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.

1,634

ACTUAL RESPONSES

24%

2% Confidence Interval

ESTIMATED RESPONSE RATE

63%

2011: 57%

ENGAGEMENT INDEX

52%

2011: 45%

WORKPLACE CULTURE INDEX

Contents

ORCInternational
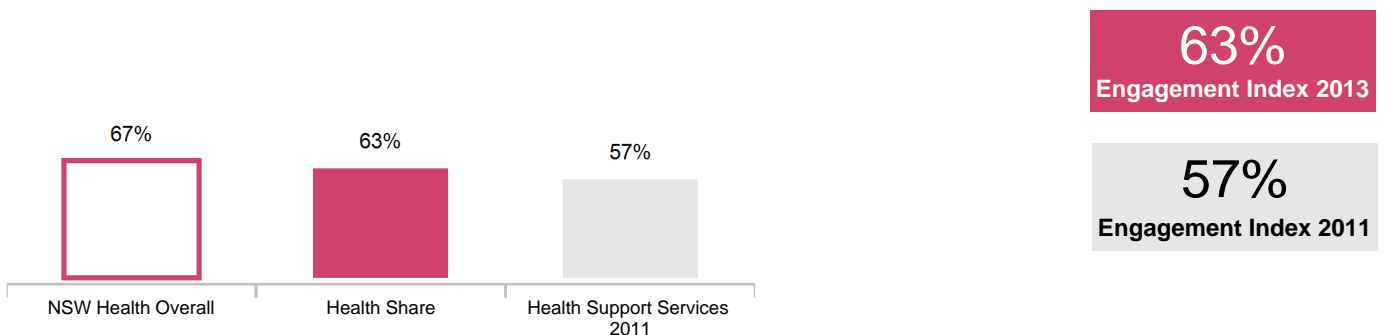
Employee Engagement Index

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

The three elements of Employee Engagement

Say   Strongly advocating the organisation

Stay   An emotional commitment to the organisation and a desire to stay

Strive   Providing sustained additional effort in line with organisational goals

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

Key

% Positive response	% Neutral response	% Negative response

#	Question	% Positive	% Neutral	% Negative	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

NSW Health Overall	Health Share	Health Support Services 2011
67%	63%	57%

63%
Engagement Index 2013
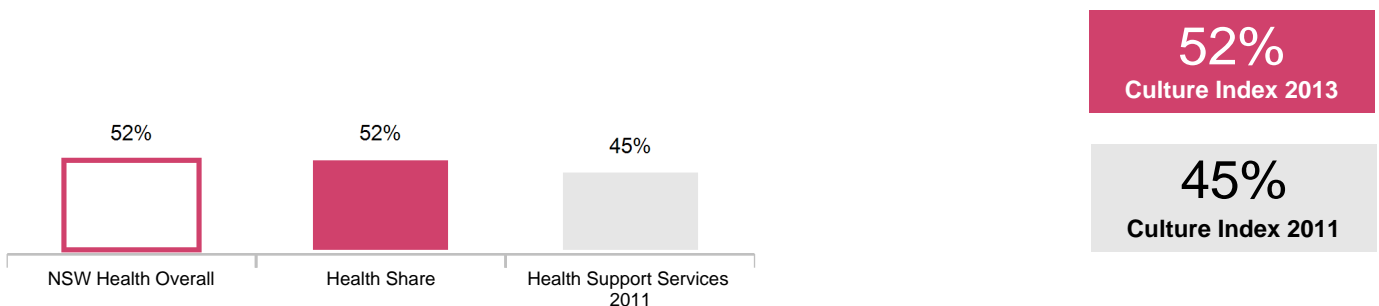
57%
Engagement Index 2011

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

% Positive response	% Neutral response	% Negative response

Variance from 2011

		Positive	Neutral	Negative	Variance
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

	NSW Health Overall	Health Share	Health Support Services 2011
	52%	52%	45%

52%
Culture Index 2013

45%
Culture Index 2011

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
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	*Greatest*	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.

	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
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.
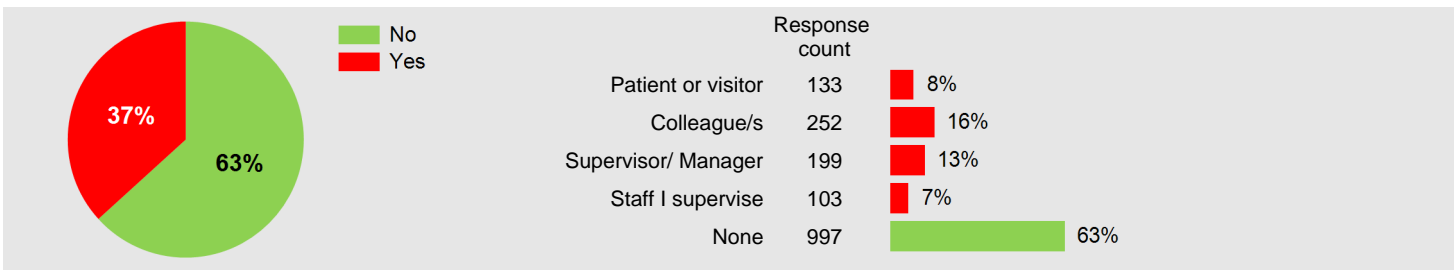

24% ■ Proportion of questions above the benchmark by 1 or more percentage points

2% ■ Proportion of questions inline with the benchmark

75% ■ Proportion of questions below the benchmark by 1 or more percentage points

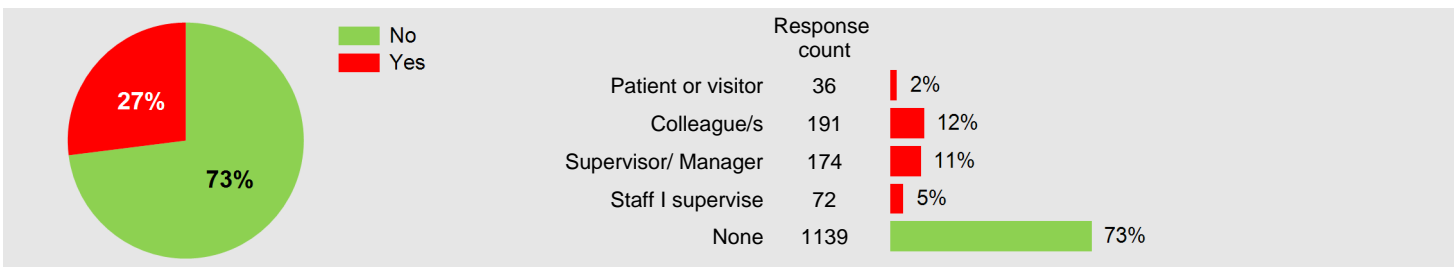|		% Positive	Variance from benchmark
44.	Overall I am satisfied to be working here at the present time	65	-6
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	-6
6.	At my workplace I am able to positively influence the way we do things at work, including 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

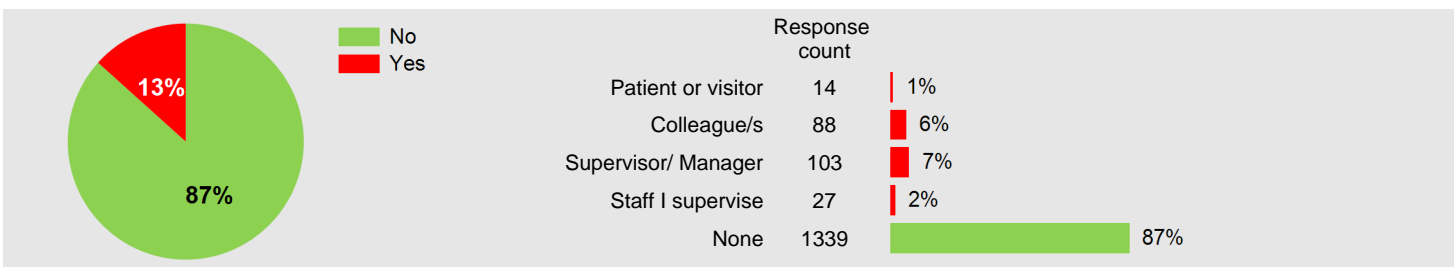This section shows the results to questions asked regarding unacceptable behaviour.

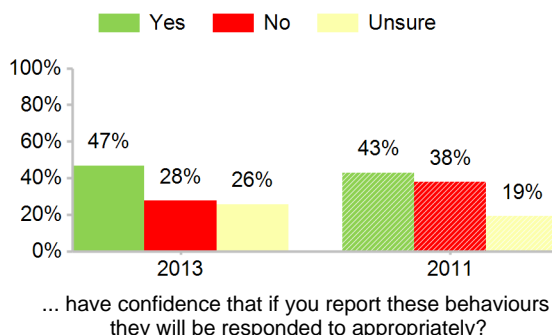## 33a. In the last 12 months, I have been verbally abused by a ...

	No	Yes

	Response count	
Patient or visitor	133	8%
Colleague/s	252	16%
Supervisor/ Manager	199	13%
Staff I supervise	103	7%
None	997	63%

Pie chart: No 63%, Yes 37%

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

	Response count	
Patient or visitor	36	2%
Colleague/s	191	12%
Supervisor/ Manager	174	11%
Staff I supervise	72	5%
None	1139	73%

Pie chart: No 73%, Yes 27%

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	14	1%
Colleague/s	88	6%
Supervisor/ Manager	103	7%
Staff I supervise	27	2%
None	1339	87%

Pie chart: No 87%, Yes 13%

34. Do you currently ...

Chart (Yes / No / Unsure):

... know how to report occurrences of these types of behaviour?

	Yes	No	Unsure
2013	76%	9%	16%
2011	76%	16%	8%

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

	Yes	No	Unsure
2013	47%	28%	26%
2011	43%	38%	19%

All Questions

This section shows the breakdown of responses to each question

Your Job

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

% 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
Your Team		**61**	**52**	**60**	**64**
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67 / 17 / 16	67	58	68	68
8. In my team we generally acknowledge one another's efforts and achievements	66 / 17 / 17	66	59	69	74
9. People in my team are honest and open	62 / 21 / 17	62	52	63	67
10. My team resolves conflict quickly when it arises	57 / 22 / 21	57	48	51	56
11. Morale is good in my team	51 / 22 / 27	51	43	51	56

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

		% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Being valued		**55**	**47**	**59**	**63**
12. I believe I am valued for what I can offer at my workplace	58 / 19 / 23	**58**	**52**	**61**	**66**
13. In my workplace, we recognise our successes and innovations	51 / 24 / 25	**51**	**42**	**55**	**59**
14. Staff are treated respectfully regardless of their job	57 / 20 / 23	**57**	**48**	**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

	% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Line Manager	**63**	**55**	**62**	**60**
15a. My line manager ... recognises and acknowledges when I have done my job well	66 | 16 | 18 → **66**	**56**	**64**	**62**
15b. My line manager ... treats all staff in my team fairly	63 | 16 | 21 → **63**	**55**	**62**	**58**
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	65 | 18 | 18 → **65**	**56**	**60**	**60**
15d. My line manager ... treats me with respect	74 | 14 | 12 → **74**	**69**	**75**	**74**
16. I receive regular and constructive feedback on my performance	48 | 24 | 28 → **48**	**38**	**49**	**49**
17. Overall, I have confidence in the decisions made by my line manager	62 | 20 | 18 → **62**	**53**	**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

		% positive response	% neutral response	% negative response	% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Senior Managers					**46**	**39**	**42**	**40**
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	50	22	28	50	44	46	44
18b.	The senior managers at my workplace ... have a clear direction for the future	43	28	29	43	37	40	44
K 18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	45	25	30	45	37	41	38
19.	There is a positive relationship between senior management and staff in my workplace	45	25	30	45	37	40	36
K 20.	Overall, I have confidence in the decisions made by my senior managers	46	25	28	46	39	42	40

All Questions

This section shows the breakdown of responses to each question

Communication

				% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	Communication			**53**	**43**	**53**	**55**
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

% 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

		% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Work Environment		**56**	**52**	**57**	**61**
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	**47** (47 / 27 / 26)	**47**	**37**	**42**	**46**
29.	I am able to achieve a healthy work/life balance most of the time	**65** (65 / 19 / 17)	**65**	**61**	**65**	**68**
30.	There are mechanisms in place to support me if I experience stress or pressure	**51** (51 / 27 / 23)	**51**	**47**	**54**	**59**
31.	Reasonable expectations are placed on staff according to their position	**56** (56 / 21 / 23)	**56**	**54**	**56**	**61**
32.	My workplace is proactive in minimising potential violence/abuse from patients or visitors	**61** (61 / 30 / 9)	**61**	**61**	**68**	**69**

All Questions

This section shows the breakdown of responses to each question

Unacceptable Behaviour

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

	Response count	
Patient or visitor	133	8%
Colleague/s	252	16%
Supervisor/ Manager	199	13%
Staff I supervise	103	7%
None	997	63%

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

	Response count	
Patient or visitor	36	2%
Colleague/s	191	12%
Supervisor/ Manager	174	11%
Staff I supervise	72	5%
None	1139	73%

All Questions

This section shows the breakdown of responses to each question

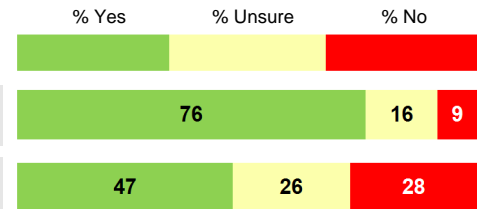|		% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark

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	14	1%
Colleague/s	88	6%
Supervisor/ Manager	103	7%
Staff I supervise	27	2%
None	1339	87%

% Yes   % Unsure   % No

		% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
34a.	Do you currently ... know how to report occurrences of these types of behaviour? (76 / 16 / 9)	76	76	83	88
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately? (47 / 26 / 28)	47	43	45	52

All Questions

This section shows the breakdown of responses to each question

Key	* This question was negatively worded in 2011 and is not directly comparable to 2013 results	% positive response	% neutral response	% negative response	At least 1% greater than comparator
	A question identified as being a key driver of employee engagement				At least 1% less than comparator

Service Delivery

		% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	Service Delivery	**60**		61	68
35.	My work environment allows me to deliver the best possible services (patient care or support services)	63	59	59	66
36.	In my workplace patient safety is at the centre of all decision making	52	54	67	73
37.	My team's objectives/work plans are clearly outlined	63	58	65	71
38.	Our objectives/work plans help us to deliver a quality service	65	60	64	70
39.	At my workplace there is a good balance between delivering services and monitoring service delivery *	57		52	58

Response breakdown (positive / neutral / negative):
- 35. 63 / 24 / 13
- 36. 52 / 40 / 8
- 37. 63 / 21 / 16
- 38. 65 / 22 / 13
- 39. 57 / 26 / 17

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

		% positive response	% neutral response	% negative response	% Positive Score	Health Support Services 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
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

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?

Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).

	Responses
Permanent Full time (1)	18750
Permanent Part time (2)	7753
Fixed term or temporary contract (3)	1661
Agency (4)	132
Casual (5)	975
Contractor (6)	203
TOTAL answering Q51	29474
TOTAL number of respondents to the survey	31493

$$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$$

$$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$$

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.
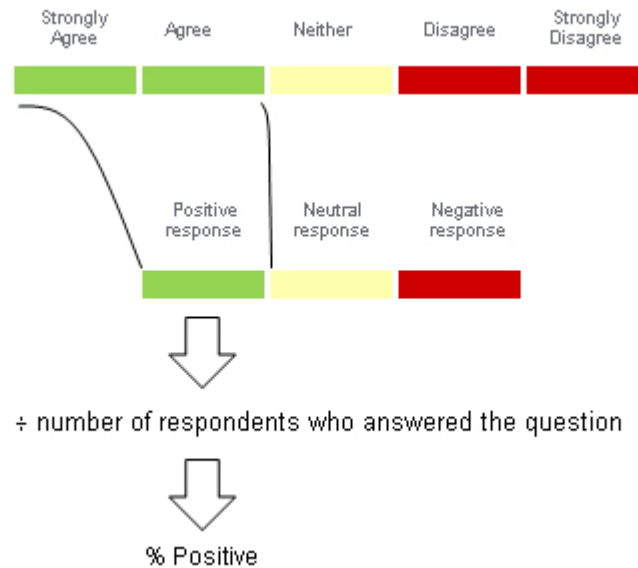
Index and Section Scores

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.