

2013 YourSay Workplace Survey

LHD Report



Mid North Coast Local Health District

This Report

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

Response Rates

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

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

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

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

Confidence Intervals

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

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

Results

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

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

Comparative data

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

Anonymity

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

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

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1,688

ACTUAL RESPONSES

40%

2% Confidence Interval

ESTIMATED RESPONSE RATE

65%

2011: 59%

ENGAGEMENT INDEX

47%

2011: 41%

WORKPLACE CULTURE INDEX

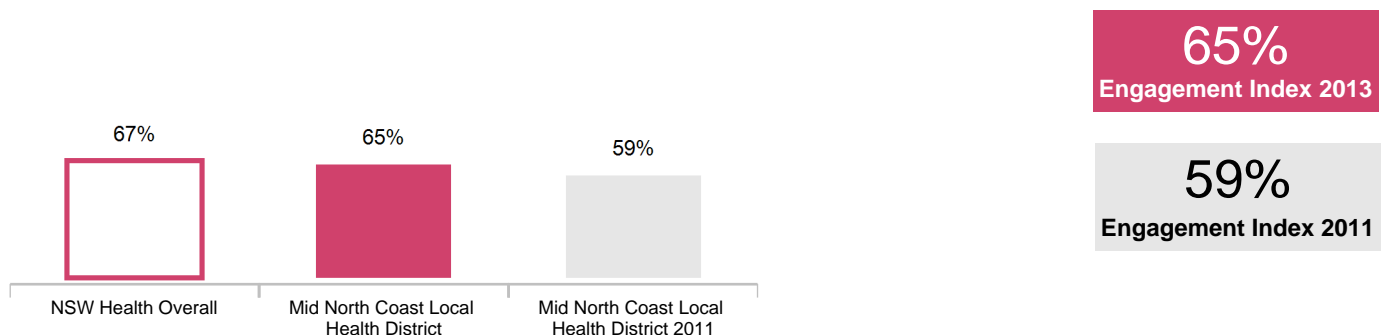
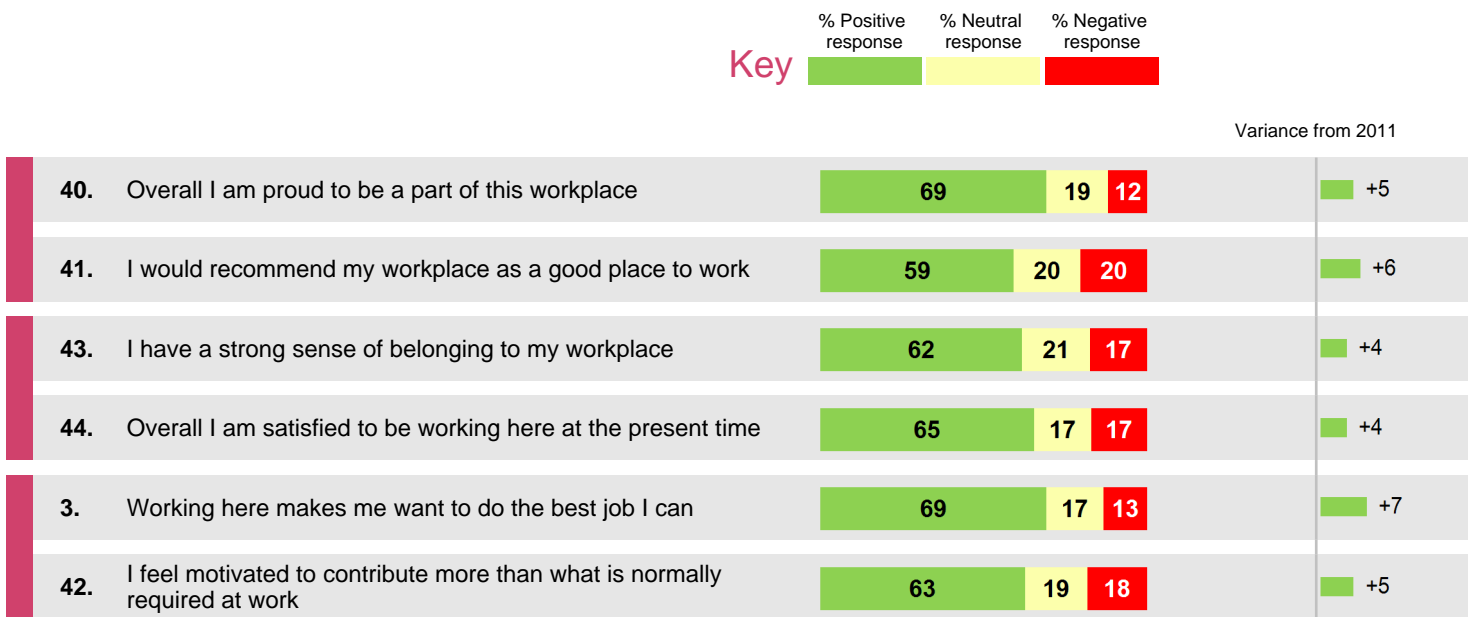
Employee Engagement Index

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:

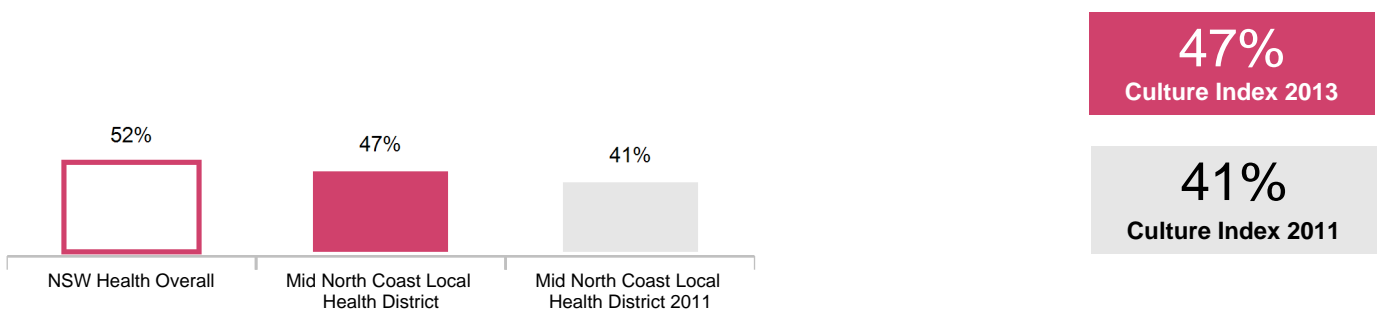


Employee Workplace Culture Index

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:

	Key			Variance from 2011
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	45	22	33	+8
12. I believe I am valued for what I can offer at my workplace	60	19	22	+6
13. In my workplace, we recognise our successes and innovations	51	24	25	+7
14. Staff are treated respectfully regardless of their job	58	17	25	+8
17. Overall, I have confidence in the decisions made by my line manager	59	19	22	+7
18b. The senior managers at my workplace ... have a clear direction for the future	34	35	31	+10
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34	31	34	+9
20. Overall, I have confidence in the decisions made by my senior managers	35	32	33	+7
22. I have a say in decisions which affect my work	44	24	32	+6
23. I think it is safe to speak up and challenge the way things are done	50	19	31	+5
24a. Where I work, we share the lessons learnt when mistakes are made	54	24	22	+5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	28	37	+4
37. My team's objectives/work plans are clearly outlined	60	23	16	+6
38. Our objectives/work plans help us to deliver a quality service	60	26	14	+7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	33	35	+7



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 Mid North Coast Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Mid North Coast Local Health District 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	Mid North Coast Local Health District 2011 % positive score
		<i>Greatest</i>			
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		35	42	31
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		32	36	25
20.	Overall, I have confidence in the decisions made by my senior managers		35	42	28
19.	There is a positive relationship between senior management and staff in my workplace		33	40	26
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		34	41	25
18b.	The senior managers at my workplace ... have a clear direction for the future		34	40	24

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
Training and Development Opportunities	65
Your Job	63
Your Line Manager	58

Questions

	% Positive
1. My job makes good use of my skills and abilities	77
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76
15d. My line manager ... treats me with respect	74
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	69
40. Overall I am proud to be a part of this workplace	69

Lowlights

Sections

	% Positive
Senior Managers	35
Communication	50
Your Team	56




Questions






	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32
19. There is a positive relationship between senior management and staff in my workplace	33
18b. The senior managers at my workplace ... have a clear direction for the future	34
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34
20. Overall, I have confidence in the decisions made by my senior managers	35

Most Improved and Least Improved since 2011

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

Most improved

Sections	% Positive	Variance from 2011
Senior Managers	35	 +8
Communication	50	 +8
Being valued	56	 +6

Questions	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	34	 +10
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34	 +9
2. I feel I am able to suggest ideas to improve our ways of doing things	69	 +8
11. Morale is good in my team	45	 +8
14. Staff are treated respectfully regardless of their job	58	 +8

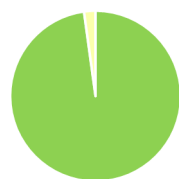
Least improved

Sections	% Positive	Variance from 2011
There are no scores below		

Questions	% Positive	Variance from 2011
There are no scores below		

Trend Comparison

This section shows comparisons between Mid North Coast Local Health District and the 2011 survey results for Mid North Coast Local Health District.

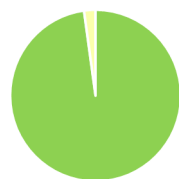


- 98% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	34	+10
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34	+9
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+8
11. Morale is good in my team	45	+8
14. Staff are treated respectfully regardless of their job	58	+8
21. I am kept well informed about what is happening in my workplace	46	+8
3. Working here makes me want to do the best job I can	69	+7
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	+7
13. In my workplace, we recognise our successes and innovations	51	+7
17. Overall, I have confidence in the decisions made by my line manager	59	+7
19. There is a positive relationship between senior management and staff in my workplace	33	+7
20. Overall, I have confidence in the decisions made by my senior managers	35	+7
38. Our objectives/work plans help us to deliver a quality service	60	+7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	+7
12. I believe I am valued for what I can offer at my workplace	60	+6
15b. My line manager ... treats all staff in my team fairly	59	+6

Trend Comparison

This section shows comparisons between Mid North Coast Local Health District and the 2011 survey results for Mid North Coast Local Health District.

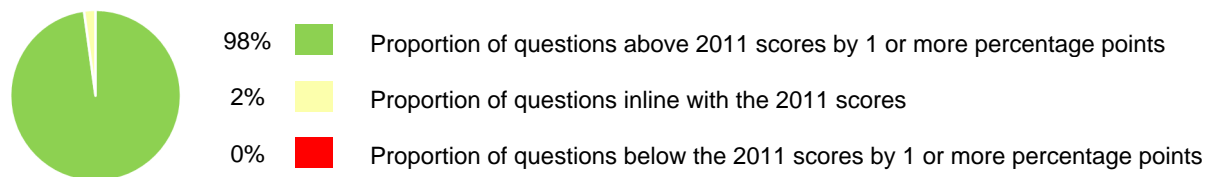


- 98% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	+6
22. I have a say in decisions which affect my work	44	+6
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	+6
31. Reasonable expectations are placed on staff according to their position	53	+6
37. My team's objectives/work plans are clearly outlined	60	+6
41. I would recommend my workplace as a good place to work	59	+6
5. I have sufficient control over my work so I can do my job well	61	+5
9. People in my team are honest and open	60	+5
15a. My line manager ... recognises and acknowledges when I have done my job well	60	+5
16. I receive regular and constructive feedback on my performance	42	+5
23. I think it is safe to speak up and challenge the way things are done	50	+5
24a. Where I work, we share the lessons learnt when mistakes are made	54	+5
30. There are mechanisms in place to support me if I experience stress or pressure	59	+5
36. In my workplace patient safety is at the centre of all decision making	66	+5
40. Overall I am proud to be a part of this workplace	69	+5
42. I feel motivated to contribute more than what is normally required at work	63	+5

Trend Comparison

This section shows comparisons between Mid North Coast Local Health District and the 2011 survey results for Mid North Coast Local Health District.



	% Positive	Variance from 2011
10. My team resolves conflict quickly when it arises	45	+4
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	54	+4
15d. My line manager ... treats me with respect	74	+4
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	+4
29. I am able to achieve a healthy work/life balance most of the time	64	+4
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	69	+4
35. My work environment allows me to deliver the best possible services (patient care or support services)	52	+4
43. I have a strong sense of belonging to my workplace	62	+4
44. Overall I am satisfied to be working here at the present time	65	+4
1. My job makes good use of my skills and abilities	77	+3
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	+3
25. I have received the appropriate training and development to do my job effectively	67	+3
8. In my team we generally acknowledge one another's efforts and achievements	65	+1
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	0

External Comparison

This section shows comparisons between Mid North Coast Local Health District 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.



- 4% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 8% ■ Proportion of questions inline with the benchmark
- 88% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
22. I have a say in decisions which affect my work	44	+2
15b. My line manager ... treats all staff in my team fairly	59	+1
15d. My line manager ... treats me with respect	74	0
17. Overall, I have confidence in the decisions made by my line manager	59	0
30. There are mechanisms in place to support me if I experience stress or pressure	59	0
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	69	0
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	-1
42. I feel motivated to contribute more than what is normally required at work	63	-1
15a. My line manager ... recognises and acknowledges when I have done my job well	60	-2
19. There is a positive relationship between senior management and staff in my workplace	33	-3
21. I am kept well informed about what is happening in my workplace	46	-3
23. I think it is safe to speak up and challenge the way things are done	50	-3
2. I feel I am able to suggest ideas to improve our ways of doing things	69	-4
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	-4
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34	-4
29. I am able to achieve a healthy work/life balance most of the time	64	-4
40. Overall I am proud to be a part of this workplace	69	-4

External Comparison

This section shows comparisons between Mid North Coast Local Health District 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.



- 4% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 8% ■ Proportion of questions inline with the benchmark
- 88% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
41. I would recommend my workplace as a good place to work	59	-4 ■
43. I have a strong sense of belonging to my workplace	62	-4 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	54	-4 ■
14. Staff are treated respectfully regardless of their job	58	-5 ■
18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	-5 ■
20. Overall, I have confidence in the decisions made by my senior managers	35	-5 ■
1. My job makes good use of my skills and abilities	77	-6 ■
12. I believe I am valued for what I can offer at my workplace	60	-6 ■
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	54	-6 ■
24a. Where I work, we share the lessons learnt when mistakes are made	54	-6 ■
44. Overall I am satisfied to be working here at the present time	65	-6 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	-6 ■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	-7 ■
9. People in my team are honest and open	60	-7 ■
16. I receive regular and constructive feedback on my performance	42	-7 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	-7 ■
36. In my workplace patient safety is at the centre of all decision making	66	-7 ■

External Comparison

This section shows comparisons between Mid North Coast Local Health District 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.



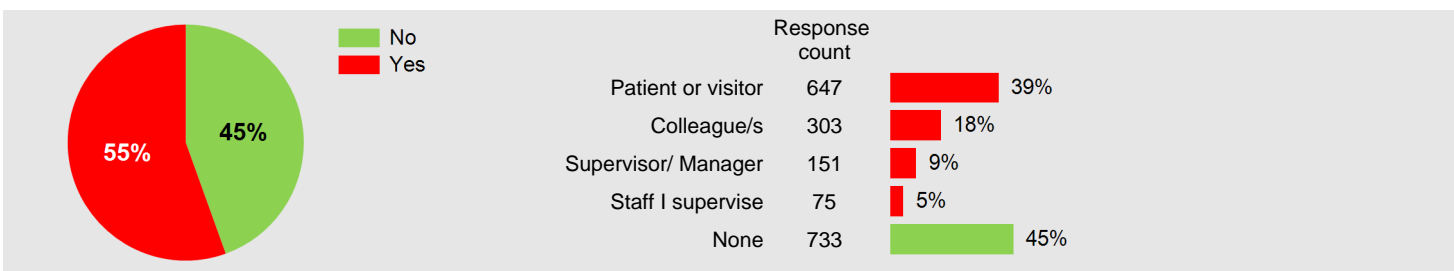
- 4% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 8% ■ Proportion of questions inline with the benchmark
- 88% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
13. In my workplace, we recognise our successes and innovations	51	-8 ■
31. Reasonable expectations are placed on staff according to their position	53	-8 ■
3. Working here makes me want to do the best job I can	69	-9 ■
8. In my team we generally acknowledge one another's efforts and achievements	65	-9 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	52	-9 ■
18b. The senior managers at my workplace ... have a clear direction for the future	34	-10 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	-10 ■
38. Our objectives/work plans help us to deliver a quality service	60	-10 ■
5. I have sufficient control over my work so I can do my job well	61	-11 ■
10. My team resolves conflict quickly when it arises	45	-11 ■
11. Morale is good in my team	45	-11 ■
25. I have received the appropriate training and development to do my job effectively	67	-11 ■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	35	-11 ■
37. My team's objectives/work plans are clearly outlined	60	-11 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	46	-12 ■
4. The right amount of approvals are required for routine decisions	44	-13 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	52	-14 ■

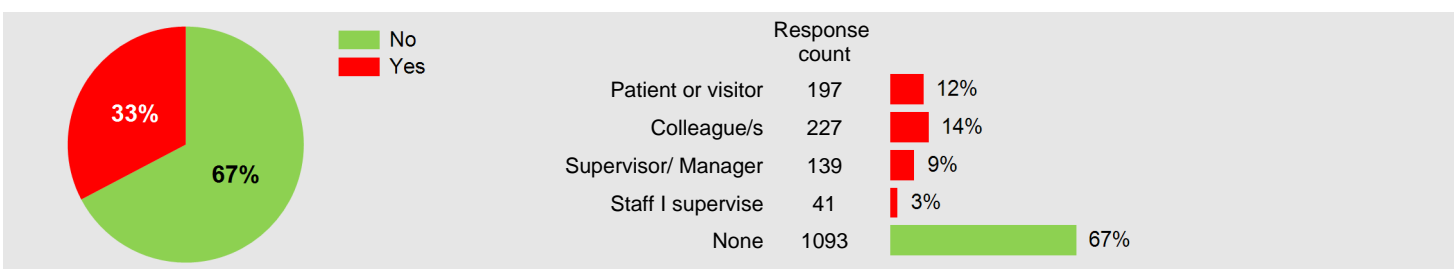
Unacceptable Behaviour

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

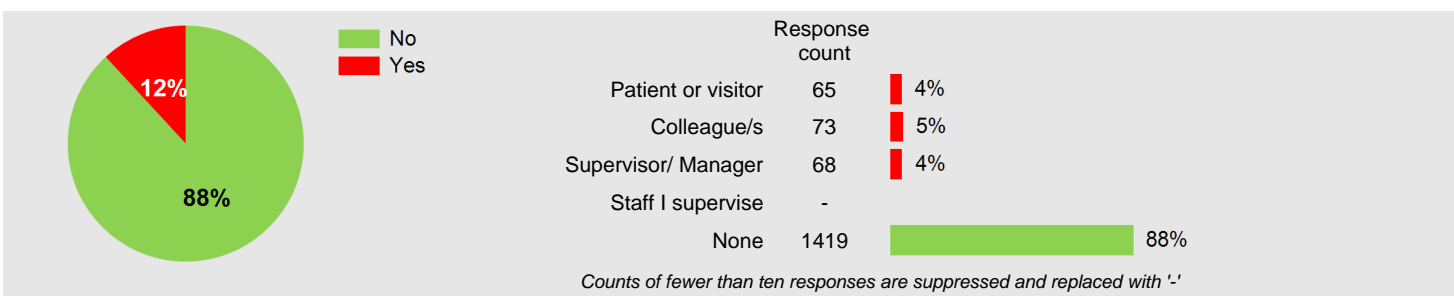
33a. In the last 12 months, I have been verbally abused by a ...



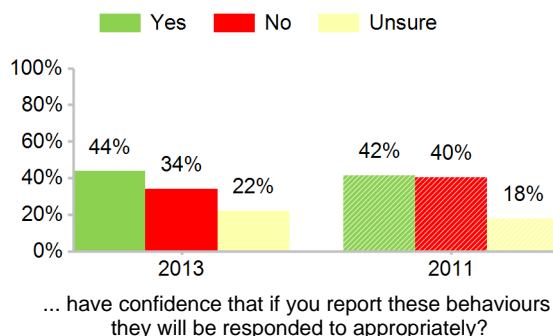
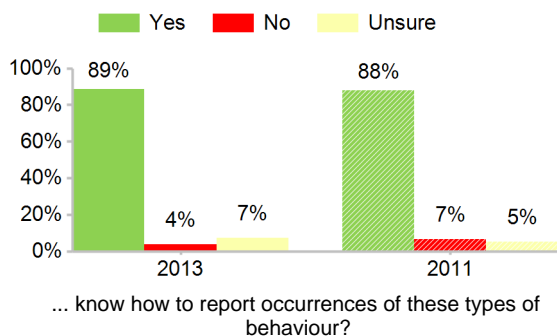
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



34. Do you currently ...



All Questions

This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

% positive response

% neutral response

% negative response

At least 1% greater than comparator

At least 1% less than comparator

Your Job

	% positive response	% neutral response	% negative response	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	77	11	12	77	74	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	19	69	61	68	73
3. Working here makes me want to do the best job I can	69	17	13	69	62	71	78
4. The right amount of approvals are required for routine decisions *	44	26	31	44		48	57
5. I have sufficient control over my work so I can do my job well	61	16	23	61	56	64	72
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	19	23	58	51	60	65

All Questions

This section shows the breakdown of responses to each question

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

Your Team

Question	% positive response	% neutral response	% negative response	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	17	19	64	61	68	68
8. In my team we generally acknowledge one another's efforts and achievements	65	16	18	65	64	69	74
9. People in my team are honest and open	60	22	17	60	55	63	67
10. My team resolves conflict quickly when it arises	45	25	29	45	41	51	56
11. Morale is good in my team	45	22	33	45	37	51	56

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			At least 1% greater than comparator	At least 1% less than comparator
	% positive response	% neutral response	% negative response		
Key A question identified as being a key driver of employee engagement					
Being valued					
				% Positive Score	Mid North Coast Local Health District 2011
					NSW Health Overall 2013
					Australian Health Sector Benchmark
12. I believe I am valued for what I can offer at my workplace	60	19	22	60	50
13. In my workplace, we recognise our successes and innovations	51	24	25	51	59
14. Staff are treated respectfully regardless of their job	58	17	25	58	63

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Mid North Coast Local Health District 2013	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							
Your Line Manager							
15a. My line manager ... recognises and acknowledges when I have done my job well	60	20	21	60	55	64	62
15b. My line manager ... treats all staff in my team fairly	59	18	23	59	53	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	54	20	25	54	50	60	60
15d. My line manager ... treats me with respect	74	16	10	74	70	75	74
16. I receive regular and constructive feedback on my performance	42	26	32	42	37	49	49
17. Overall, I have confidence in the decisions made by my line manager	59	19	22	59	52	62	59

All Questions

This section shows the breakdown of responses to each question

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

Senior Managers

	% positive response	% neutral response	% negative response	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	24	37	39	33	46	44
18b. The senior managers at my workplace ... have a clear direction for the future	34	35	31	34	24	40	44
K 18c. The senior managers at my workplace ... lead by example in creating a positive workplace	34	31	34	34	25	41	38
K 19. There is a positive relationship between senior management and staff in my workplace	33	31	37	33	26	40	36
K 20. Overall, I have confidence in the decisions made by my senior managers	35	32	33	35	28	42	40

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			Key	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response					
Communication					50	42	53	55
21. I am kept well informed about what is happening in my workplace	46	23	31		46	38	50	49
22. I have a say in decisions which affect my work	44	24	32		44	38	46	42
23. I think it is safe to speak up and challenge the way things are done	50	19	31		50	45	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	54	24	22		54	49	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	52	25	23		52		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	24	20		56		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	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Training and Development Opportunities								
	25. I have received the appropriate training and development to do my job effectively	67	17	15	67	62	69	73
	26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	11	13	76	76	76	77
	27. I am encouraged to take opportunities to learn new skills and have new experiences	53	23	24	53	47	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	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
K	28. I have confidence in the processes that my workplace uses to resolve staff conflict		35	31	46
	29. I am able to achieve a healthy work/life balance most of the time		64	60	68
	30. There are mechanisms in place to support me if I experience stress or pressure		59	54	59
	31. Reasonable expectations are placed on staff according to their position		53	47	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		69	65	69

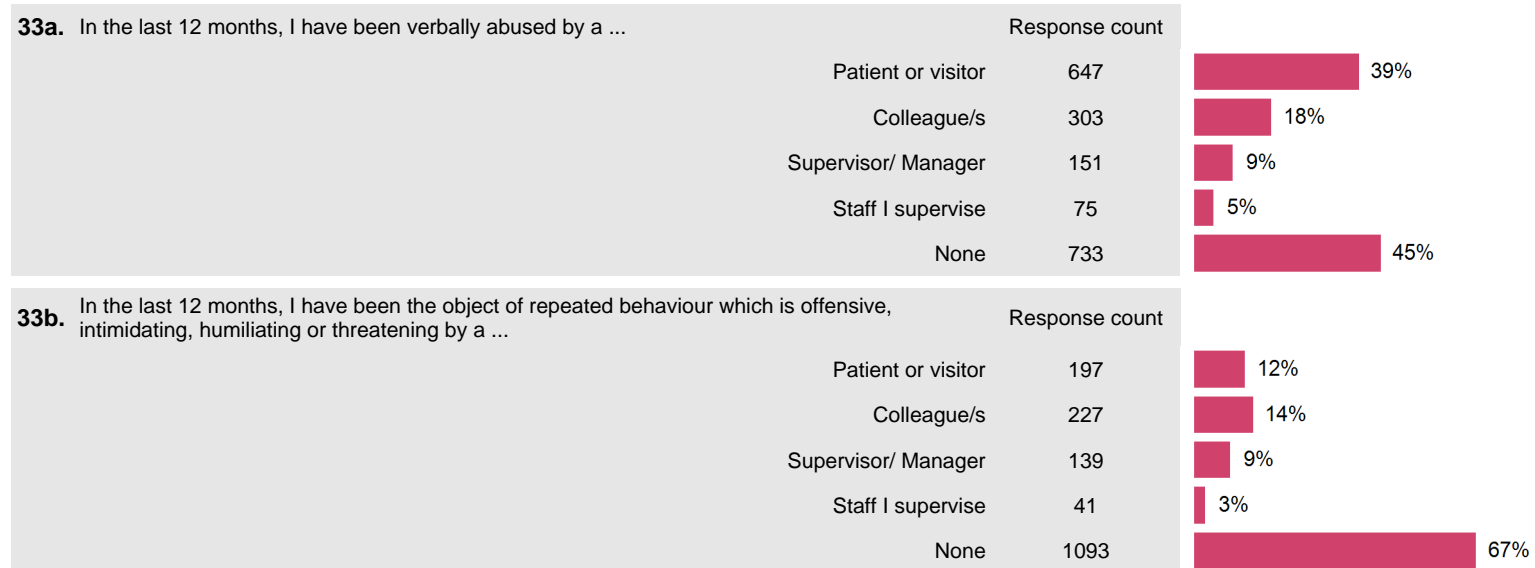
All Questions

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



All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator

At least 1% less than comparator

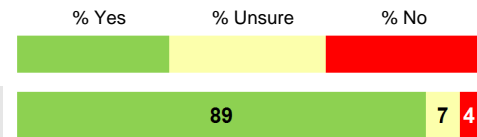
Unacceptable Behaviour

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

Response	Response count	%
Patient or visitor	65	4%
Colleague/s	73	5%
Supervisor/ Manager	68	4%
Staff I supervise	-	-
None	1419	88%

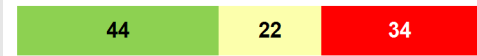
Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

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



89 **88** **83** **88**

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



44 **42** **45** **52**

% Positive Score
Mid North Coast Local Health District 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

All Questions

This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

% positive response

% neutral response

% negative response

At least 1% greater than comparator

At least 1% less than comparator

Service Delivery

	% positive response	% neutral response	% negative response	% Positive Score	Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	52	22	26	52	48	59	66
36. In my workplace patient safety is at the centre of all decision making	66	20	14	66	61	67	73
37. My team's objectives/work plans are clearly outlined	60	23	16	60	54	65	71
38. Our objectives/work plans help us to deliver a quality service	60	26	14	60	53	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	46	31	23	46		52	58

All Questions

This section shows the breakdown of responses to each question

	Key	A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Comparators		
			% positive response	% neutral response	% negative response		Mid North Coast Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Workplace						58	53	60	62
40.		Overall I am proud to be a part of this workplace	69	19	12	69	64	71	73
41.		I would recommend my workplace as a good place to work	59	20	20	59	53	62	63
42.		I feel motivated to contribute more than what is normally required at work	63	19	18	63	58	65	64
43.		I have a strong sense of belonging to my workplace	62	21	17	62	58	64	66
44.		Overall I am satisfied to be working here at the present time	65	17	17	65	61	67	71
45.		Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	54	27	19	54		56	58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	32	33	35	32	25	36	38

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

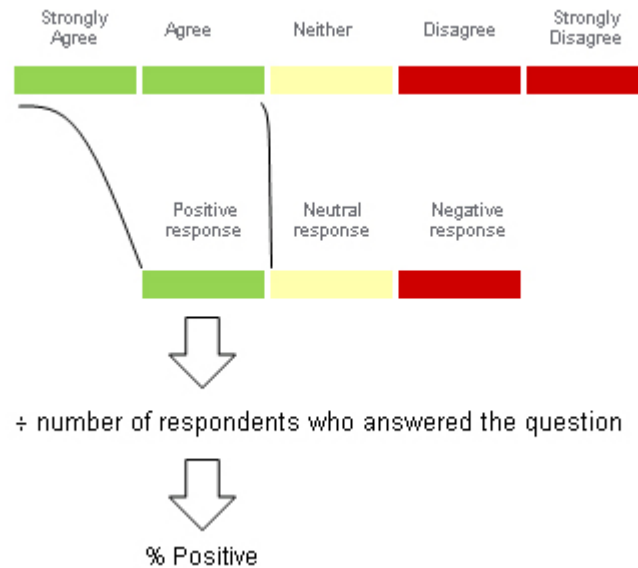
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Trend data

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

Benchmark data

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