

2013 YourSay Workplace Survey

LHD Report



Health Infrastructure

This Report

This report provides Health Infrastructure with data from the 2013 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

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

The final estimated response rates have been weighted to account for our part-time and temporary staff.

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

Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

Results

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

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

Comparative data

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

Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

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82

ACTUAL RESPONSES

92%^

2% Confidence Interval

ESTIMATED RESPONSE RATE

83%

ENGAGEMENT INDEX

73%

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:

Question	Key			Variance from NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
40. Overall I am proud to be a part of this workplace	88	9	4	+17
41. I would recommend my workplace as a good place to work	79	14	7	+17
43. I have a strong sense of belonging to my workplace	77	15	9	+13
44. Overall I am satisfied to be working here at the present time	83	11	6	+16
3. Working here makes me want to do the best job I can	83	7	10	+12
42. I feel motivated to contribute more than what is normally required at work	88	7	5	+23



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 NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	78	10	12	+27
12. I believe I am valued for what I can offer at my workplace	75	9	16	+14
13. In my workplace, we recognise our successes and innovations	80	12	7	+25
14. Staff are treated respectfully regardless of their job	78	9	14	+18
17. Overall, I have confidence in the decisions made by my line manager	83	12	5	+21
18b. The senior managers at my workplace ... have a clear direction for the future	68	19	13	+28
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	16	8	+35
20. Overall, I have confidence in the decisions made by my senior managers	80	14	6	+38
22. I have a say in decisions which affect my work	64	25	11	+18
23. I think it is safe to speak up and challenge the way things are done	74	16	10	+23
24a. Where I work, we share the lessons learnt when mistakes are made	73	15	11	+15
28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	27	14	+17
37. My team's objectives/work plans are clearly outlined	85	5	10	+20
38. Our objectives/work plans help us to deliver a quality service	79	17	4	+15
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	43	14	+8



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 Infrastructure. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Infrastructure as a whole.

The questions derived from the impact analysis should be used to guide the action planning process following the survey, as taking effective action in these areas should have a positive impact on Employee Engagement. This information should also be used in conjunction with the rest of the questions included in the survey.

The questions are listed below in descending order of greatest impact on engagement.

Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive score
	<i>Greatest</i>		
46. Overall, I believe the culture at my workplace has improved in the last 12 months		44	36
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		65	60
28. I have confidence in the processes that my workplace uses to resolve staff conflict		59	42
39. At my workplace there is a good balance between delivering services and monitoring service delivery		69	52
11. Morale is good in my team		78	51
22. I have a say in decisions which affect my work		64	46

Highlights and lowlights

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

Highlights

Sections

	% Positive
Your Team	80
Your Line Manager	80
Your Job	78

Questions

	% Positive
15d. My line manager ... treats me with respect	89
40. Overall I am proud to be a part of this workplace	88
42. I feel motivated to contribute more than what is normally required at work	88
7. The people I work with are willing to help each other even if this means doing something outside their usual job	87
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86

Lowlights

Sections

	% Positive
Training and Development Opportunities	57
Work Environment	64
Service Delivery	71

Questions

	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53
30. There are mechanisms in place to support me if I experience stress or pressure	53
36. In my workplace patient safety is at the centre of all decision making	53
27. I am encouraged to take opportunities to learn new skills and have new experiences	57

External Comparison

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



- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 12% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
20. Overall, I have confidence in the decisions made by my senior managers	80	+40
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	+38
19. There is a positive relationship between senior management and staff in my workplace	74	+38
18a. The senior managers at my workplace ... are aware of the issues I face in my job	81	+37
17. Overall, I have confidence in the decisions made by my line manager	83	+24
18b. The senior managers at my workplace ... have a clear direction for the future	68	+24
42. I feel motivated to contribute more than what is normally required at work	88	+24
15b. My line manager ... treats all staff in my team fairly	81	+23
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	+23
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	+23
10. My team resolves conflict quickly when it arises	78	+22
11. Morale is good in my team	78	+22
22. I have a say in decisions which affect my work	64	+22
13. In my workplace, we recognise our successes and innovations	80	+21
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	81	+21
23. I think it is safe to speak up and challenge the way things are done	74	+21
7. The people I work with are willing to help each other even if this means doing something outside their usual job	87	+19

External Comparison

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- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 12% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
16. I receive regular and constructive feedback on my performance	68	+19
21. I am kept well informed about what is happening in my workplace	68	+19
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	+19
15a. My line manager ... recognises and acknowledges when I have done my job well	79	+17
31. Reasonable expectations are placed on staff according to their position	78	+17
41. I would recommend my workplace as a good place to work	79	+16
4. The right amount of approvals are required for routine decisions	72	+15
14. Staff are treated respectfully regardless of their job	78	+15
15d. My line manager ... treats me with respect	89	+15
40. Overall I am proud to be a part of this workplace	88	+15
37. My team's objectives/work plans are clearly outlined	85	+14
9. People in my team are honest and open	80	+13
24a. Where I work, we share the lessons learnt when mistakes are made	73	+13
28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	+13
44. Overall I am satisfied to be working here at the present time	83	+12
5. I have sufficient control over my work so I can do my job well	83	+11
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	+11

External Comparison

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



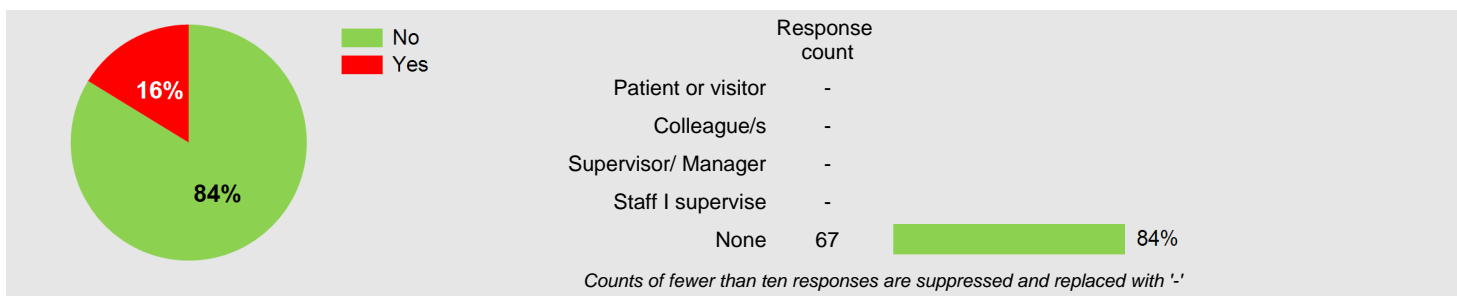
- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 12% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
43. I have a strong sense of belonging to my workplace	77	+11 ■
12. I believe I am valued for what I can offer at my workplace	75	+9 ■
38. Our objectives/work plans help us to deliver a quality service	79	+9 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	79	+6 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	+6 ■
3. Working here makes me want to do the best job I can	83	+5 ■
8. In my team we generally acknowledge one another's efforts and achievements	79	+5 ■
29. I am able to achieve a healthy work/life balance most of the time	72	+4 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	69	+3 ■
1. My job makes good use of my skills and abilities	84	+1 ■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	0
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	-6 ■
30. There are mechanisms in place to support me if I experience stress or pressure	53	-6 ■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	-9 ■
25. I have received the appropriate training and development to do my job effectively	63	-15 ■
36. In my workplace patient safety is at the centre of all decision making	53	-20 ■
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	-24 ■

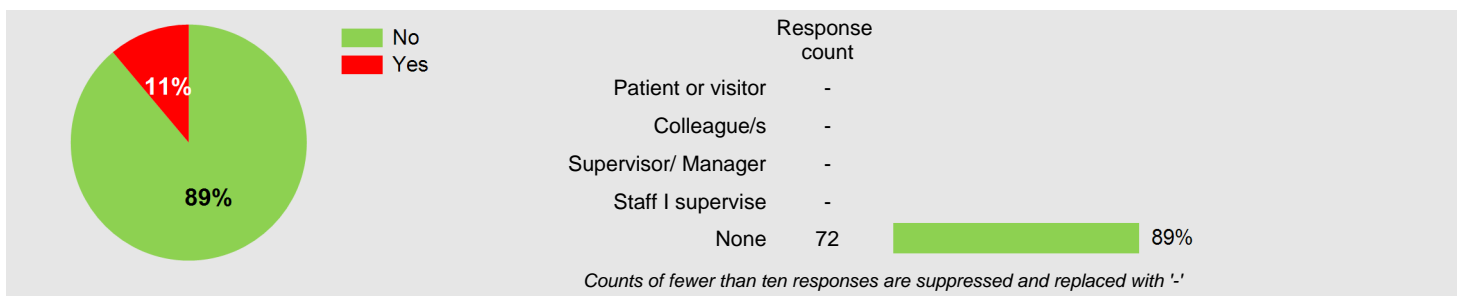
Unacceptable Behaviour

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

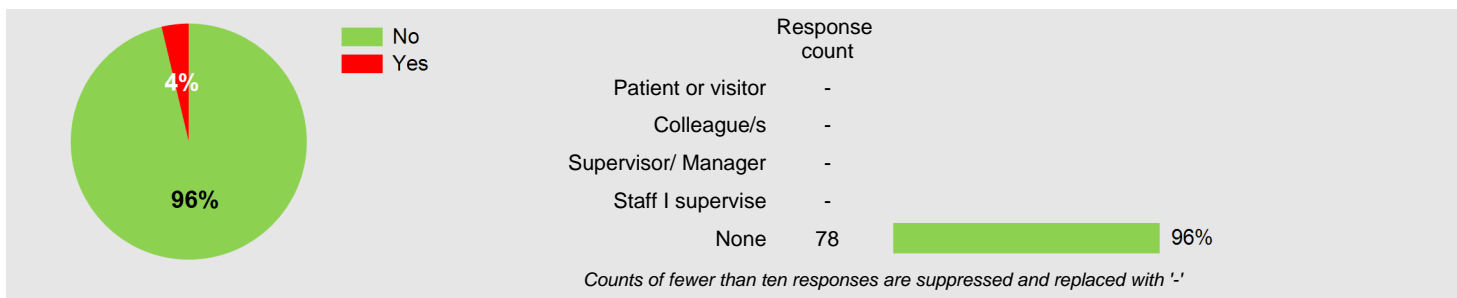
33a. In the last 12 months, I have been verbally abused by a ...



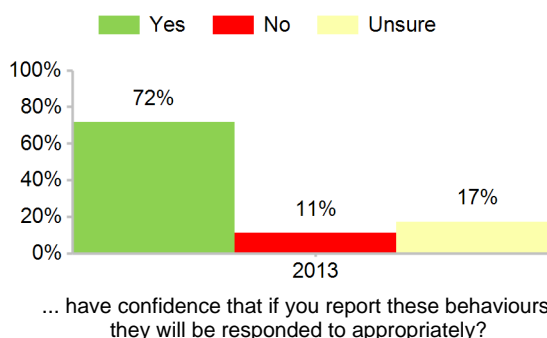
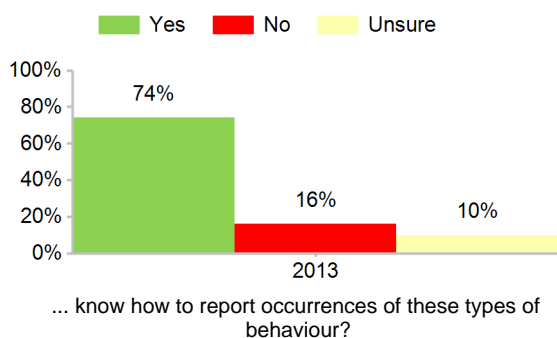
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



34. Do you currently ...



All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
Key	A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
Your Job					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
	1. My job makes good use of my skills and abilities	84	7	9	84	79	83
	2. I feel I am able to suggest ideas to improve our ways of doing things	79	9	12	79	68	73
	3. Working here makes me want to do the best job I can	83	7	10	83	71	78
	4. The right amount of approvals are required for routine decisions	72	16	12	72	48	57
	5. I have sufficient control over my work so I can do my job well	83	7	10	83	64	72
K	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	65	22	12	65	60	65

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Team					80	60	64
7.	The people I work with are willing to help each other even if this means doing something outside their usual job				87	68	68
8.	In my team we generally acknowledge one another's efforts and achievements				79	69	74
9.	People in my team are honest and open				80	63	67
10.	My team resolves conflict quickly when it arises				78	51	56
K	11. Morale is good in my team				78	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	75	9	16			
13. In my workplace, we recognise our successes and innovations	80	12	7			
14. Staff are treated respectfully regardless of their job	78	9	14			
	78				59	63
					61	66
					55	59
					60	63

All Questions

This section shows the breakdown of responses to each question

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

Your Line Manager

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
15a. My line manager ... recognises and acknowledges when I have done my job well		79	14	7	79	64	62
15b. My line manager ... treats all staff in my team fairly		81	12	6	81	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed		81	12	6	81	60	60
15d. My line manager ... treats me with respect		89	5	6	89	75	74
16. I receive regular and constructive feedback on my performance		68	19	14	68	49	49
17. Overall, I have confidence in the decisions made by my line manager		83	12	5	83	62	59

All Questions

This section shows the breakdown of responses to each question

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

Senior Managers

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
18a. The senior managers at my workplace ... are aware of the issues I face in my job		81	11	8	81	46	44
18b. The senior managers at my workplace ... have a clear direction for the future		68	19	13	68	40	44
18c. The senior managers at my workplace ... lead by example in creating a positive workplace		76	16	8	76	41	38
19. There is a positive relationship between senior management and staff in my workplace		74	16	10	74	40	36
20. Overall, I have confidence in the decisions made by my senior managers		80	14	6	80	42	40

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement						
Communication						
21. I am kept well informed about what is happening in my workplace	68	20	12	68	50	49
22. I have a say in decisions which affect my work	64	25	11	64	46	42
23. I think it is safe to speak up and challenge the way things are done	74	16	10	74	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	73	15	11	73	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	11	9	80	56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	10	4	86	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	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response			
Training and Development Opportunities						57	69	73
25.		I have received the appropriate training and development to do my job effectively	63	27	10	63	71	78
26.		I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	39	9	53	76	77
27.		I am encouraged to take opportunities to learn new skills and have new experiences	57	32	11	57	59	63

All Questions

This section shows the breakdown of responses to each question

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

Work Environment

					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
K	28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	27	14	59	42	46
	29. I am able to achieve a healthy work/life balance most of the time	72	16	12	72	65	68
	30. There are mechanisms in place to support me if I experience stress or pressure	53	36	11	53	54	59
	31. Reasonable expectations are placed on staff according to their position	78	12	10	78	56	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	36	4	60	68	69

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

33a. In the last 12 months, I have been verbally abused by a ...	Response count
Patient or visitor	-
Colleague/s	-
Supervisor/ Manager	-
Staff I supervise	-
None	67

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



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	-
Colleague/s	-
Supervisor/ Manager	-
Staff I supervise	-
None	72

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



All Questions

This section shows the breakdown of responses to each question

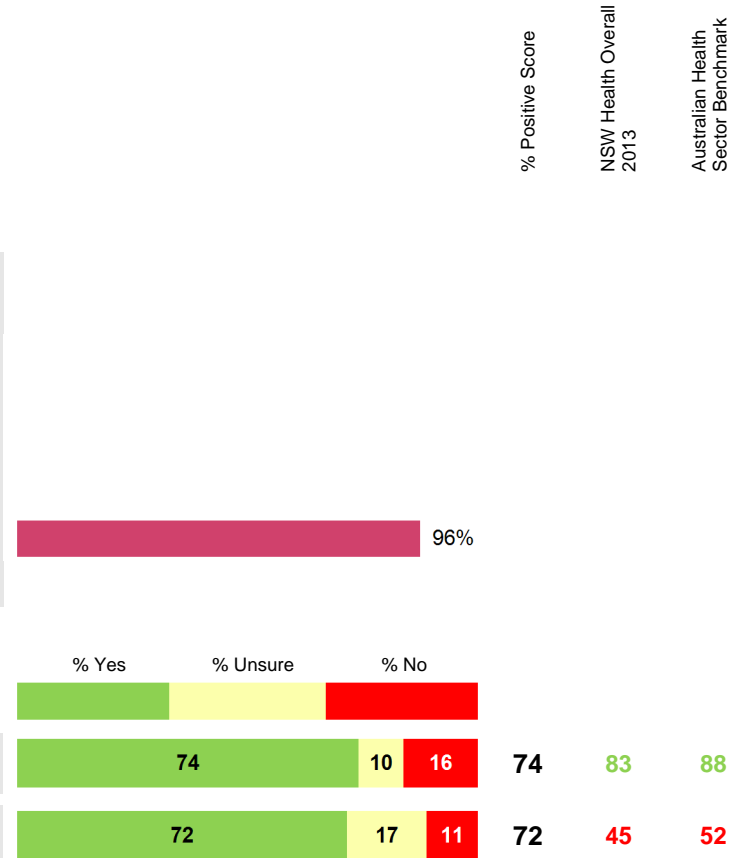
Key A question identified as being a key driver of employee engagement

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

Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	78

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



All Questions

This section shows the breakdown of responses to each question

		% 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					

Service Delivery

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	69	25	6	69	59	66
36. In my workplace patient safety is at the centre of all decision making	53	43	4	53	67	73
37. My team's objectives/work plans are clearly outlined	85	5	10	85	65	71
38. Our objectives/work plans help us to deliver a quality service	79	17	4	79	64	70
K 39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	27	4	69	52	58

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
Key	A question identified as being a key driver of employee engagement						
Your Workplace					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
					77	60	62
40.	Overall I am proud to be a part of this workplace	88	9	4	88	71	73
41.	I would recommend my workplace as a good place to work	79	14	7	79	62	63
42.	I feel motivated to contribute more than what is normally required at work	88	7	5	88	65	64
43.	I have a strong sense of belonging to my workplace	77	15	9	77	64	66
44.	Overall I am satisfied to be working here at the present time	83	11	6	83	67	71
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	13	6	81	56	58
K	46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	43	14	44	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 Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	84	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	79	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	83	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	72	(r)	(r)	(r)	86	(r)	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	83	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	(r)	56	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Your Job

1. My job makes good use of my skills and abilities	84	85	84	(r)	82	(r)	(r)	88	(r)	81	(r)	(r)	80	80	94	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	79	85	76	(r)	91	(r)	(r)	88	(r)	71	(r)	(r)	72	80	77	(r)
3. Working here makes me want to do the best job I can	83	89	80	(r)	91	(r)	(r)	88	(r)	71	(r)	(r)	88	84	84	(r)
4. The right amount of approvals are required for routine decisions	72	59	78	(r)	45	(r)	(r)	75	(r)	67	(r)	(r)	68	71	71	(r)
5. I have sufficient control over my work so I can do my job well	83	81	84	(r)	73	(r)	(r)	94	(r)	71	(r)	(r)	80	84	81	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	78	59	(r)	73	(r)	(r)	72	(r)	48	(r)	(r)	71	73	55	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	84	89	75	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	86	100	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	79	85	70	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	64	91	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	83	81	80	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	71	100	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	72	85	55	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69	64	91	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	83	85	75	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	71	100	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	69	60	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	50	73	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	87	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
9. People in my team are honest and open	80	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	78	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
11. Morale is good in my team	78	(r)	(r)	(r)	86	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	87	89	85	(r)	91	(r)	(r)	97	(r)	76	(r)	(r)	84	84	90	(r)
8. In my team we generally acknowledge one another's efforts and achievements	79	89	74	(r)	91	(r)	(r)	88	(r)	71	(r)	(r)	76	77	81	(r)
9. People in my team are honest and open	80	85	78	(r)	91	(r)	(r)	88	(r)	71	(r)	(r)	76	86	77	(r)
10. My team resolves conflict quickly when it arises	78	81	76	(r)	91	(r)	(r)	81	(r)	76	(r)	(r)	76	86	71	(r)
11. Morale is good in my team	78	85	75	(r)	82	(r)	(r)	91	(r)	67	(r)	(r)	72	82	77	(r)

Results by Demographic

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	87	89	80	96	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	86	91	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	79	81	75	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	62	91	(r)	(r)	(r)
9. People in my team are honest and open	80	81	80	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	71	91	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	78	81	75	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	71	91	(r)	(r)	(r)
11. Morale is good in my team	78	81	75	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	64	91	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)	
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)	

Being valued

12. I believe I am valued for what I can offer at my workplace	75	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	80	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	78	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Being valued

12. I believe I am valued for what I can offer at my workplace	75	78	74	(r)	64	(r)	(r)	81	(r)	67	(r)	(r)	75	69	87	(r)
13. In my workplace, we recognise our successes and innovations	80	81	80	(r)	82	(r)	(r)	88	(r)	81	(r)	(r)	71	77	87	(r)
14. Staff are treated respectfully regardless of their job	78	85	74	(r)	82	(r)	(r)	91	(r)	67	(r)	(r)	75	77	81	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Being valued

12. I believe I am valued for what I can offer at my workplace	75	88	60	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	64	100	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	80	88	75	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	71	100	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	78	73	65	96	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	57	100	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	79	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
15b. My line manager ... treats all staff in my team fairly	81	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	81	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
15d. My line manager ... treats me with respect	89	(r)	(r)	(r)	94	(r)	(r)	(r)	(r)	(r)	92	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	68	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	(r)	58	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	83	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	79	85	76	(r)	91	(r)	(r)	88	(r)	76	(r)	(r)	71	75	87	(r)
15b. My line manager ... treats all staff in my team fairly	81	85	80	(r)	91	(r)	(r)	91	(r)	71	(r)	(r)	79	81	81	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	81	85	80	(r)	82	(r)	(r)	94	(r)	71	(r)	(r)	75	85	81	(r)
15d. My line manager ... treats me with respect	89	89	89	(r)	91	(r)	(r)	97	(r)	80	(r)	(r)	88	89	87	(r)
16. I receive regular and constructive feedback on my performance	68	67	69	(r)	55	(r)	(r)	75	(r)	62	(r)	(r)	58	63	81	(r)
17. Overall, I have confidence in the decisions made by my line manager	83	81	83	(r)	73	(r)	(r)	91	(r)	76	(r)	(r)	75	77	90	(r)

Results by Demographic

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	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	79	88	70	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	57	100	(r)	(r)	(r)
15b. My line manager ... treats all staff in my team fairly	81	81	75	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	50	100	(r)	(r)	(r)
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	81	81	75	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	57	100	(r)	(r)	(r)
15d. My line manager ... treats me with respect	89	96	80	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	71	100	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	68	69	60	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69	50	82	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	83	88	70	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	64	100	(r)	(r)	(r)

Results by Demographic

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

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	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	81	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	(r)	(r)	(r)	81	(r)	(r)	(r)	(r)	(r)	64	(r)	(r)	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	(r)	(r)	(r)	84	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	74	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	80	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	81	89	77	(r)	91	(r)	(r)	84	(r)	76	(r)	(r)	79	83	81	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	70	67	(r)	64	(r)	(r)	69	(r)	57	(r)	(r)	74	67	68	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	85	71	(r)	82	(r)	(r)	84	(r)	55	(r)	(r)	79	76	77	(r)
19. There is a positive relationship between senior management and staff in my workplace	74	81	70	(r)	82	(r)	(r)	81	(r)	67	(r)	(r)	71	70	81	(r)
20. Overall, I have confidence in the decisions made by my senior managers	80	85	77	(r)	82	(r)	(r)	88	(r)	71	(r)	(r)	79	74	87	(r)

Results by Demographic

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	81	92	75	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	85	82	(r)	(r)	(r)
18b. The senior managers at my workplace ... have a clear direction for the future	68	71	55	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58	69	100	(r)	(r)	(r)
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	79	70	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	54	91	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	74	80	50	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	54	91	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	80	88	60	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	69	91	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Communication

21. I am kept well informed about what is happening in my workplace	68	(r)	(r)	(r)	76	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)
22. I have a say in decisions which affect my work	64	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	74	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	73	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	74	(r)	(r)	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	(r)	(r)	(r)	94	(r)	(r)	(r)	(r)	(r)	86	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Communication

21. I am kept well informed about what is happening in my workplace	68	78	63	(r)	64	(r)	(r)	72	(r)	62	(r)	(r)	71	65	74	(r)
22. I have a say in decisions which affect my work	64	70	61	(r)	55	(r)	(r)	69	(r)	71	(r)	(r)	54	69	61	(r)
23. I think it is safe to speak up and challenge the way things are done	74	78	72	(r)	73	(r)	(r)	81	(r)	62	(r)	(r)	79	77	71	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	73	77	72	(r)	80	(r)	(r)	83	(r)	62	(r)	(r)	71	71	79	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	85	78	(r)	82	(r)	(r)	75	(r)	90	(r)	(r)	75	79	81	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	93	83	(r)	91	(r)	(r)	84	(r)	86	(r)	(r)	88	85	87	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Communication

21. I am kept well informed about what is happening in my workplace	68	65	65	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69	57	91	(r)	(r)	(r)
22. I have a say in decisions which affect my work	64	73	50	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	50	91	(r)	(r)	(r)
23. I think it is safe to speak up and challenge the way things are done	74	65	70	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	57	91	(r)	(r)	(r)
24a. Where I work, we share the lessons learnt when mistakes are made	73	80	58	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	71	91	(r)	(r)	(r)
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	85	85	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	79	91	(r)	(r)	(r)
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	92	90	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	79	100	(r)	(r)	(r)

Results by Demographic

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

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

		Role													
		Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Training and Development Opportunities

25.	I have received the appropriate training and development to do my job effectively	63	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	61	(r)	(r)	(r)
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	(r)	(r)	(r)	53	(r)	(r)	(r)	(r)	(r)	46	(r)	(r)	(r)
27.	I am encouraged to take opportunities to learn new skills and have new experiences	57	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	39	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	63	59	65	(r)	45	(r)	(r)	75	(r)	52	(r)	(r)	54	52	77	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	48	55	(r)	27	(r)	(r)	63	(r)	55	(r)	(r)	38	52	53	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	56	57	(r)	55	(r)	(r)	72	(r)	48	(r)	(r)	46	52	65	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	63	62	40	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69	50	73	(r)	(r)	(r)
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	38	47	60	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54	50	55	(r)	(r)	(r)
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	50	55	64	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54	43	55	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	58	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	72	(r)	(r)	(r)	79	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	53	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	78	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	(r)	(r)	(r)	59	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	78	50	(r)	73	(r)	(r)	66	(r)	62	(r)	(r)	50	63	58	(r)
29. I am able to achieve a healthy work/life balance most of the time	72	67	74	(r)	55	(r)	(r)	75	(r)	62	(r)	(r)	75	67	81	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	53	48	56	(r)	27	(r)	(r)	56	(r)	48	(r)	(r)	46	46	68	(r)
31. Reasonable expectations are placed on staff according to their position	78	81	76	(r)	73	(r)	(r)	81	(r)	62	(r)	(r)	83	77	77	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	70	56	(r)	55	(r)	(r)	63	(r)	62	(r)	(r)	54	65	55	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	65	45	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54	50	64	(r)	(r)	(r)
29. I am able to achieve a healthy work/life balance most of the time	72	81	60	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	64	82	(r)	(r)	(r)
30. There are mechanisms in place to support me if I experience stress or pressure	53	62	50	44	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38	57	73	(r)	(r)	(r)
31. Reasonable expectations are placed on staff according to their position	78	81	75	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69	64	91	(r)	(r)	(r)
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	58	60	64	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	43	55	(r)	(r)	(r)

Results by Demographic

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

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

		Role														
		Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)	
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)	
Unacceptable Behaviour																
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	74	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)	
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	72	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)	

Results by Demographic

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

Key



At least 5% greater than overall score



At least 5% less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	74	78	72	(r)	64	(r)	(r)	78	(r)	67	(r)	(r)	75	69	81	(r)
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	72	74	70	(r)	64	(r)	(r)	72	(r)	71	(r)	(r)	75	71	74	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	74	58	65	92	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	64	91	(r)	(r)	(r)
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	72	73	65	76	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	50	91	(r)	(r)	(r)

Results by Demographic

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	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	69	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
36. In my workplace patient safety is at the centre of all decision making	53	(r)	(r)	(r)	44	(r)	(r)	(r)	(r)	(r)	61	(r)	(r)	(r)
37. My team's objectives/work plans are clearly outlined	85	(r)	(r)	(r)	97	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
38. Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	(r)	82	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	67	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	69	74	67	(r)	64	(r)	(r)	75	(r)	57	(r)	(r)	67	67	71	(r)
36. In my workplace patient safety is at the centre of all decision making	53	56	52	(r)	36	(r)	(r)	50	(r)	57	(r)	(r)	50	52	55	(r)
37. My team's objectives/work plans are clearly outlined	85	85	85	(r)	82	(r)	(r)	88	(r)	71	(r)	(r)	92	85	84	(r)
38. Our objectives/work plans help us to deliver a quality service	79	85	76	(r)	82	(r)	(r)	84	(r)	71	(r)	(r)	79	79	77	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	70	69	(r)	55	(r)	(r)	78	(r)	62	(r)	(r)	58	69	74	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	69	65	70	72	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	43	82	(r)	(r)	(r)
36. In my workplace patient safety is at the centre of all decision making	53	46	60	52	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	43	45	(r)	(r)	(r)
37. My team's objectives/work plans are clearly outlined	85	88	85	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	85	79	100	(r)	(r)	(r)
38. Our objectives/work plans help us to deliver a quality service	79	73	80	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	57	91	(r)	(r)	(r)
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	69	65	68	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	64	82	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	(r)
Employee Engagement Index	83	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)

Your Workplace

40. Overall I am proud to be a part of this workplace	88	(r)	(r)	(r)	94	(r)	(r)	(r)	(r)	(r)	89	(r)	(r)	(r)
41. I would recommend my workplace as a good place to work	79	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
42. I feel motivated to contribute more than what is normally required at work	88	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	89	(r)	(r)	(r)
43. I have a strong sense of belonging to my workplace	77	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
44. Overall I am satisfied to be working here at the present time	83	(r)	(r)	(r)	88	(r)	(r)	(r)	(r)	(r)	83	(r)	(r)	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	(r)	(r)	(r)	85	(r)	(r)	(r)	(r)	(r)	80	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	(r)	(r)	(r)	50	(r)	(r)	(r)	(r)	(r)	43	(r)	(r)	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	55	(r)	11	(r)	(r)	32	(r)	21	(r)	(r)	25	49	31	(r)
Employee Engagement Index	83	85	82	(r)	86	(r)	(r)	89	(r)	73	(r)	(r)	84	85	82	(r)

Your Workplace

40. Overall I am proud to be a part of this workplace	88	89	87	(r)	91	(r)	(r)	94	(r)	76	(r)	(r)	92	88	87	(r)
41. I would recommend my workplace as a good place to work	79	74	81	(r)	82	(r)	(r)	88	(r)	67	(r)	(r)	79	81	77	(r)
42. I feel motivated to contribute more than what is normally required at work	88	89	87	(r)	91	(r)	(r)	91	(r)	81	(r)	(r)	88	90	90	(r)
43. I have a strong sense of belonging to my workplace	77	85	72	(r)	82	(r)	(r)	88	(r)	67	(r)	(r)	71	81	74	(r)
44. Overall I am satisfied to be working here at the present time	83	81	83	(r)	82	(r)	(r)	84	(r)	76	(r)	(r)	88	88	77	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	85	79	(r)	91	(r)	(r)	84	(r)	71	(r)	(r)	83	83	84	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	65	33	(r)	45	(r)	(r)	41	(r)	48	(r)	(r)	39	49	39	(r)

Results by Demographic

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

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

	Health Infrastructure	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	82	27	20	25	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	13	14	11	(r)	(r)	(r)
Employee Engagement Index	83	83	80	89	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	91	69	100	(r)	(r)	(r)

Your Workplace

40. Overall I am proud to be a part of this workplace	88	88	85	96	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	71	100	(r)	(r)	(r)
41. I would recommend my workplace as a good place to work	79	85	75	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	64	100	(r)	(r)	(r)
42. I feel motivated to contribute more than what is normally required at work	88	85	85	96	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	71	100	(r)	(r)	(r)
43. I have a strong sense of belonging to my workplace	77	73	70	88	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77	64	100	(r)	(r)	(r)
44. Overall I am satisfied to be working here at the present time	83	88	85	80	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	92	71	100	(r)	(r)	(r)
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	76	85	84	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	100	64	100	(r)	(r)	(r)
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	35	37	60	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62	31	73	(r)	(r)	(r)

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

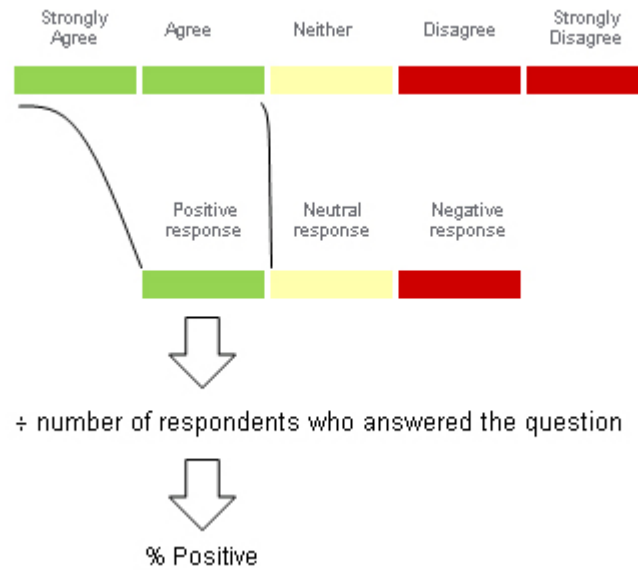
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Benchmark data

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