

2013 YourSay Workplace Survey

LHD Report



Health Share

This Report

This report provides Health Share 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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1,634

88% (95% CI)

ACTUAL RESPONSES

24%

88% (95% CI)

2% Confidence Interval

ESTIMATED RESPONSE RATE

63%

2011: 57%

ENGAGEMENT INDEX

52%

2011: 45%

WORKPLACE CULTURE INDEX

Employee Engagement Index

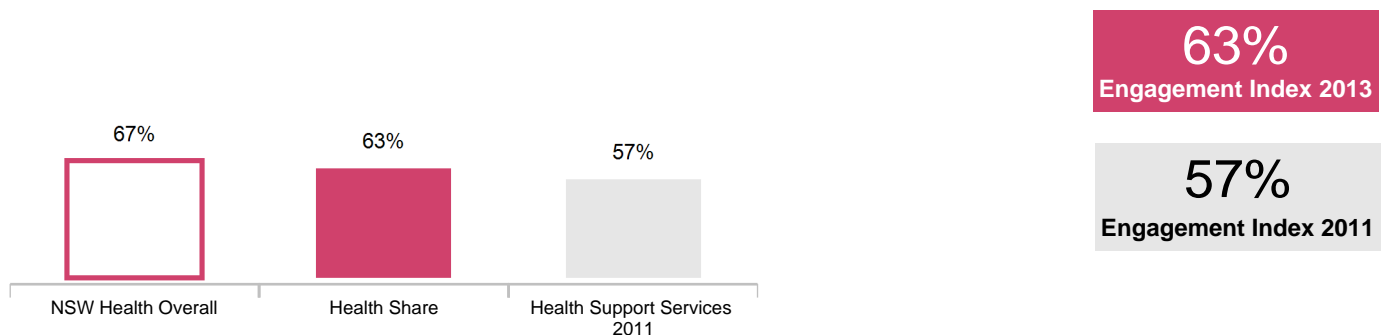
The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

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:

		% Positive response	% Neutral response	% Negative response	Variance from 2011
40.	Overall I am proud to be a part of this workplace	67	21	13	+4
41.	I would recommend my workplace as a good place to work	58	22	20	+8
43.	I have a strong sense of belonging to my workplace	59	23	19	+7
44.	Overall I am satisfied to be working here at the present time	65	19	17	+6
3.	Working here makes me want to do the best job I can	65	20	15	+4
42.	I feel motivated to contribute more than what is normally required at work	63	19	18	+6

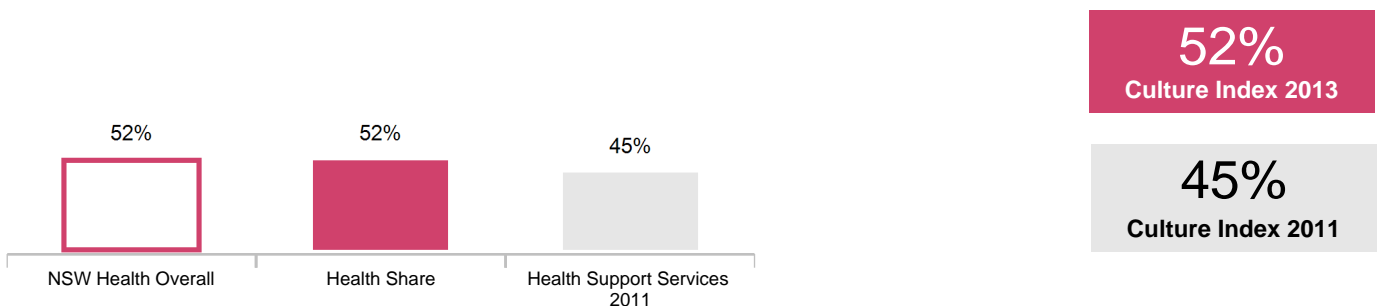


Employee Workplace Culture Index

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

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

	Key			Variance from 2011
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	51	22	27	+8
12. I believe I am valued for what I can offer at my workplace	58	19	23	+6
13. In my workplace, we recognise our successes and innovations	51	24	25	+9
14. Staff are treated respectfully regardless of their job	57	20	23	+9
17. Overall, I have confidence in the decisions made by my line manager	62	20	18	+9
18b. The senior managers at my workplace ... have a clear direction for the future	43	28	29	+6
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	25	30	+8
20. Overall, I have confidence in the decisions made by my senior managers	46	25	28	+7
22. I have a say in decisions which affect my work	44	25	31	+6
23. I think it is safe to speak up and challenge the way things are done	49	21	30	+5
24a. Where I work, we share the lessons learnt when mistakes are made	58	21	21	+8
28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	27	26	+10
37. My team's objectives/work plans are clearly outlined	63	21	16	+5
38. Our objectives/work plans help us to deliver a quality service	65	22	13	+5
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	35	28	+4



Drivers of Engagement

The impact analysis below identifies the areas that have the potential to improve and maintain the engagement of your employees. The dashboard below shows the questions with the greatest impact on Employee Engagement for Health Share. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Share 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	Health Support Services 2011 % positive score
		<i>Greatest</i>			
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		37	36	33
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		52	56	
22.	I have a say in decisions which affect my work		44	46	38
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		45	41	37
20.	Overall, I have confidence in the decisions made by my senior managers		46	42	39
19.	There is a positive relationship between senior management and staff in my workplace		45	40	37

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	63
Your Job	62
Your Team	61

Questions

	% Positive
15d. My line manager ... treats me with respect	74
1. My job makes good use of my skills and abilities	68
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67
40. Overall I am proud to be a part of this workplace	67
8. In my team we generally acknowledge one another's efforts and achievements	66

Lowlights

Sections

	% Positive
Senior Managers	46
Communication	53
Being valued	55

Questions


	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37
18b. The senior managers at my workplace ... have a clear direction for the future	43
22. I have a say in decisions which affect my work	44
19. There is a positive relationship between senior management and staff in my workplace	45
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45

Most Improved and Least Improved since 2011






This section shows the three most improved sections and five most improved questions since 2011. It also shows the three sections and five questions that have least improved since 2011.

Most improved

Sections

	% Positive	Variance from 2011
Communication	53	 +10
Your Team	61	 +9
Being valued	55	 +8

Questions



	% Positive	Variance from 2011
9. People in my team are honest and open	62	 +10
15a. My line manager ... recognises and acknowledges when I have done my job well	66	 +10
16. I receive regular and constructive feedback on my performance	48	 +10
28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	 +10
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	58	 +9

Least improved

Sections

	% Positive	Variance from 2011
There are no scores below		

Questions

	% Positive	Variance from 2011
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	-2 
36. In my workplace patient safety is at the centre of all decision making	52	-2 

Trend Comparison

This section shows comparisons between Health Share and the 2011 survey results for Health Support Services.



- 93% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
9. People in my team are honest and open	62	+10
15a. My line manager ... recognises and acknowledges when I have done my job well	66	+10
16. I receive regular and constructive feedback on my performance	48	+10
28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	+10
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	58	+9
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	+9
10. My team resolves conflict quickly when it arises	57	+9
13. In my workplace, we recognise our successes and innovations	51	+9
14. Staff are treated respectfully regardless of their job	57	+9
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	+9
17. Overall, I have confidence in the decisions made by my line manager	62	+9
11. Morale is good in my team	51	+8
15b. My line manager ... treats all staff in my team fairly	63	+8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	+8
19. There is a positive relationship between senior management and staff in my workplace	45	+8
21. I am kept well informed about what is happening in my workplace	47	+8

Trend Comparison

This section shows comparisons between Health Share and the 2011 survey results for Health Support Services.



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- 2% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
24a. Where I work, we share the lessons learnt when mistakes are made	58	■ +8
41. I would recommend my workplace as a good place to work	58	■ +8
8. In my team we generally acknowledge one another's efforts and achievements	66	■ +7
20. Overall, I have confidence in the decisions made by my senior managers	46	■ +7
43. I have a strong sense of belonging to my workplace	59	■ +7
12. I believe I am valued for what I can offer at my workplace	58	■ +6
18a. The senior managers at my workplace ... are aware of the issues I face in my job	50	■ +6
18b. The senior managers at my workplace ... have a clear direction for the future	43	■ +6
22. I have a say in decisions which affect my work	44	■ +6
42. I feel motivated to contribute more than what is normally required at work	63	■ +6
44. Overall I am satisfied to be working here at the present time	65	■ +6
5. I have sufficient control over my work so I can do my job well	66	■ +5
15d. My line manager ... treats me with respect	74	■ +5
23. I think it is safe to speak up and challenge the way things are done	49	■ +5
37. My team's objectives/work plans are clearly outlined	63	■ +5
38. Our objectives/work plans help us to deliver a quality service	65	■ +5

Trend Comparison

This section shows comparisons between Health Share and the 2011 survey results for Health Support Services.



- 93% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
2. I feel I am able to suggest ideas to improve our ways of doing things	65	+4
3. Working here makes me want to do the best job I can	65	+4
29. I am able to achieve a healthy work/life balance most of the time	65	+4
30. There are mechanisms in place to support me if I experience stress or pressure	51	+4
35. My work environment allows me to deliver the best possible services (patient care or support services)	63	+4
40. Overall I am proud to be a part of this workplace	67	+4
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	+4
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	+3
25. I have received the appropriate training and development to do my job effectively	61	+2
31. Reasonable expectations are placed on staff according to their position	56	+2
1. My job makes good use of my skills and abilities	68	+1
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	0
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	-2
36. In my workplace patient safety is at the centre of all decision making	52	-2

External Comparison

This section shows comparisons between Health Share 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.



- 24% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 75% ■ 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	45	+9
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	+7
18a. The senior managers at my workplace ... are aware of the issues I face in my job	50	+6
20. Overall, I have confidence in the decisions made by my senior managers	46	+6
15b. My line manager ... treats all staff in my team fairly	63	+5
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	+5
15a. My line manager ... recognises and acknowledges when I have done my job well	66	+4
17. Overall, I have confidence in the decisions made by my line manager	62	+3
22. I have a say in decisions which affect my work	44	+2
10. My team resolves conflict quickly when it arises	57	+1
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	+1
28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	+1
15d. My line manager ... treats me with respect	74	0
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	-1
16. I receive regular and constructive feedback on my performance	48	-1
18b. The senior managers at my workplace ... have a clear direction for the future	43	-1
39. At my workplace there is a good balance between delivering services and monitoring service delivery	57	-1

External Comparison

This section shows comparisons between Health Share 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.



- 24% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 75% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
42. I feel motivated to contribute more than what is normally required at work	63	-1 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	-1 ■
21. I am kept well informed about what is happening in my workplace	47	-2 ■
24a. Where I work, we share the lessons learnt when mistakes are made	58	-2 ■
29. I am able to achieve a healthy work/life balance most of the time	65	-3 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	63	-3 ■
23. I think it is safe to speak up and challenge the way things are done	49	-4 ■
9. People in my team are honest and open	62	-5 ■
11. Morale is good in my team	51	-5 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	-5 ■
31. Reasonable expectations are placed on staff according to their position	56	-5 ■
38. Our objectives/work plans help us to deliver a quality service	65	-5 ■
41. I would recommend my workplace as a good place to work	58	-5 ■
4. The right amount of approvals are required for routine decisions	51	-6 ■
5. I have sufficient control over my work so I can do my job well	66	-6 ■
14. Staff are treated respectfully regardless of their job	57	-6 ■
40. Overall I am proud to be a part of this workplace	67	-6 ■

External Comparison

This section shows comparisons between Health Share 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.



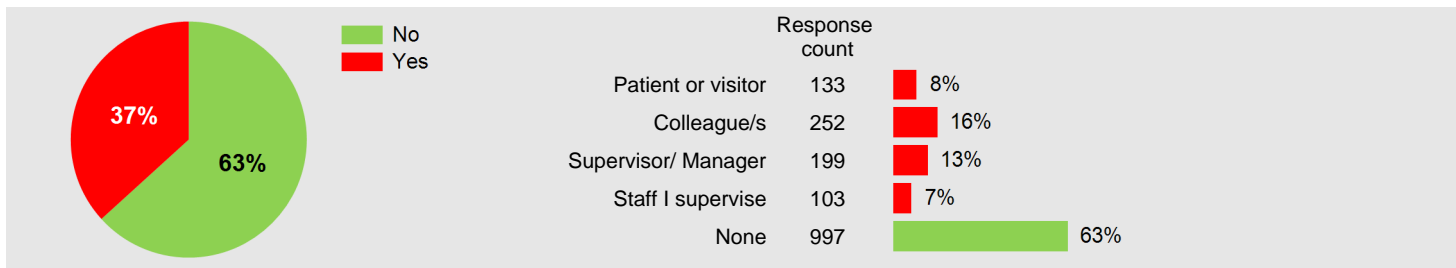
- 24% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 75% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
44. Overall I am satisfied to be working here at the present time	65	-6 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	-6 ■
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	58	-7 ■
43. I have a strong sense of belonging to my workplace	59	-7 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	65	-8 ■
8. In my team we generally acknowledge one another's efforts and achievements	66	-8 ■
12. I believe I am valued for what I can offer at my workplace	58	-8 ■
13. In my workplace, we recognise our successes and innovations	51	-8 ■
30. There are mechanisms in place to support me if I experience stress or pressure	51	-8 ■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	-8 ■
37. My team's objectives/work plans are clearly outlined	63	-8 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	-12 ■
3. Working here makes me want to do the best job I can	65	-13 ■
1. My job makes good use of my skills and abilities	68	-15 ■
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	-15 ■
25. I have received the appropriate training and development to do my job effectively	61	-17 ■
36. In my workplace patient safety is at the centre of all decision making	52	-21 ■

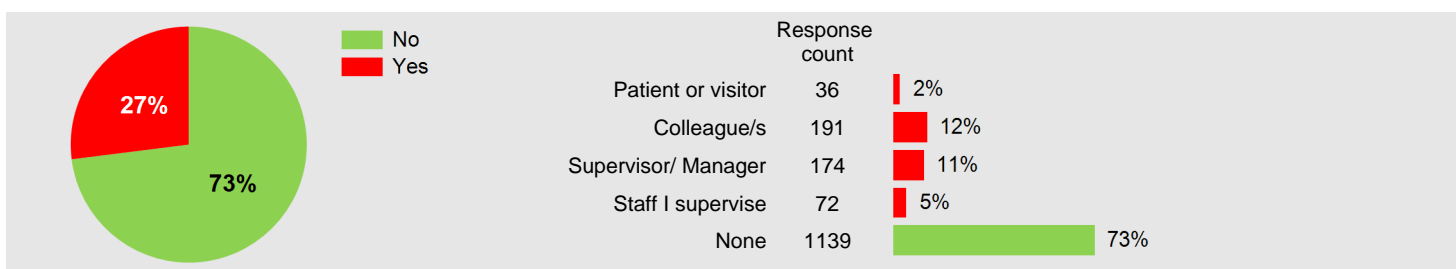
Unacceptable Behaviour

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

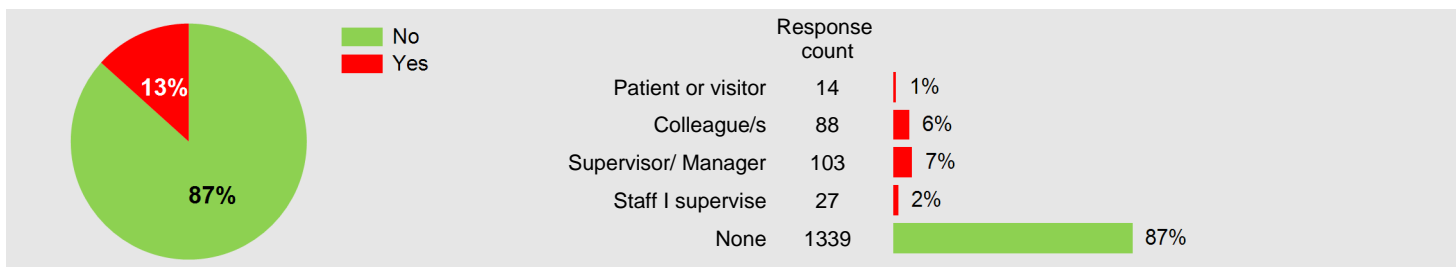
33a. In the last 12 months, I have been verbally abused by a ...



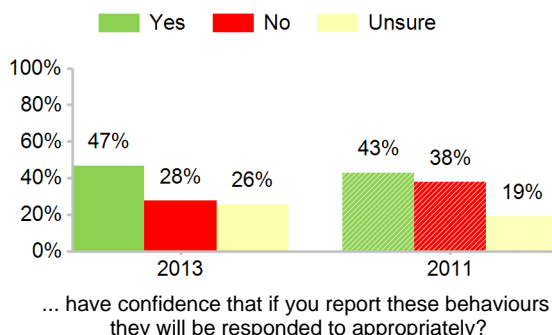
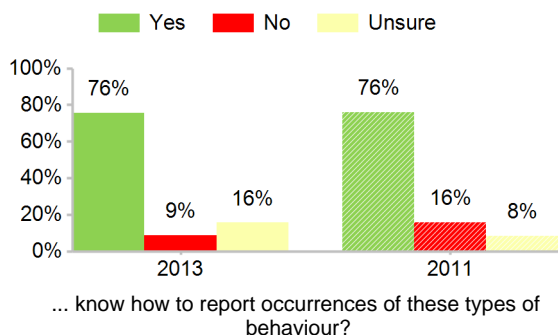
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

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 Job

				% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
				62		65	71
1. My job makes good use of my skills and abilities	68	17	16	68	67	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	65	15	20	65	61	68	73
3. Working here makes me want to do the best job I can	65	20	15	65	61	71	78
4. The right amount of approvals are required for routine decisions *	51	27	22	51		48	57
5. I have sufficient control over my work so I can do my job well	66	17	17	66	61	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	58	20	22	58	49	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

				% Positive Score	Health Support Services 2011	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		67	67	52	60	64
8.	In my team we generally acknowledge one another's efforts and achievements		66	66	59	69	74
9.	People in my team are honest and open		62	62	52	63	67
10.	My team resolves conflict quickly when it arises		57	57	48	51	56
11.	Morale is good in my team		51	51	43	51	56

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			Key	At least 1% greater than comparator	At least 1% less than comparator
	% positive response	% neutral response	% negative response			
Being valued						
12. I believe I am valued for what I can offer at my workplace	58	19	23			
13. In my workplace, we recognise our successes and innovations	51	24	25			
14. Staff are treated respectfully regardless of their job	57	20	23			
	55	47	59	63		
	58	52	61	66		
	51	42	55	59		
	57	48	60	63		

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			Key	At least 1% greater than comparator	At least 1% less than comparator	
	% positive response	% neutral response	% negative response				
Your Line Manager							
15a. My line manager ... recognises and acknowledges when I have done my job well	66	16	18				
15b. My line manager ... treats all staff in my team fairly	63	16	21				
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	18	18				
15d. My line manager ... treats me with respect	74	14	12				
16. I receive regular and constructive feedback on my performance	48	24	28				
17. Overall, I have confidence in the decisions made by my line manager	62	20	18				
				% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
				63	55	62	60

All Questions

This section shows the breakdown of responses to each question

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

Senior Managers

	% positive response	% neutral response	% negative response	% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
18a. The senior managers at my workplace ... are aware of the issues I face in my job				50	44	46	44
18b. The senior managers at my workplace ... have a clear direction for the future				43	37	40	44
K 18c. The senior managers at my workplace ... lead by example in creating a positive workplace				45	37	41	38
19. There is a positive relationship between senior management and staff in my workplace				45	37	40	36
K 20. Overall, I have confidence in the decisions made by my senior managers				46	39	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							
				% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	47	21	32	47	39	50	49
K 22. I have a say in decisions which affect my work	44	25	31	44	38	46	42
23. I think it is safe to speak up and challenge the way things are done	49	21	30	49	44	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	58	21	21	58	50	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	23	22	56		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	20	15	64		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			
					% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Training and Development Opportunities					58	57	69	73
25.	I have received the appropriate training and development to do my job effectively	61	21	18	61	59	71	78
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	23	16	62	64	76	77
27.	I am encouraged to take opportunities to learn new skills and have new experiences	51	24	25	51	48	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

Question	% positive response	% neutral response	% negative response	% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	27	26	47	37	42	46
29. I am able to achieve a healthy work/life balance most of the time	65	19	17	65	61	65	68
30. There are mechanisms in place to support me if I experience stress or pressure	51	27	23	51	47	54	59
31. Reasonable expectations are placed on staff according to their position	56	21	23	56	54	56	61
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	30	9	61	61	68	69

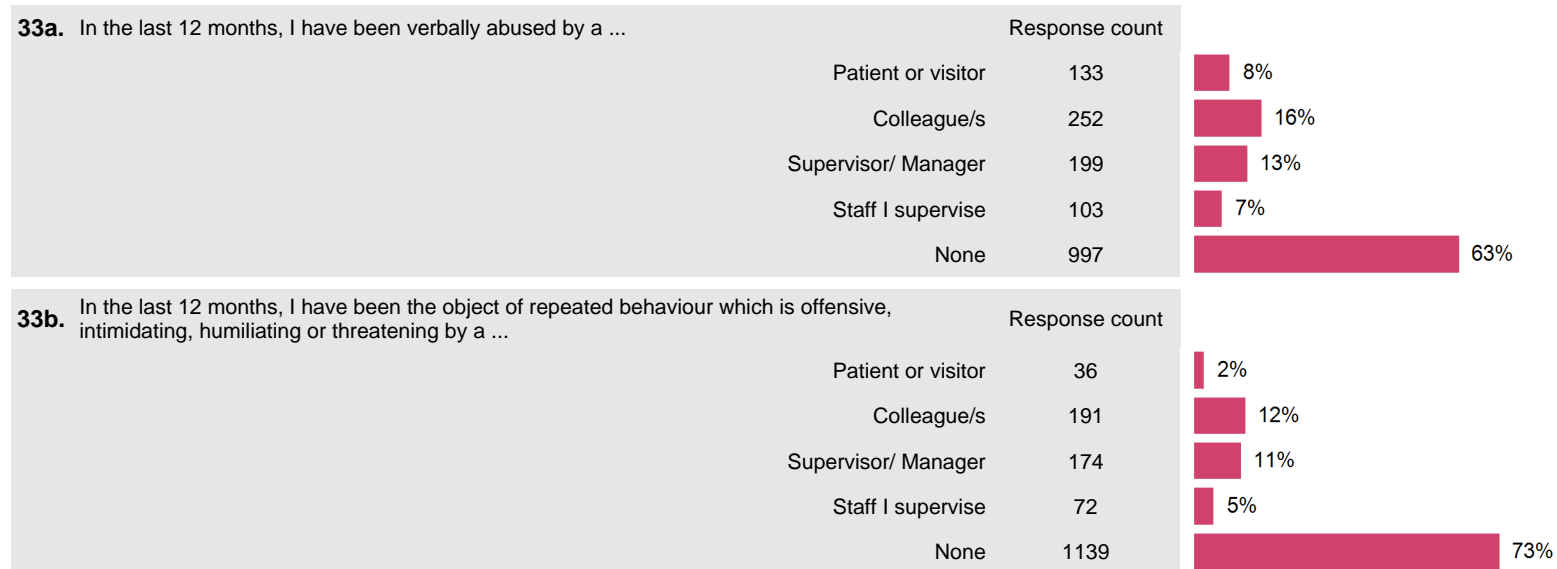
All Questions

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

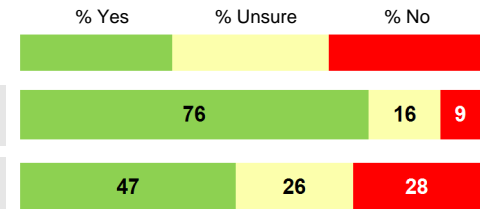
33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

Response	Response count
Patient or visitor	14
Colleague/s	88
Supervisor/ Manager	103
Staff I supervise	27
None	1339



34a. Do you currently ... know how to report occurrences of these types of behaviour?

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



% Positive Score
Health Support Services 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

76 **76** **83** **88**
47 **43** **45** **52**

All Questions

This section shows the breakdown of responses to each question

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

Key

A question identified as being a key driver of employee engagement

% positive response

% neutral response

% negative response

At least 1% greater than comparator

At least 1% less than comparator

Service Delivery

	% positive response	% neutral response	% negative response	% Positive Score	Health Support Services 2011	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)	63	24	13	63	59	59	66
36. In my workplace patient safety is at the centre of all decision making	52	40	8	52	54	67	73
37. My team's objectives/work plans are clearly outlined	63	21	16	63	58	65	71
38. Our objectives/work plans help us to deliver a quality service	65	22	13	65	60	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	57	26	17	57		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	Response Breakdown			% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response				
Your Workplace						57	52	60	62
40.		Overall I am proud to be a part of this workplace	67	21	13	67	63	71	73
41.		I would recommend my workplace as a good place to work	58	22	20	58	50	62	63
42.		I feel motivated to contribute more than what is normally required at work	63	19	18	63	57	65	64
43.		I have a strong sense of belonging to my workplace	59	23	19	59	52	64	66
44.		Overall I am satisfied to be working here at the present time	65	19	17	65	59	67	71
K		45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	29	19	52		56	58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	35	28	37	33	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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Your Job

1. My job makes good use of my skills and abilities	68	(r)	58	67	68	69	(r)	71	(r)	(r)	81	73	(r)	54
2. I feel I am able to suggest ideas to improve our ways of doing things	65	(r)	58	71	64	71	(r)	79	(r)	(r)	79	67	(r)	55
3. Working here makes me want to do the best job I can	65	(r)	58	54	61	81	(r)	50	(r)	(r)	74	70	(r)	61
4. The right amount of approvals are required for routine decisions	51	(r)	42	50	49	53	(r)	57	(r)	(r)	51	56	(r)	52
5. I have sufficient control over my work so I can do my job well	66	(r)	33	67	64	72	(r)	79	(r)	(r)	64	69	(r)	64
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	(r)	50	50	58	47	(r)	77	(r)	(r)	69	59	(r)	54

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Your Job

1. My job makes good use of my skills and abilities	68	78	65	76	82	75	(r)	67	65	74	71	61	75	67	70	35
2. I feel I am able to suggest ideas to improve our ways of doing things	65	75	62	76	74	75	(r)	64	61	68	75	61	73	66	66	45
3. Working here makes me want to do the best job I can	65	68	64	69	68	69	(r)	63	64	71	78	61	73	65	67	34
4. The right amount of approvals are required for routine decisions	51	48	52	50	45	50	(r)	50	55	55	63	50	52	46	55	29
5. I have sufficient control over my work so I can do my job well	66	64	66	64	62	88	(r)	64	61	72	73	83	70	63	68	48
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	58	71	54	68	73	88	(r)	56	53	67	71	56	75	60	59	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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Your Job

1. My job makes good use of my skills and abilities	68	74	62	66	55	73	74	69	68	70	68	67	73	71	67	74	34
2. I feel I am able to suggest ideas to improve our ways of doing things	65	73	64	64	53	63	71	67	62	70	71	69	69	61	62	73	38
3. Working here makes me want to do the best job I can	65	78	63	59	56	65	69	69	63	64	66	66	69	64	66	76	38
4. The right amount of approvals are required for routine decisions	51	64	48	46	47	50	54	64	47	50	52	48	51	53	51	65	29
5. I have sufficient control over my work so I can do my job well	66	76	64	64	64	61	64	78	68	66	70	63	67	62	65	72	44
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	58	73	54	57	48	57	57	64	64	63	68	61	61	49	56	55	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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	(r)	67	75	72	53	(r)	93	(r)	(r)	84	58	(r)	67
8. In my team we generally acknowledge one another's efforts and achievements	66	(r)	50	71	71	56	(r)	93	(r)	(r)	78	60	(r)	62
9. People in my team are honest and open	62	(r)	58	63	68	53	(r)	71	(r)	(r)	74	53	(r)	60
10. My team resolves conflict quickly when it arises	57	(r)	67	54	64	41	(r)	86	(r)	(r)	74	46	(r)	52
11. Morale is good in my team	51	(r)	42	42	54	47	(r)	64	(r)	(r)	59	48	(r)	48

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	69	67	63	76	69	(r)	65	66	72	83	61	75	66	69	41
8. In my team we generally acknowledge one another's efforts and achievements	66	76	64	72	81	69	(r)	64	66	72	79	56	74	64	69	42
9. People in my team are honest and open	62	67	61	64	71	69	(r)	59	59	71	79	56	74	63	63	36
10. My team resolves conflict quickly when it arises	57	62	56	58	67	75	(r)	55	49	68	70	41	70	60	57	38
11. Morale is good in my team	51	54	50	52	57	56	(r)	47	44	62	81	50	70	53	52	25

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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	80	64	66	56	66	65	73	73	68	72	68	70	65	60	67	46
8. In my team we generally acknowledge one another's efforts and achievements	66	79	62	65	57	64	68	73	69	69	72	73	64	62	64	65	42
9. People in my team are honest and open	62	79	60	63	53	56	58	73	73	64	66	66	59	60	51	65	41
10. My team resolves conflict quickly when it arises	57	73	58	58	44	53	52	68	69	59	62	56	57	52	49	55	44
11. Morale is good in my team	51	74	51	51	37	45	45	68	59	53	60	51	53	44	44	48	28

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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Being valued

12. I believe I am valued for what I can offer at my workplace	58	(r)	42	54	56	56	(r)	69	(r)	(r)	63	61	(r)	52
13. In my workplace, we recognise our successes and innovations	51	(r)	25	42	49	44	(r)	77	(r)	(r)	54	55	(r)	49
14. Staff are treated respectfully regardless of their job	57	(r)	58	50	59	63	(r)	62	(r)	(r)	58	56	(r)	51

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Being valued

12. I believe I am valued for what I can offer at my workplace	58	60	57	60	59	81	(r)	55	56	63	73	50	76	57	59	31
13. In my workplace, we recognise our successes and innovations	51	56	50	56	55	75	(r)	49	52	58	63	53	61	50	53	22
14. Staff are treated respectfully regardless of their job	57	62	56	61	62	69	(r)	54	53	63	76	65	73	58	58	33

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

	Health Share	Length of Service at NSW Health						Age Group									
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Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Being valued

12. I believe I am valued for what I can offer at my workplace	58	73	57	52	53	55	58	56	56	60	64	60	61	56	57	63	33
13. In my workplace, we recognise our successes and innovations	51	69	46	46	43	47	56	65	53	51	55	52	54	46	53	54	23
14. Staff are treated respectfully regardless of their job	57	75	60	54	45	52	55	71	63	54	60	61	63	50	54	63	31

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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	66	(r)	50	58	68	53	(r)	75	(r)	(r)	78	64	(r)	65
15b. My line manager ... treats all staff in my team fairly	63	(r)	58	38	66	59	(r)	54	(r)	(r)	71	62	(r)	59
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	(r)	42	46	69	48	(r)	77	(r)	(r)	73	60	(r)	61
15d. My line manager ... treats me with respect	74	(r)	80	67	77	63	(r)	77	(r)	(r)	85	70	(r)	74
16. I receive regular and constructive feedback on my performance	48	(r)	33	33	46	48	(r)	23	(r)	(r)	54	52	(r)	47
17. Overall, I have confidence in the decisions made by my line manager	62	(r)	58	38	64	55	(r)	46	(r)	(r)	73	59	(r)	56

Results by Demographic

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

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	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	66	66	66	63	68	75	(r)	62	69	71	81	71	81	66	67	44
15b. My line manager ... treats all staff in my team fairly	63	66	63	64	68	69	(r)	59	66	69	84	78	84	64	64	41
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	67	65	65	67	75	(r)	60	68	78	84	82	73	64	66	41
15d. My line manager ... treats me with respect	74	76	74	73	78	81	(r)	70	79	82	89	82	86	72	76	55
16. I receive regular and constructive feedback on my performance	48	47	48	49	44	63	(r)	45	55	57	56	56	51	45	51	25
17. Overall, I have confidence in the decisions made by my line manager	62	61	62	58	64	75	(r)	58	64	69	77	83	75	60	64	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

	Health Share	Length of Service at NSW Health						Age Group									
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Respondents	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	66	79	67	66	58	57	67	73	72	72	72	65	67	61	57	69	44
15b. My line manager ... treats all staff in my team fairly	63	78	64	61	57	55	65	77	69	68	68	64	63	58	60	64	41
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65	82	66	65	55	55	62	83	71	69	66	66	68	60	56	61	47
15d. My line manager ... treats me with respect	74	86	80	75	65	67	71	85	78	84	78	73	77	66	69	73	62
16. I receive regular and constructive feedback on my performance	48	65	43	50	37	42	45	65	50	49	51	50	46	43	45	52	27
17. Overall, I have confidence in the decisions made by my line manager	62	80	61	61	50	53	62	78	68	64	66	63	60	57	59	57	43

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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	50	(r)	17	39	47	55	(r)	38	(r)	(r)	56	55	(r)	49
18b. The senior managers at my workplace ... have a clear direction for the future	43	(r)	25	39	41	52	(r)	31	(r)	(r)	41	48	(r)	42
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	(r)	25	39	41	55	(r)	38	(r)	(r)	40	51	(r)	46
19. There is a positive relationship between senior management and staff in my workplace	45	(r)	25	39	43	48	(r)	23	(r)	(r)	39	50	(r)	41
20. Overall, I have confidence in the decisions made by my senior managers	46	(r)	33	35	44	53	(r)	38	(r)	(r)	46	52	(r)	46

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	50	52	49	51	50	80	(r)	48	49	56	64	65	46	49	51	32
18b. The senior managers at my workplace ... have a clear direction for the future	43	43	43	41	43	56	(r)	40	44	52	63	56	42	38	47	17
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	45	45	47	39	63	(r)	42	45	52	67	53	46	42	47	21
19. There is a positive relationship between senior management and staff in my workplace	45	45	44	45	42	63	(r)	41	50	52	69	56	45	42	47	22
20. Overall, I have confidence in the decisions made by my senior managers	46	47	46	46	46	56	(r)	43	49	55	67	72	49	43	49	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

	Health Share	Length of Service at NSW Health						Age Group									
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Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	50	63	43	50	46	46	49	66	50	53	51	45	57	44	48	53	30
18b. The senior managers at my workplace ... have a clear direction for the future	43	62	37	42	34	37	43	65	47	43	49	41	46	34	39	46	19
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	45	63	40	43	40	39	42	65	54	41	47	40	50	38	44	48	20
19. There is a positive relationship between senior management and staff in my workplace	45	66	40	41	42	35	43	63	55	44	48	44	44	36	39	49	27
20. Overall, I have confidence in the decisions made by my senior managers	46	68	45	44	41	37	43	72	58	47	44	43	50	38	41	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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Communication

21. I am kept well informed about what is happening in my workplace	47	(r)	50	39	45	50	(r)	46	(r)	(r)	45	50	(r)	45
22. I have a say in decisions which affect my work	44	(r)	17	43	42	50	(r)	54	(r)	(r)	47	45	(r)	43
23. I think it is safe to speak up and challenge the way things are done	49	(r)	33	36	46	59	(r)	62	(r)	(r)	53	51	(r)	44
24a. Where I work, we share the lessons learnt when mistakes are made	58	(r)	42	65	59	63	(r)	69	(r)	(r)	59	58	(r)	53
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	(r)	50	43	56	59	(r)	77	(r)	(r)	56	57	(r)	51
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	(r)	42	48	63	63	(r)	77	(r)	(r)	70	69	(r)	59

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Communication

21. I am kept well informed about what is happening in my workplace	47	45	47	42	45	63	(r)	44	48	54	60	56	46	42	51	17
22. I have a say in decisions which affect my work	44	51	41	48	52	73	(r)	42	38	50	47	65	56	46	44	22
23. I think it is safe to speak up and challenge the way things are done	49	54	46	53	53	63	(r)	47	49	52	52	56	62	51	49	27
24a. Where I work, we share the lessons learnt when mistakes are made	58	62	57	60	64	69	(r)	56	58	65	74	56	58	58	59	32
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	58	55	57	56	81	(r)	54	58	67	65	50	47	51	59	34
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	66	64	65	66	88	(r)	62	66	71	76	76	66	61	67	41

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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Communication

21. I am kept well informed about what is happening in my workplace	47	64	41	47	39	41	45	55	54	47	45	51	47	43	44	56	22
22. I have a say in decisions which affect my work	44	54	40	43	33	40	49	55	49	47	46	40	44	41	44	45	17
23. I think it is safe to speak up and challenge the way things are done	49	59	47	46	40	47	51	63	49	51	53	49	53	41	50	49	27
24a. Where I work, we share the lessons learnt when mistakes are made	58	73	59	54	48	55	59	72	65	60	64	57	59	50	55	67	32
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	69	52	56	48	49	56	68	62	57	59	52	56	52	54	61	32
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	76	61	65	61	59	62	77	68	66	65	61	66	62	62	72	39

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												
			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	Health Share	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	Health Share	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Training and Development Opportunities

25.	I have received the appropriate training and development to do my job effectively	61	(r)	50	36	57	63	(r)	46	(r)	(r)	69	69	(r)	51
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	(r)	67	61	53	75	(r)	46	(r)	(r)	64	77	(r)	47
27.	I am encouraged to take opportunities to learn new skills and have new experiences	51	(r)	50	39	48	66	(r)	50	(r)	(r)	59	54	(r)	43

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	61	62	60	59	64	75	(r)	62	61	60	58	69	47	58	64	40
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	68	59	65	70	81	(r)	63	74	56	45	71	41	59	64	45
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	57	49	57	54	69	(r)	50	50	55	60	69	43	50	53	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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	61	62	53	59	62	66	62	67	69	55	59	64	64	59	64	65	39
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	62	54	49	59	67	67	75	61	58	60	56	64	65	67	64	73	34
27. I am encouraged to take opportunities to learn new skills and have new experiences	51	59	47	47	46	51	53	59	53	54	51	49	57	49	48	53	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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	(r)	50	35	46	38	(r)	54	(r)	(r)	46	50	(r)	43
29. I am able to achieve a healthy work/life balance most of the time	65	(r)	58	74	67	66	(r)	85	(r)	(r)	68	62	(r)	59
30. There are mechanisms in place to support me if I experience stress or pressure	51	(r)	33	52	47	50	(r)	46	(r)	(r)	54	59	(r)	42
31. Reasonable expectations are placed on staff according to their position	56	(r)	33	48	54	69	(r)	69	(r)	(r)	63	61	(r)	46
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	(r)	50	61	57	66	(r)	73	(r)	(r)	57	68	(r)	63

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	52	45	49	54	69	(r)	45	51	53	58	44	44	48	46	33
29. I am able to achieve a healthy work/life balance most of the time	65	57	67	60	53	69	(r)	61	70	73	73	75	77	64	66	48
30. There are mechanisms in place to support me if I experience stress or pressure	51	51	50	51	48	75	(r)	49	57	54	53	75	47	48	53	30
31. Reasonable expectations are placed on staff according to their position	56	55	56	55	53	69	(r)	53	56	63	69	63	65	56	57	31
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	61	61	66	54	81	(r)	60	67	63	64	88	47	60	63	31

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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	47	62	41	43	42	44	47	64	50	47	50	50	46	42	40	50	33
29. I am able to achieve a healthy work/life balance most of the time	65	76	70	64	57	59	61	70	73	70	69	61	65	59	60	68	49
30. There are mechanisms in place to support me if I experience stress or pressure	51	63	50	42	46	50	54	64	54	49	52	51	53	49	47	56	28
31. Reasonable expectations are placed on staff according to their position	56	72	52	50	42	58	58	68	59	57	60	54	59	52	51	61	35
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	68	62	60	57	56	62	79	67	65	61	58	60	57	57	72	29

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												
		Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162	
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58	
Unacceptable Behaviour															
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	76	(r)	50	57	73	75	(r)	92	(r)	(r)	79	84	(r)	69
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	47	(r)	33	35	46	41	(r)	38	(r)	(r)	44	49	(r)	46

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	76	84	73	84	84	88	(r)	79	81	66	66	63	58	73	78	57
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	47	51	45	51	51	69	(r)	45	51	48	63	69	44	45	49	25

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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	76	68	67	76	80	79	83	75	74	74	73	78	76	77	78	84	68
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	47	60	44	43	40	41	51	60	51	49	45	52	48	41	44	53	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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	63	(r)	67	39	57	72	(r)	69	(r)	(r)	70	74	(r)	57
36. In my workplace patient safety is at the centre of all decision making	52	(r)	58	35	37	93	(r)	54	(r)	(r)	53	73	(r)	46
37. My team's objectives/work plans are clearly outlined	63	(r)	50	43	61	66	(r)	77	(r)	(r)	62	69	(r)	59
38. Our objectives/work plans help us to deliver a quality service	65	(r)	67	43	60	66	(r)	92	(r)	(r)	71	72	(r)	58
39. At my workplace there is a good balance between delivering services and monitoring service delivery	57	(r)	33	43	53	50	(r)	75	(r)	(r)	53	69	(r)	50

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	63	63	63	65	61	63	(r)	61	68	70	71	75	58	58	68	27
36. In my workplace patient safety is at the centre of all decision making	52	55	50	56	51	56	(r)	51	63	56	41	75	35	52	53	27
37. My team's objectives/work plans are clearly outlined	63	67	62	65	68	75	(r)	62	64	69	68	69	60	58	67	38
38. Our objectives/work plans help us to deliver a quality service	65	68	63	64	72	75	(r)	63	67	72	74	75	60	60	69	34
39. At my workplace there is a good balance between delivering services and monitoring service delivery	57	61	56	61	59	69	(r)	55	61	64	71	59	52	54	61	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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78	
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35	

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	63	74	59	56	61	63	68	76	70	61	63	61	63	61	63	74	35
36. In my workplace patient safety is at the centre of all decision making	52	52	44	49	52	51	64	62	50	48	46	51	49	57	55	64	34
37. My team's objectives/work plans are clearly outlined	63	75	63	62	55	60	61	77	68	60	69	62	63	60	60	68	38
38. Our objectives/work plans help us to deliver a quality service	65	76	63	62	61	60	65	79	71	62	67	67	66	63	63	69	29
39. At my workplace there is a good balance between delivering services and monitoring service delivery	57	71	53	53	54	54	59	77	65	55	60	56	61	54	54	61	24

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

	Health Share	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	1634	(r)	12	24	743	32	(r)	14	(r)	(r)	98	478	(r)	162
Employee Engagement Index	63	(r)	51	52	60	69	(r)	71	(r)	(r)	69	66	(r)	58

Your Workplace

40. Overall I am proud to be a part of this workplace	67	(r)	50	61	65	72	(r)	69	(r)	(r)	69	72	(r)	59
41. I would recommend my workplace as a good place to work	58	(r)	42	43	57	59	(r)	77	(r)	(r)	60	60	(r)	53
42. I feel motivated to contribute more than what is normally required at work	63	(r)	42	45	60	69	(r)	85	(r)	(r)	73	67	(r)	58
43. I have a strong sense of belonging to my workplace	59	(r)	58	43	55	63	(r)	75	(r)	(r)	67	62	(r)	53
44. Overall I am satisfied to be working here at the present time	65	(r)	58	65	64	69	(r)	69	(r)	(r)	69	66	(r)	60
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	(r)	42	61	51	63	(r)	62	(r)	(r)	62	54	(r)	45
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	(r)	50	19	34	35	(r)	46	(r)	(r)	34	42	(r)	34

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

	Health Share	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	1634	381	1207	196	160	16	(r)	1112	149	200	63	18	80	504	1049	64
Employee Engagement Index	63	65	62	65	63	72	(r)	60	62	69	78	67	68	60	66	29

Your Workplace

40. Overall I am proud to be a part of this workplace	67	69	66	69	68	75	(r)	64	67	73	82	75	71	64	70	29
41. I would recommend my workplace as a good place to work	58	58	57	58	57	69	(r)	55	54	67	81	63	61	58	60	23
42. I feel motivated to contribute more than what is normally required at work	63	69	61	69	68	81	(r)	60	63	69	82	69	73	61	66	29
43. I have a strong sense of belonging to my workplace	59	62	57	61	61	69	(r)	57	57	63	65	63	61	56	62	26
44. Overall I am satisfied to be working here at the present time	65	62	66	65	58	69	(r)	62	67	70	82	71	71	59	69	34
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	55	51	53	56	69	(r)	49	55	58	70	56	56	50	55	18
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	38	36	41	34	44	(r)	35	45	38	34	44	35	34	39	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

	Health Share	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	1634	274	216	379	202	302	248	98	161	195	176	174	192	254	172	112	78
Employee Engagement Index	63	76	63	59	55	59	63	72	66	64	65	63	66	58	60	70	35

Your Workplace

40. Overall I am proud to be a part of this workplace	67	79	67	64	61	63	66	78	66	69	72	68	69	64	66	72	34
41. I would recommend my workplace as a good place to work	58	77	60	53	50	54	53	73	66	60	58	61	61	51	51	62	31
42. I feel motivated to contribute more than what is normally required at work	63	78	62	59	56	59	65	70	67	64	66	65	69	55	60	72	39
43. I have a strong sense of belonging to my workplace	59	68	56	55	54	55	63	65	63	63	62	59	63	55	55	60	30
44. Overall I am satisfied to be working here at the present time	65	79	68	62	54	61	63	75	71	66	67	61	67	60	61	77	40
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	64	48	48	45	53	53	60	54	53	51	55	60	48	47	58	23
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	37	40	35	31	37	41	47	39	39	40	37	36	30	37	44	16

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:

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

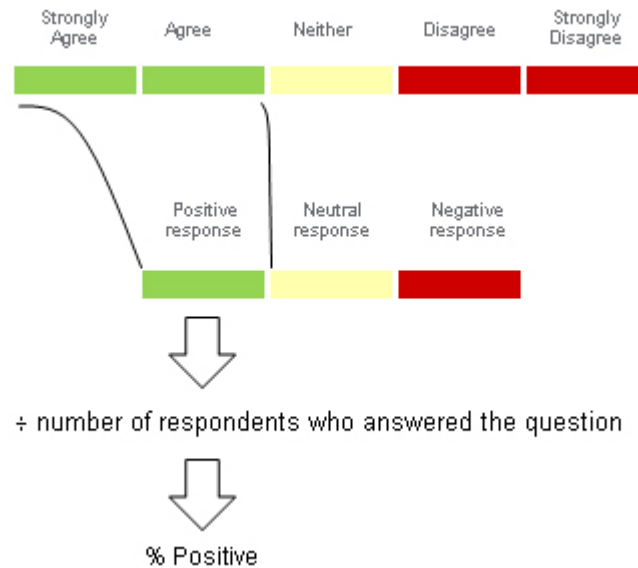
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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%	

Trend data

Comparisons to the previous survey relate to the results from the 2011 YourSay Workplace Survey. Questions 4 and 39 were negatively worded in 2011 and so are not directly comparable to 2013 results. Questions 33a and 33b specifically excluded patients and visitors from the inappropriate behaviour and are not directly comparable to 2013 results. Questions 24b, 24c and 33c were introduced to the survey in 2013 and therefore do not have trend data.

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.