

# 2013 YourSay Workplace Survey

## LHD Report



## Health Professional Councils Authority

### This Report

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

### Response Rates

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

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

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

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

### Confidence Intervals

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

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

### Results

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

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

### Comparative data

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

### Anonymity

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

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

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80

ACTUAL RESPONSES

89%

3% Confidence Interval

ESTIMATED RESPONSE RATE

78%

ENGAGEMENT INDEX

59%

WORKPLACE CULTURE INDEX

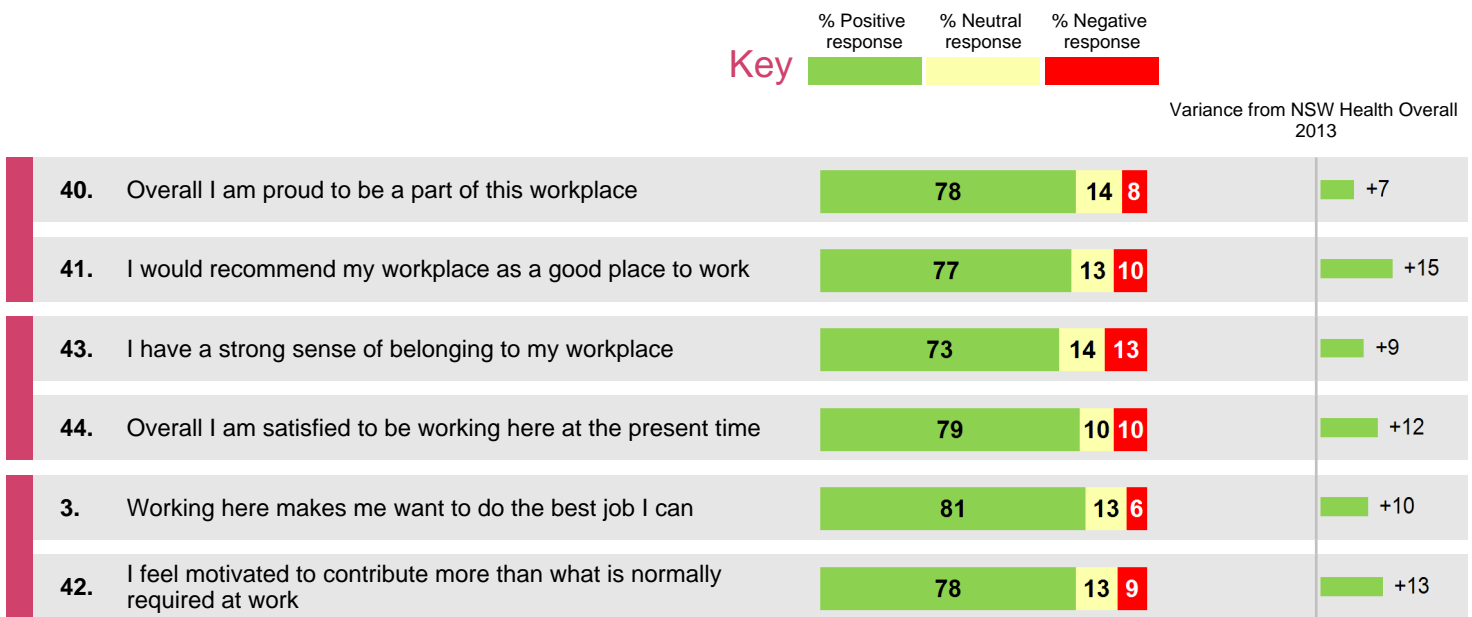
# Employee Engagement Index

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

The three elements of Employee Engagement

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

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



# Employee Workplace Culture Index

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

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

		% Positive response	% Neutral response	% Negative response	Variance from NSW Health Overall 2013
11.	Morale is good in my team	64	13	24	+13
12.	I believe I am valued for what I can offer at my workplace	73	13	15	+12
13.	In my workplace, we recognise our successes and innovations	57	29	14	+2
14.	Staff are treated respectfully regardless of their job	69	18	14	+9
17.	Overall, I have confidence in the decisions made by my line manager	76	15	9	+14
18b.	The senior managers at my workplace ... have a clear direction for the future	46	38	16	+6
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	53	33	14	+12
20.	Overall, I have confidence in the decisions made by my senior managers	62	26	13	+20
22.	I have a say in decisions which affect my work	62	23	15	+16
23.	I think it is safe to speak up and challenge the way things are done	62	22	17	+11
24a.	Where I work, we share the lessons learnt when mistakes are made	63	25	11	+5
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	38	42	20	-4
37.	My team's objectives/work plans are clearly outlined	64	25	12	-1
38.	Our objectives/work plans help us to deliver a quality service	66	26	8	+2
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	38	39	23	+2



# 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 Professional Councils Authority. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Professional Councils Authority 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		38	36
28. I have confidence in the processes that my workplace uses to resolve staff conflict		38	42
39. At my workplace there is a good balance between delivering services and monitoring service delivery		55	52
11. Morale is good in my team		64	51
35. My work environment allows me to deliver the best possible services (patient care or support services)		61	59
18b. The senior managers at my workplace ... have a clear direction for the future		46	40

## 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).

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### Highlights

#### Sections

	% Positive
Your Job	73
Your Line Manager	73
Your Team	71

#### Questions

	% Positive
3. Working here makes me want to do the best job I can	81
15d. My line manager ... treats me with respect	81
44. Overall I am satisfied to be working here at the present time	79
7. The people I work with are willing to help each other even if this means doing something outside their usual job	78
40. Overall I am proud to be a part of this workplace	78

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### Lowlights

#### Sections

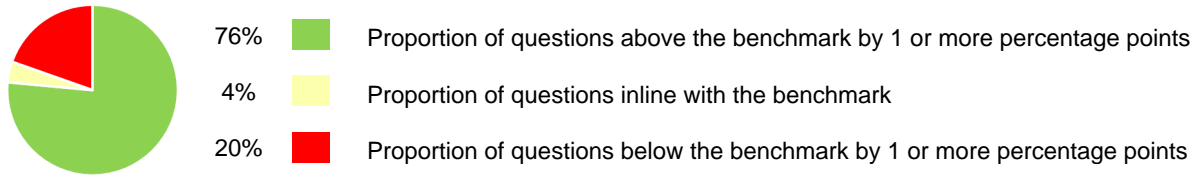
	% Positive
Senior Managers	52
Training and Development Opportunities	57
Service Delivery	60

#### Questions

	% Positive
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38
46. Overall, I believe the culture at my workplace has improved in the last 12 months	38
18b. The senior managers at my workplace ... have a clear direction for the future	46
18a. The senior managers at my workplace ... are aware of the issues I face in my job	49
21. I am kept well informed about what is happening in my workplace	52

## External Comparison

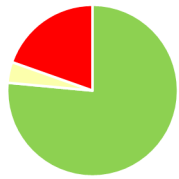
This section shows comparisons between Health Professional Councils Authority and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public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



	% Positive	Variance from benchmark
20. Overall, I have confidence in the decisions made by my senior managers	62	+22
22. I have a say in decisions which affect my work	62	+20
17. Overall, I have confidence in the decisions made by my line manager	76	+17
19. There is a positive relationship between senior management and staff in my workplace	53	+17
15b. My line manager ... treats all staff in my team fairly	74	+16
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	53	+15
41. I would recommend my workplace as a good place to work	77	+14
42. I feel motivated to contribute more than what is normally required at work	78	+14
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	72	+12
16. I receive regular and constructive feedback on my performance	61	+12
9. People in my team are honest and open	78	+11
7. The people I work with are willing to help each other even if this means doing something outside their usual job	78	+10
15a. My line manager ... recognises and acknowledges when I have done my job well	71	+9
23. I think it is safe to speak up and challenge the way things are done	62	+9
11. Morale is good in my team	64	+8
44. Overall I am satisfied to be working here at the present time	79	+8
12. I believe I am valued for what I can offer at my workplace	73	+7

## External Comparison

This section shows comparisons between Health Professional Councils Authority 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.

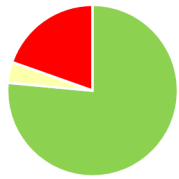


- 76% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 20% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
<b>15d.</b> My line manager ... treats me with respect	81	+7
<b>43.</b> I have a strong sense of belonging to my workplace	73	+7
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	65	+7
<b>6.</b> At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	71	+6
<b>14.</b> Staff are treated respectfully regardless of their job	69	+6
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	75	+6
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	49	+5
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	73	+5
<b>40.</b> Overall I am proud to be a part of this workplace	78	+5
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	78	+4
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	67	+4
<b>3.</b> Working here makes me want to do the best job I can	81	+3
<b>5.</b> I have sufficient control over my work so I can do my job well	75	+3
<b>10.</b> My team resolves conflict quickly when it arises	59	+3
<b>21.</b> I am kept well informed about what is happening in my workplace	52	+3
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	63	+3
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	75	+2

## External Comparison

This section shows comparisons between Health Professional Councils Authority 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.



- 76% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
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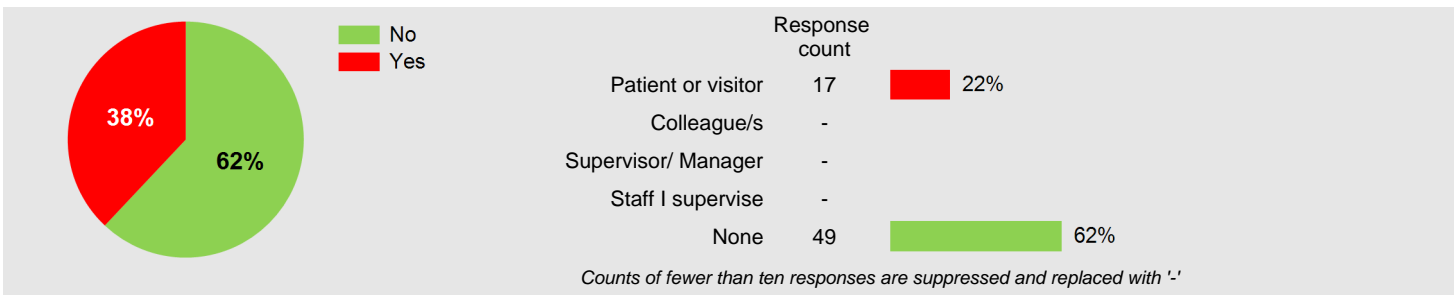
	% Positive	Variance from benchmark
4. The right amount of approvals are required for routine decisions	59	+2
18b. The senior managers at my workplace ... have a clear direction for the future	46	+2
24b. I am aware of the strategic objectives and direction of the organisation I work for	63	+2
27. I am encouraged to take opportunities to learn new skills and have new experiences	65	+2
31. Reasonable expectations are placed on staff according to their position	62	+1
30. There are mechanisms in place to support me if I experience stress or pressure	59	0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	38	0
13. In my workplace, we recognise our successes and innovations	57	-2
39. At my workplace there is a good balance between delivering services and monitoring service delivery	55	-3
38. Our objectives/work plans help us to deliver a quality service	66	-4
35. My work environment allows me to deliver the best possible services (patient care or support services)	61	-5
37. My team's objectives/work plans are clearly outlined	64	-7
28. I have confidence in the processes that my workplace uses to resolve staff conflict	38	-8
1. My job makes good use of my skills and abilities	74	-9
36. In my workplace patient safety is at the centre of all decision making	54	-19
25. I have received the appropriate training and development to do my job effectively	56	-22
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	52	-25



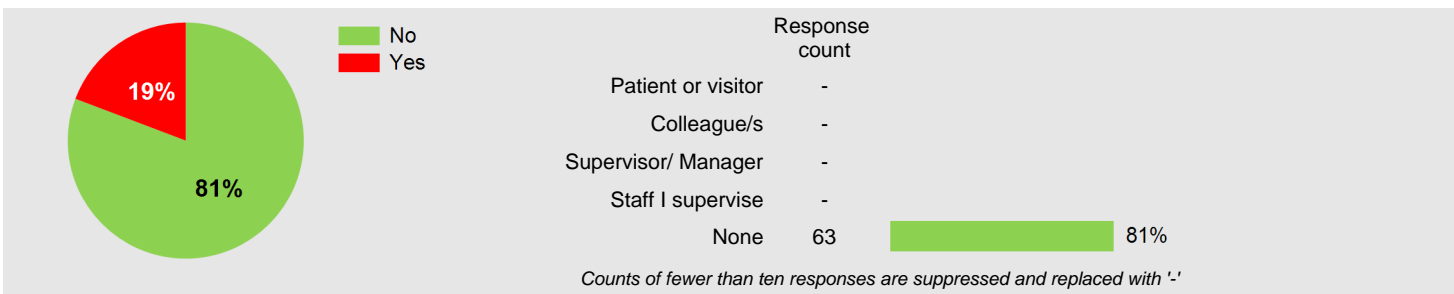
# Unacceptable Behaviour

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

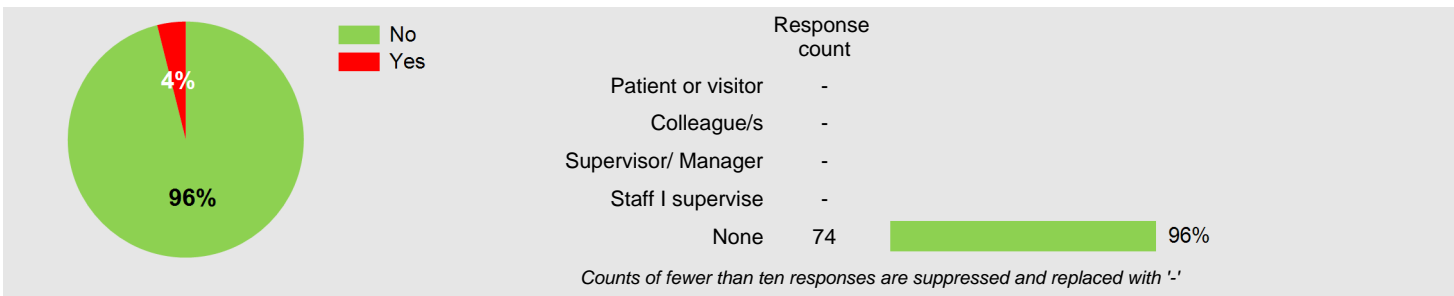
## 33a. In the last 12 months, I have been verbally abused by a ...



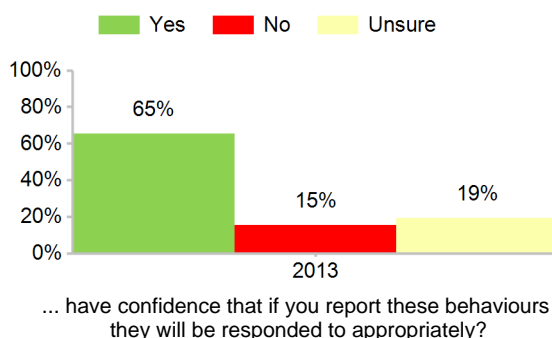
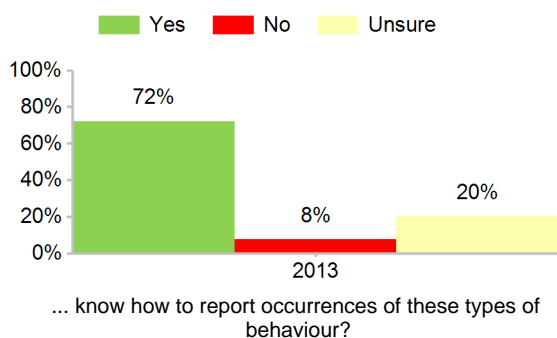
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



## 34. Do you currently ...



# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response		At least 1% greater than comparator	At least 1% less than comparator
<b>Key</b> A question identified as being a key driver of employee engagement						
<b>Your Job</b>				<b>73</b>	<b>65</b>	<b>71</b>
1. My job makes good use of my skills and abilities	74	15	11	74	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	75	16	9	75	68	73
3. Working here makes me want to do the best job I can	81	13	6	81	71	78
4. The right amount of approvals are required for routine decisions	59	22	19	59	48	57
5. I have sufficient control over my work so I can do my job well	75	14	11	75	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	71	16	13	71	60	65

# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b>	A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Your Team</b>					<b>71</b>	<b>60</b>	<b>64</b>
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	78	10	11	78	68	68
8.	In my team we generally acknowledge one another's efforts and achievements	78	14	9	78	69	74
9.	People in my team are honest and open	78	14	9	78	63	67
10.	My team resolves conflict quickly when it arises	59	20	20	59	51	56
<b>K</b>	11. Morale is good in my team	64	13	24	64	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			
<b>Being valued</b>						
12. I believe I am valued for what I can offer at my workplace	73	13	15			
13. In my workplace, we recognise our successes and innovations	57	29	14			
14. Staff are treated respectfully regardless of their job	69	18	14			
					% Positive Score	
					66	
						NSW Health Overall 2013
						59
						Australian Health Sector Benchmark
						63

# 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			
<b>Key</b> A question identified as being a key driver of employee engagement						
<b>Your Line Manager</b>						
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	71	19	10	71	64	62
<b>15b.</b> My line manager ... treats all staff in my team fairly	74	13	14	74	62	58
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	72	15	13	72	60	60
<b>15d.</b> My line manager ... treats me with respect	81	10	9	81	75	74
<b>16.</b> I receive regular and constructive feedback on my performance	61	24	15	61	49	49
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	76	15	9	76	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 response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	49	31	21	49	46	44
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	46	38	16	46	40	44
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	53	33	14	53	41	38
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	53	27	20	53	40	36
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	62	26	13	62	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			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
<b>Communication</b>						
21. I am kept well informed about what is happening in my workplace	52	28	20	52	50	49
22. I have a say in decisions which affect my work	62	23	15	62	46	42
23. I think it is safe to speak up and challenge the way things are done	62	22	17	62	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	63	25	11	63	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	63	25	11	63	56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	67	22	11	67	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
						

## Training and Development Opportunities

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	56	29	15	56	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	52	40	8	52	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	65	27	9	65	59	63








# All Questions

This section shows the breakdown of responses to each question

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

## Work Environment

		% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
<b>K</b>	<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict		<b>38</b>	<b>42</b>	<b>46</b>
	<b>29.</b> I am able to achieve a healthy work/life balance most of the time		<b>73</b>	<b>65</b>	<b>68</b>
	<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure		<b>59</b>	<b>54</b>	<b>59</b>
	<b>31.</b> Reasonable expectations are placed on staff according to their position		<b>62</b>	<b>56</b>	<b>61</b>
	<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors		<b>75</b>	<b>68</b>	<b>69</b>

# All Questions

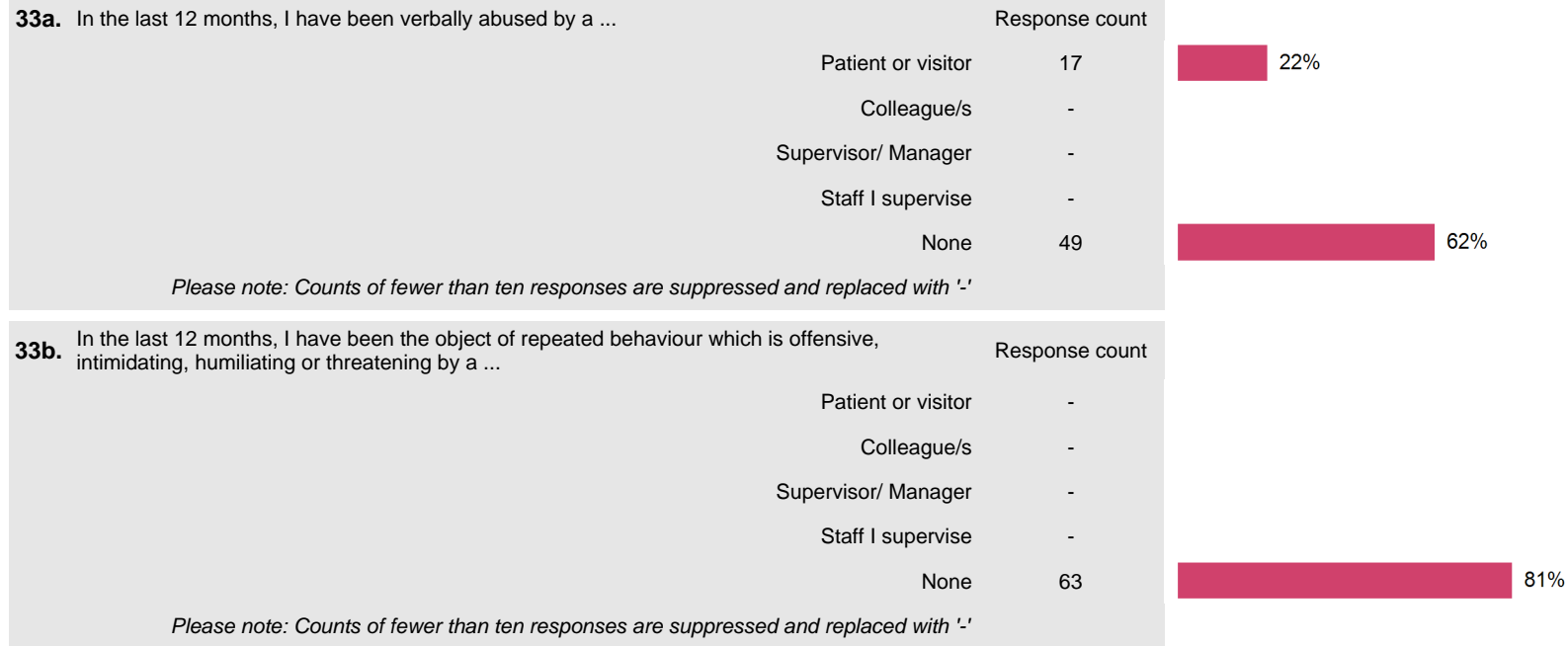
This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

## Unacceptable Behaviour



# All Questions

This section shows the breakdown of responses to each question

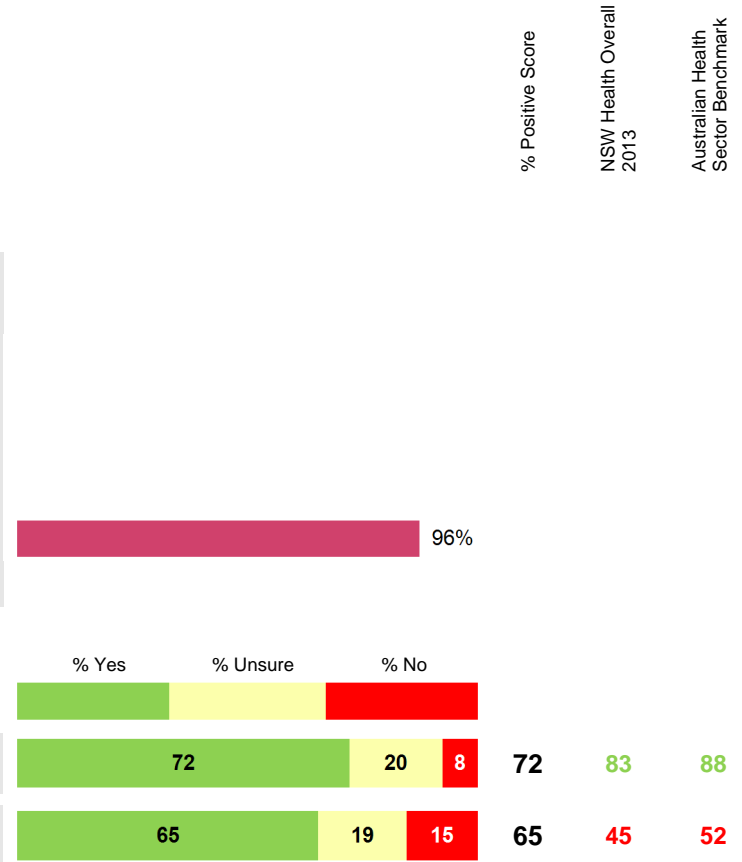
**Key** A question identified as being a key driver of employee engagement

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

## Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	74

*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			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Service Delivery</b>					<b>60</b>	<b>61</b>	<b>68</b>
<b>K</b>	35. My work environment allows me to deliver the best possible services (patient care or support services)	61	22	17	61	59	66
	36. In my workplace patient safety is at the centre of all decision making	54	39	7	54	67	73
	37. My team's objectives/work plans are clearly outlined	64	25	12	64	65	71
	38. Our objectives/work plans help us to deliver a quality service	66	26	8	66	64	70
<b>K</b>	39. At my workplace there is a good balance between delivering services and monitoring service delivery	55	34	12	55	52	58

# All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
				<b>% Positive Score</b>	<b>NSW Health Overall 2013</b>	<b>Australian Health Sector Benchmark</b>
<b>Your Workplace</b>				<b>70</b>	<b>60</b>	<b>62</b>
<b>40.</b> Overall I am proud to be a part of this workplace				<b>78</b>	<b>71</b>	<b>73</b>
<b>41.</b> I would recommend my workplace as a good place to work				<b>77</b>	<b>62</b>	<b>63</b>
<b>42.</b> I feel motivated to contribute more than what is normally required at work				<b>78</b>	<b>65</b>	<b>64</b>
<b>43.</b> I have a strong sense of belonging to my workplace				<b>73</b>	<b>64</b>	<b>66</b>
<b>44.</b> Overall I am satisfied to be working here at the present time				<b>79</b>	<b>67</b>	<b>71</b>
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour				<b>65</b>	<b>56</b>	<b>58</b>
<b>K</b> <b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months				<b>38</b>	<b>36</b>	<b>38</b>

# 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:

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

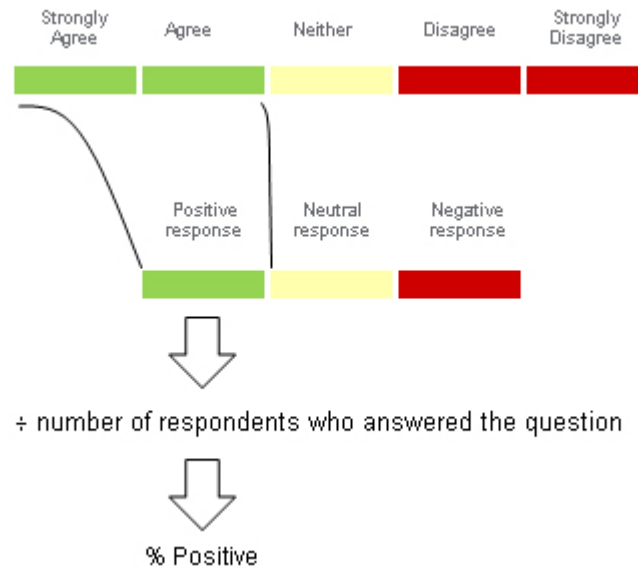
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# 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.