(r)	(r)	80	58	76	83	73	82	83	75	78	
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	66	72	58	61	67	92	(r)	(r)	75	61	76	44	65	68	75	75	44	



# Results by Demographic

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	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>73</b>	(r)	(r)	<b>81</b>	70	(r)	(r)	<b>58</b>	(r)	(r)	69	(r)	(r)	<b>80</b>
36. In my workplace patient safety is at the centre of all decision making	<b>50</b>	(r)	(r)	<b>69</b>	<b>42</b>	(r)	(r)	48	(r)	(r)	48	(r)	(r)	<b>55</b>
37. My team's objectives/work plans are clearly outlined	<b>83</b>	(r)	(r)	<b>88</b>	87	(r)	(r)	<b>68</b>	(r)	(r)	83	(r)	(r)	80
38. Our objectives/work plans help us to deliver a quality service	<b>75</b>	(r)	(r)	<b>88</b>	<b>80</b>	(r)	(r)	<b>54</b>	(r)	(r)	73	(r)	(r)	<b>80</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>66</b>	(r)	(r)	<b>73</b>	<b>71</b>	(r)	(r)	<b>50</b>	(r)	(r)	63	(r)	(r)	65

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>73</b>	69	75	76	<b>63</b>	(r)	(r)	<b>68</b>	72	<b>80</b>	(r)	(r)	<b>85</b>	<b>67</b>	74	(r)
36. In my workplace patient safety is at the centre of all decision making	<b>50</b>	<b>43</b>	54	52	<b>38</b>	(r)	(r)	46	<b>44</b>	<b>57</b>	(r)	(r)	<b>64</b>	<b>44</b>	52	(r)
37. My team's objectives/work plans are clearly outlined	<b>83</b>	82	83	<b>90</b>	<b>73</b>	(r)	(r)	80	83	83	(r)	(r)	<b>93</b>	82	82	(r)
38. Our objectives/work plans help us to deliver a quality service	<b>75</b>	72	76	76	<b>63</b>	(r)	(r)	<b>69</b>	78	77	(r)	(r)	<b>88</b>	79	73	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>66</b>	69	65	<b>81</b>	<b>59</b>	(r)	(r)	<b>61</b>	<b>71</b>	70	(r)	(r)	<b>73</b>	67	65	(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

	Cancer Institute of NSW	Length of Service at NSW Health						Age Group										
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10	
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67	

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>73</b>	<b>79</b>	74	70	70	<b>79</b>	(r)	(r)	<b>80</b>	69	75	76	73	73	69	<b>67</b>	<b>89</b>
36. In my workplace patient safety is at the centre of all decision making	<b>50</b>	53	48	51	50	54	(r)	(r)	<b>65</b>	49	<b>64</b>	<b>35</b>	<b>42</b>	<b>62</b>	<b>38</b>	50	<b>44</b>
37. My team's objectives/work plans are clearly outlined	<b>83</b>	85	<b>90</b>	79	80	<b>93</b>	(r)	(r)	<b>100</b>	83	82	<b>89</b>	<b>88</b>	<b>73</b>	<b>69</b>	<b>92</b>	<b>67</b>
38. Our objectives/work plans help us to deliver a quality service	<b>75</b>	<b>83</b>	<b>81</b>	<b>62</b>	<b>80</b>	71	(r)	(r)	<b>90</b>	74	79	71	73	73	<b>69</b>	<b>83</b>	<b>67</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>66</b>	<b>81</b>	67	<b>61</b>	64	64	(r)	(r)	<b>90</b>	65	68	<b>56</b>	64	<b>59</b>	<b>54</b>	<b>75</b>	<b>78</b>

# 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

	Cancer Institute 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	196	(r)	(r)	17	63	(r)	(r)	25	(r)	(r)	54	(r)	(r)	20	
Employee Engagement Index	79	(r)	(r)	81	82	(r)	(r)	65	(r)	(r)	76	(r)	(r)	85	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	(r)	(r)	88	84	(r)	(r)	<b>75</b>	(r)	(r)	85	(r)	(r)	<b>90</b>
41. I would recommend my workplace as a good place to work	<b>78</b>	(r)	(r)	81	82	(r)	(r)	<b>58</b>	(r)	(r)	77	(r)	(r)	80
42. I feel motivated to contribute more than what is normally required at work	<b>77</b>	(r)	(r)	81	<b>82</b>	(r)	(r)	<b>63</b>	(r)	(r)	75	(r)	(r)	75
43. I have a strong sense of belonging to my workplace	<b>71</b>	(r)	(r)	75	75	(r)	(r)	<b>46</b>	(r)	(r)	68	(r)	(r)	<b>80</b>
44. Overall I am satisfied to be working here at the present time	<b>79</b>	(r)	(r)	75	<b>84</b>	(r)	(r)	<b>71</b>	(r)	(r)	<b>72</b>	(r)	(r)	<b>90</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	(r)	(r)	<b>81</b>	75	(r)	(r)	<b>61</b>	(r)	(r)	<b>68</b>	(r)	(r)	<b>80</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>55</b>	(r)	(r)	<b>50</b>	57	(r)	(r)	<b>48</b>	(r)	(r)	<b>49</b>	(r)	(r)	<b>70</b>

# 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

	Cancer Institute 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	196	65	131	21	36	(r)	(r)	108	19	30	(r)	(r)	29	40	151	(r)
Employee Engagement Index	79	83	77	82	80	(r)	(r)	74	71	87	(r)	(r)	90	77	79	(r)

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	83	86	<b>76</b>	82	(r)	(r)	<b>80</b>	83	<b>93</b>	(r)	(r)	<b>96</b>	84	84	(r)
41. I would recommend my workplace as a good place to work	<b>78</b>	81	76	81	76	(r)	(r)	<b>73</b>	<b>61</b>	<b>90</b>	(r)	(r)	<b>93</b>	76	78	(r)
42. I feel motivated to contribute more than what is normally required at work	<b>77</b>	81	75	81	76	(r)	(r)	<b>71</b>	<b>67</b>	<b>87</b>	(r)	(r)	<b>89</b>	<b>71</b>	78	(r)
43. I have a strong sense of belonging to my workplace	<b>71</b>	<b>83</b>	<b>65</b>	<b>86</b>	<b>76</b>	(r)	(r)	70	67	<b>77</b>	(r)	(r)	74	68	72	(r)
44. Overall I am satisfied to be working here at the present time	<b>79</b>	81	78	81	76	(r)	(r)	<b>73</b>	<b>72</b>	<b>87</b>	(r)	(r)	<b>93</b>	82	78	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	74	73	76	<b>67</b>	(r)	(r)	<b>67</b>	78	<b>79</b>	(r)	(r)	<b>85</b>	74	73	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>55</b>	<b>70</b>	<b>47</b>	<b>67</b>	<b>65</b>	(r)	(r)	59	53	<b>47</b>	(r)	(r)	52	<b>63</b>	52	(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

	Cancer Institute of NSW	Length of Service at NSW Health						Age Group										
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Respondents	196	48	32	39	53	15	(r)	(r)	20	38	29	18	27	22	13	13	10	
Employee Engagement Index	79	82	82	80	76	76	(r)	(r)	86	76	85	65	87	82	71	82	67	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	87	<b>90</b>	87	<b>80</b>	<b>79</b>	(r)	(r)	<b>90</b>	86	86	<b>72</b>	<b>92</b>	86	85	<b>75</b>	<b>67</b>
41. I would recommend my workplace as a good place to work	<b>78</b>	<b>87</b>	<b>84</b>	79	<b>71</b>	<b>64</b>	(r)	(r)	<b>85</b>	75	<b>86</b>	<b>72</b>	<b>92</b>	77	<b>62</b>	<b>67</b>	<b>67</b>
42. I feel motivated to contribute more than what is normally required at work	<b>77</b>	<b>85</b>	<b>71</b>	<b>82</b>	75	79	(r)	(r)	<b>90</b>	<b>72</b>	<b>82</b>	<b>56</b>	81	<b>82</b>	77	<b>83</b>	<b>67</b>
43. I have a strong sense of belonging to my workplace	<b>71</b>	<b>66</b>	74	71	75	<b>79</b>	(r)	(r)	70	67	<b>82</b>	<b>56</b>	<b>81</b>	<b>77</b>	<b>54</b>	<b>92</b>	<b>44</b>
44. Overall I am satisfied to be working here at the present time	<b>79</b>	83	<b>84</b>	82	76	<b>71</b>	(r)	(r)	<b>90</b>	<b>72</b>	<b>89</b>	<b>56</b>	81	<b>86</b>	<b>69</b>	83	78
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	<b>81</b>	70	76	75	<b>64</b>	(r)	(r)	75	<b>66</b>	75	<b>61</b>	<b>88</b>	77	<b>69</b>	75	78
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>55</b>	<b>32</b>	<b>74</b>	54	<b>65</b>	54	(r)	(r)	<b>37</b>	<b>67</b>	<b>64</b>	<b>44</b>	58	55	<b>42</b>	<b>42</b>	56

# Guide to using this report

## Methodology

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

### Questionnaire design

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

### Data collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were also made available.

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

ORC International set up and hosted the online survey. Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

## Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 2nd April 2013. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to "Q5. Which of the following best describes your current employment status?" A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).

### Example calculation for NSW Health Overall:

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

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

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

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

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

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

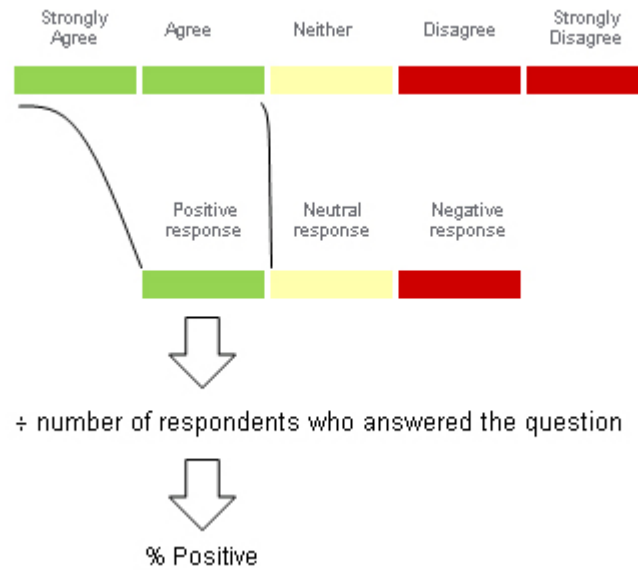
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# Guide to using this report

## % Positive

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



## Index and Section Scores

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

## Rounding

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

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

## Benchmark data

ORC International facilitates a benchmarking programme which allows organisations to benchmark their results against the results of other organisations in their sector. In this report, the external benchmark data is the average % positive score achieved from a recent surveys of a random sample of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.