

2013 YourSay Workplace Survey

LHD Report



Nepean Blue Mountains Local Health District

This Report

This report provides Nepean Blue Mountains 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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1,009

2011: 1,810

ACTUAL RESPONSES

22%

2011: 44%

3% Confidence Interval

ESTIMATED RESPONSE RATE

60%

2011: 60%

ENGAGEMENT INDEX

46%

2011: 42%

WORKPLACE CULTURE INDEX

Employee Engagement Index

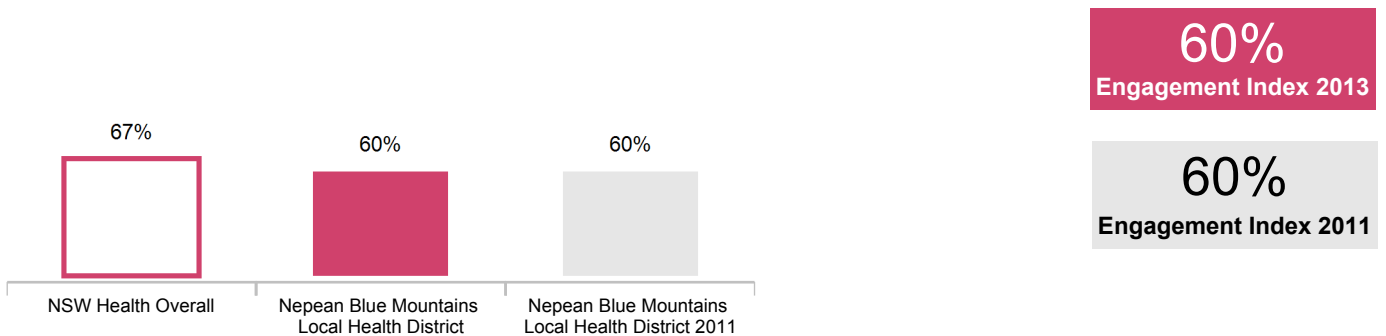
The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

The three elements of Employee Engagement

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

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

		% Positive response	% Neutral response	% Negative response	Variance from 2011
40.	Overall I am proud to be a part of this workplace	64	22	14	-2
41.	I would recommend my workplace as a good place to work	53	22	25	-1
43.	I have a strong sense of belonging to my workplace	59	22	19	0
44.	Overall I am satisfied to be working here at the present time	62	18	21	+1
3.	Working here makes me want to do the best job I can	66	19	15	0
42.	I feel motivated to contribute more than what is normally required at work	59	19	22	+3

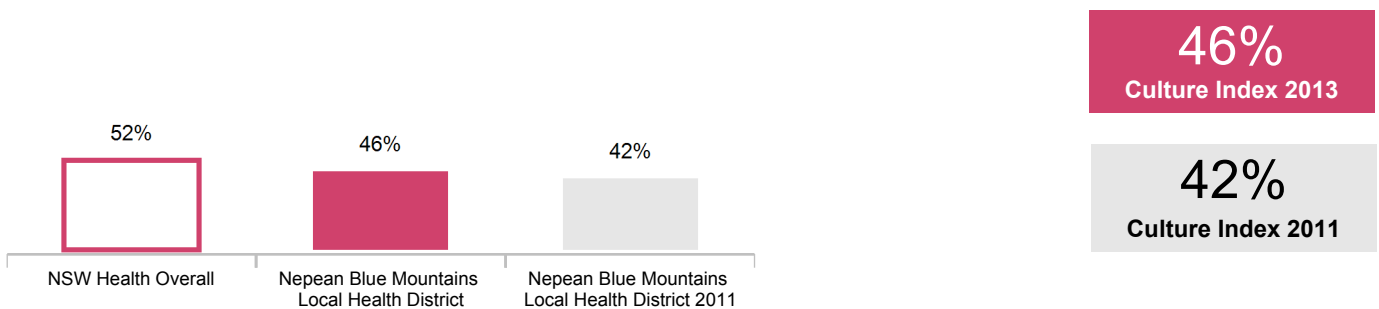


Employee Workplace Culture Index

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	21	34	+3
12. I believe I am valued for what I can offer at my workplace	58	18	24	+5
13. In my workplace, we recognise our successes and innovations	50	24	25	+5
14. Staff are treated respectfully regardless of their job	55	17	29	+4
17. Overall, I have confidence in the decisions made by my line manager	58	18	24	+2
18b. The senior managers at my workplace ... have a clear direction for the future	35	31	34	+10
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	26	41	+7
20. Overall, I have confidence in the decisions made by my senior managers	34	25	41	+5
22. I have a say in decisions which affect my work	42	20	38	+7
23. I think it is safe to speak up and challenge the way things are done	45	18	37	+5
24a. Where I work, we share the lessons learnt when mistakes are made	52	25	23	+1
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	26	37	+3
37. My team's objectives/work plans are clearly outlined	60	23	17	+3
38. Our objectives/work plans help us to deliver a quality service	58	25	17	+3
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	31	37	+5



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 Nepean Blue Mountains Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Nepean Blue Mountains 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	Nepean Blue Mountains Local Health District 2011 % positive score
		<i>Greatest</i>			
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		31	36	26
19.	There is a positive relationship between senior management and staff in my workplace		31	40	25
20.	Overall, I have confidence in the decisions made by my senior managers		34	42	29
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		33	41	26
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		37	42	34
23.	I think it is safe to speak up and challenge the way things are done		45	51	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).

Highlights

Sections

	% Positive
Training and Development Opportunities	67
Your Job	60
Your Line Manager	59

Questions

	% Positive
1. My job makes good use of my skills and abilities	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74
15d. My line manager ... treats me with respect	72
25. I have received the appropriate training and development to do my job effectively	71
8. In my team we generally acknowledge one another's efforts and achievements	69

Lowlights

Sections

	% Positive
Senior Managers	34
Communication	48
Work Environment	51

Questions

	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31
19. There is a positive relationship between senior management and staff in my workplace	31
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33
20. Overall, I have confidence in the decisions made by my senior managers	34
18b. The senior managers at my workplace ... have a clear direction for the future	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	34	 +6
Communication	48	 +6
Being valued	54	 +4

Questions



	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	35	 +10
16. I receive regular and constructive feedback on my performance	49	 +8
35. My work environment allows me to deliver the best possible services (patient care or support services)	56	 +8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	 +7
22. I have a say in decisions which affect my work	42	 +7

Least improved

Sections

	% Positive	Variance from 2011
There are no scores below		

Questions

	% Positive	Variance from 2011
40. Overall I am proud to be a part of this workplace	64	-2 
41. I would recommend my workplace as a good place to work	53	-1 

Trend Comparison

This section shows comparisons between Nepean Blue Mountains Local Health District and the 2011 survey results for Nepean Blue Mountains Local Health District.



- 89% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 7% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	35	■ +10
16. I receive regular and constructive feedback on my performance	49	■ +8
35. My work environment allows me to deliver the best possible services (patient care or support services)	56	■ +8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	■ +7
22. I have a say in decisions which affect my work	42	■ +7
5. I have sufficient control over my work so I can do my job well	60	■ +6
18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	■ +6
19. There is a positive relationship between senior management and staff in my workplace	31	■ +6
2. I feel I am able to suggest ideas to improve our ways of doing things	65	■ +5
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	54	■ +5
12. I believe I am valued for what I can offer at my workplace	58	■ +5
13. In my workplace, we recognise our successes and innovations	50	■ +5
20. Overall, I have confidence in the decisions made by my senior managers	34	■ +5
21. I am kept well informed about what is happening in my workplace	46	■ +5
23. I think it is safe to speak up and challenge the way things are done	45	■ +5
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	■ +5

Trend Comparison

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

	% Positive	Variance from 2011
14. Staff are treated respectfully regardless of their job	55	+4
15a. My line manager ... recognises and acknowledges when I have done my job well	61	+4
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	+4
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	+4
30. There are mechanisms in place to support me if I experience stress or pressure	44	+4
8. In my team we generally acknowledge one another's efforts and achievements	69	+3
10. My team resolves conflict quickly when it arises	49	+3
11. Morale is good in my team	45	+3
25. I have received the appropriate training and development to do my job effectively	71	+3
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	+3
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	+3
37. My team's objectives/work plans are clearly outlined	60	+3
38. Our objectives/work plans help us to deliver a quality service	58	+3
42. I feel motivated to contribute more than what is normally required at work	59	+3
1. My job makes good use of my skills and abilities	78	+2
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	+2

Trend Comparison

This section shows comparisons between Nepean Blue Mountains Local Health District and the 2011 survey results for Nepean Blue Mountains Local Health District.



- 89% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 7% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
9. People in my team are honest and open	64	+2
15b. My line manager ... treats all staff in my team fairly	59	+2
17. Overall, I have confidence in the decisions made by my line manager	58	+2
29. I am able to achieve a healthy work/life balance most of the time	60	+2
15d. My line manager ... treats me with respect	72	+1
24a. Where I work, we share the lessons learnt when mistakes are made	52	+1
31. Reasonable expectations are placed on staff according to their position	47	+1
36. In my workplace patient safety is at the centre of all decision making	64	+1
44. Overall I am satisfied to be working here at the present time	62	+1
3. Working here makes me want to do the best job I can	66	0
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	0
43. I have a strong sense of belonging to my workplace	59	0
41. I would recommend my workplace as a good place to work	53	-1
40. Overall I am proud to be a part of this workplace	64	-2

External Comparison

This section shows comparisons between Nepean Blue Mountains 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
- 4% ■ Proportion of questions inline with the benchmark
- 92% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	+1
15b. My line manager ... treats all staff in my team fairly	59	+1
16. I receive regular and constructive feedback on my performance	49	0
22. I have a say in decisions which affect my work	42	0
15a. My line manager ... recognises and acknowledges when I have done my job well	61	-1
17. Overall, I have confidence in the decisions made by my line manager	58	-1
15d. My line manager ... treats me with respect	72	-2
9. People in my team are honest and open	64	-3
21. I am kept well informed about what is happening in my workplace	46	-3
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	-3
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	-4
1. My job makes good use of my skills and abilities	78	-5
8. In my team we generally acknowledge one another's efforts and achievements	69	-5
18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	-5
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	-5
19. There is a positive relationship between senior management and staff in my workplace	31	-5
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	-5

External Comparison

This section shows comparisons between Nepean Blue Mountains 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
- 4% ■ Proportion of questions inline with the benchmark
- 92% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
42. I feel motivated to contribute more than what is normally required at work	59	-5 ■
20. Overall, I have confidence in the decisions made by my senior managers	34	-6 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	-6 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	-6 ■
10. My team resolves conflict quickly when it arises	49	-7 ■
25. I have received the appropriate training and development to do my job effectively	71	-7 ■
43. I have a strong sense of belonging to my workplace	59	-7 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	-7 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	65	-8 ■
12. I believe I am valued for what I can offer at my workplace	58	-8 ■
14. Staff are treated respectfully regardless of their job	55	-8 ■
23. I think it is safe to speak up and challenge the way things are done	45	-8 ■
24a. Where I work, we share the lessons learnt when mistakes are made	52	-8 ■
29. I am able to achieve a healthy work/life balance most of the time	60	-8 ■
13. In my workplace, we recognise our successes and innovations	50	-9 ■
18b. The senior managers at my workplace ... have a clear direction for the future	35	-9 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	54	-9 ■

External Comparison

This section shows comparisons between Nepean Blue Mountains 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.



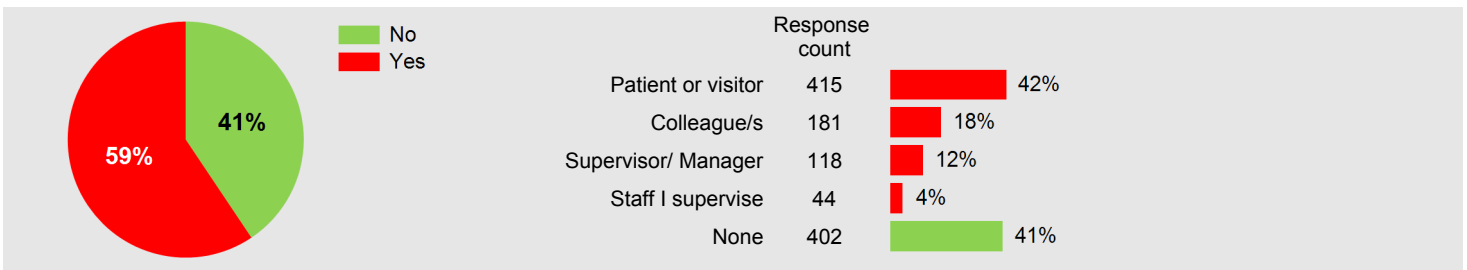
- 4% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 92% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-9 ■
36. In my workplace patient safety is at the centre of all decision making	64	-9 ■
40. Overall I am proud to be a part of this workplace	64	-9 ■
44. Overall I am satisfied to be working here at the present time	62	-9 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	56	-10 ■
41. I would recommend my workplace as a good place to work	53	-10 ■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	54	-11 ■
11. Morale is good in my team	45	-11 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	50	-11 ■
37. My team's objectives/work plans are clearly outlined	60	-11 ■
3. Working here makes me want to do the best job I can	66	-12 ■
5. I have sufficient control over my work so I can do my job well	60	-12 ■
38. Our objectives/work plans help us to deliver a quality service	58	-12 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	45	-13 ■
31. Reasonable expectations are placed on staff according to their position	47	-14 ■
30. There are mechanisms in place to support me if I experience stress or pressure	44	-15 ■
4. The right amount of approvals are required for routine decisions	40	-17 ■

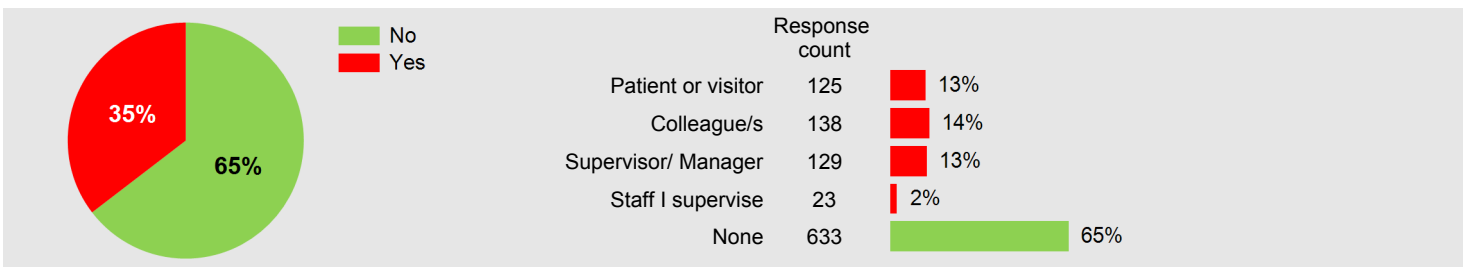
Unacceptable Behaviour

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

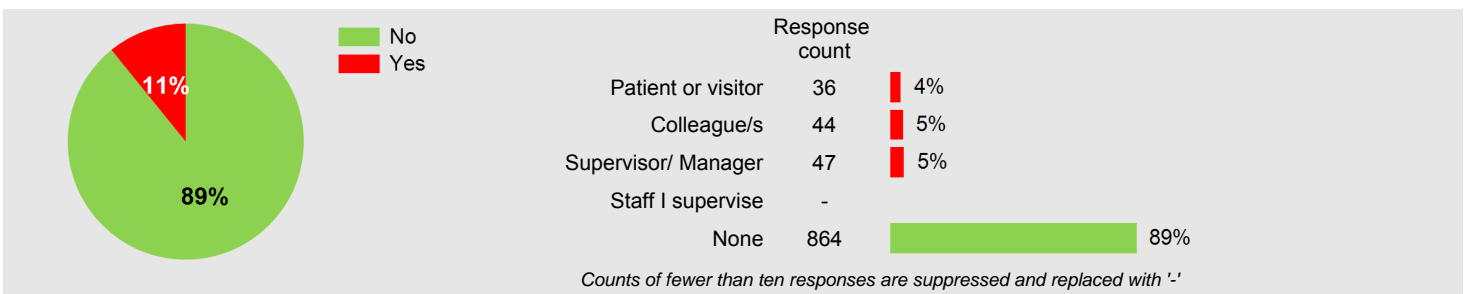
33a. In the last 12 months, I have been verbally abused by a ...



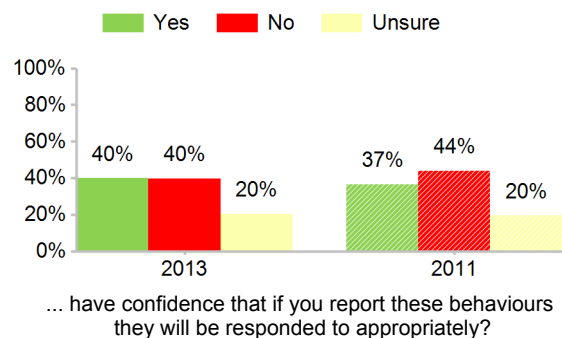
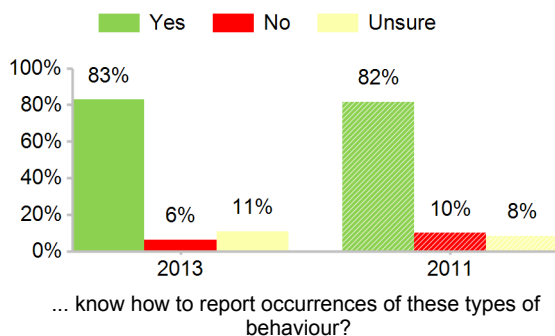
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

Your Job

	% positive response	% neutral response	% negative response	% Positive Score	Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	78	9	13	78	76	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	65	13	22	65	60	68	73
3. Working here makes me want to do the best job I can	66	19	15	66	66	71	78
4. The right amount of approvals are required for routine decisions *	40	25	35	40		48	57
5. I have sufficient control over my work so I can do my job well	60	16	25	60	54	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	54	22	24	54	49	60	65

All Questions

This section shows the breakdown of responses to each question

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

Your Team

	% positive response	% neutral response	% negative response	% Positive Score	Nepean Blue Mountains 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	69	14	17	69	67	68	68
8. In my team we generally acknowledge one another's efforts and achievements	69	15	16	69	66	69	74
9. People in my team are honest and open	64	19	16	64	62	63	67
10. My team resolves conflict quickly when it arises	49	25	26	49	46	51	56
11. Morale is good in my team	45	21	34	45	42	51	56

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response	% Positive Score	At least 1% greater than comparator		At least 1% less than comparator	
						Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark	
Key	A question identified as being a key driver of employee engagement								
Being valued					54	50	59	63	
12.	I believe I am valued for what I can offer at my workplace	58	18	24	58	53	61	66	
13.	In my workplace, we recognise our successes and innovations	50	24	25	50	45	55	59	
14.	Staff are treated respectfully regardless of their job	55	17	29	55	51	60	63	

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Nepean Blue Mountains Local Health District 2011	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							
<p>Your Line Manager</p>							
15a. My line manager ... recognises and acknowledges when I have done my job well	61	17	22	61	57	64	62
15b. My line manager ... treats all staff in my team fairly	59	16	25	59	57	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	20	24	56	56	60	60
15d. My line manager ... treats me with respect	72	13	15	72	71	75	74
16. I receive regular and constructive feedback on my performance	49	20	31	49	41	49	49
17. Overall, I have confidence in the decisions made by my line manager	58	18	24	58	56	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	Nepean Blue Mountains 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	21	41	39	33	46	44
18b. The senior managers at my workplace ... have a clear direction for the future	35	31	34	35	25	40	44
K 18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	26	41	33	26	41	38
K 19. There is a positive relationship between senior management and staff in my workplace	31	24	44	31	25	40	36
K 20. Overall, I have confidence in the decisions made by my senior managers	34	25	41	34	29	42	40

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Nepean Blue Mountains Local Health District 2011	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	46	21	33	46	41	50	49
22. I have a say in decisions which affect my work	42	20	38	42	35	46	42
23. I think it is safe to speak up and challenge the way things are done	45	18	37	45	40	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	52	25	23	52	51	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	50	24	26	50		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	54	22	23	54		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	% Neutral	% Negative	% Positive Score	Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71	17	12	71	64	69	73
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	12	14	74	70	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	20	23	57	53	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	Nepean Blue Mountains 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		37	48	61
	29. I am able to achieve a healthy work/life balance most of the time		60	58	68
	30. There are mechanisms in place to support me if I experience stress or pressure		44	40	59
	31. Reasonable expectations are placed on staff according to their position		47	46	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		64	61	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 ...

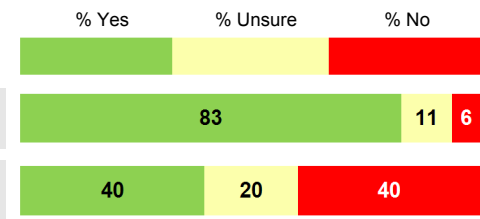
Response	Response count
Patient or visitor	36
Colleague/s	44
Supervisor/ Manager	47
Staff I supervise	-
None	864

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?

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




% Positive Score
Nepean Blue Mountains Local Health District 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

83 **82** **83** **88**
40 **37** **45** **52**

All Questions

This section shows the breakdown of responses to each question

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

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

Service Delivery

Question	% Positive	% Neutral	% Negative	% Positive Score	Nepean Blue Mountains 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)	56	20	24	56	48	59	66
36. In my workplace patient safety is at the centre of all decision making	64	23	13	64	63	67	73
37. My team's objectives/work plans are clearly outlined	60	23	17	60	57	65	71
38. Our objectives/work plans help us to deliver a quality service	58	25	17	58	55	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	45	31	24	45		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	Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response				
Your Workplace						54	54	60	62
40.		Overall I am proud to be a part of this workplace	64	22	14	64	66	71	73
41.		I would recommend my workplace as a good place to work	53	22	25	53	54	62	63
42.		I feel motivated to contribute more than what is normally required at work	59	19	22	59	56	65	64
43.		I have a strong sense of belonging to my workplace	59	22	19	59	59	64	66
44.		Overall I am satisfied to be working here at the present time	62	18	21	62	61	67	71
45.		Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	28	20	52		56	58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	31	37	31	26	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

	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48

Your Job

1. My job makes good use of my skills and abilities	78	88	79	73	74	82	90	71	96	(r)	(r)	59	(r)	57
2. I feel I am able to suggest ideas to improve our ways of doing things	65	71	64	61	68	77	69	62	65	(r)	(r)	41	(r)	47
3. Working here makes me want to do the best job I can	66	71	67	61	65	72	62	54	74	(r)	(r)	63	(r)	50
4. The right amount of approvals are required for routine decisions	40	42	38	37	44	34	48	31	75	(r)	(r)	44	(r)	23
5. I have sufficient control over my work so I can do my job well	60	63	54	67	63	67	69	45	81	(r)	(r)	57	(r)	47
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	54	67	54	53	55	60	62	35	67	(r)	(r)	37	(r)	43

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Your Job

1. My job makes good use of my skills and abilities	78	81	77	76	87	88	(r)	75	81	89	(r)	96	(r)	72	80	60
2. I feel I am able to suggest ideas to improve our ways of doing things	65	78	61	73	84	100	(r)	64	68	69	(r)	57	(r)	73	66	40
3. Working here makes me want to do the best job I can	66	69	65	66	69	94	(r)	63	68	77	(r)	96	(r)	67	68	29
4. The right amount of approvals are required for routine decisions	40	37	40	32	46	38	(r)	38	40	50	(r)	55	(r)	41	41	16
5. I have sufficient control over my work so I can do my job well	60	58	60	50	67	69	(r)	57	63	69	(r)	74	(r)	61	61	37
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	54	77	47	70	84	94	(r)	53	56	61	(r)	39	(r)	64	54	34

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Your Job

1. My job makes good use of my skills and abilities	78	91	72	78	70	78	84	83	88	85	75	79	77	77	77	82	64
2. I feel I am able to suggest ideas to improve our ways of doing things	65	71	55	65	68	65	67	67	71	76	68	68	69	62	62	77	40
3. Working here makes me want to do the best job I can	66	86	62	66	59	65	68	77	73	69	62	64	69	68	65	84	27
4. The right amount of approvals are required for routine decisions	40	50	41	46	39	37	39	47	46	43	40	36	45	34	44	51	16
5. I have sufficient control over my work so I can do my job well	60	76	68	59	57	57	60	70	68	69	55	51	63	58	62	77	34
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	54	69	45	50	51	54	59	57	64	58	54	56	53	52	51	68	37

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

	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	83	72	60	63	78	76	62	79	(r)	(r)	46	(r)	60
8. In my team we generally acknowledge one another's efforts and achievements	69	88	72	53	66	80	72	54	82	(r)	(r)	54	(r)	60
9. People in my team are honest and open	64	75	67	56	57	73	76	44	80	(r)	(r)	39	(r)	67
10. My team resolves conflict quickly when it arises	49	54	52	37	51	51	55	33	65	(r)	(r)	36	(r)	40
11. Morale is good in my team	45	54	48	32	45	58	45	23	56	(r)	(r)	21	(r)	34

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	78	66	76	77	94	(r)	68	71	78	(r)	52	(r)	79	69	52
8. In my team we generally acknowledge one another's efforts and achievements	69	83	65	78	84	100	(r)	69	71	69	(r)	59	(r)	79	69	48
9. People in my team are honest and open	64	74	61	72	73	88	(r)	63	67	81	(r)	43	(r)	73	64	43
10. My team resolves conflict quickly when it arises	49	65	44	60	69	75	(r)	48	53	61	(r)	17	(r)	50	49	40
11. Morale is good in my team	45	60	41	55	64	69	(r)	45	46	58	(r)	30	(r)	55	45	26

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77	
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28	

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	78	72	64	60	69	79	63	75	69	68	73	73	67	70	76	55
8. In my team we generally acknowledge one another's efforts and achievements	69	84	64	67	64	67	78	70	76	72	72	71	76	66	68	77	48
9. People in my team are honest and open	64	71	60	58	57	64	75	63	68	67	63	68	76	58	66	72	42
10. My team resolves conflict quickly when it arises	49	62	43	39	42	47	62	57	53	44	56	55	53	45	46	53	32
11. Morale is good in my team	45	69	40	45	41	41	54	57	50	46	41	47	56	42	45	51	25

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Being valued

12. I believe I am valued for what I can offer at my workplace	58	83	57	53	58	69	52	37	72	(r)	(r)	43	(r)	50
13. In my workplace, we recognise our successes and innovations	50	67	48	40	54	64	52	33	68	(r)	(r)	32	(r)	37
14. Staff are treated respectfully regardless of their job	55	71	56	40	59	64	59	35	67	(r)	(r)	32	(r)	43

Results by Demographic

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

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	Nepean Blue Mountains Local Health District	Manage staff		Management responsibility				Employment status					Gender			
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Respondents	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Being valued

12. I believe I am valued for what I can offer at my workplace	58	64	56	57	70	94	(r)	57	60	64	(r)	48	(r)	61	60	27
13. In my workplace, we recognise our successes and innovations	50	63	47	54	71	94	(r)	50	51	69	(r)	30	(r)	59	51	23
14. Staff are treated respectfully regardless of their job	55	63	53	56	69	88	(r)	53	59	69	(r)	48	(r)	59	57	18

Results by Demographic

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

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	Nepean Blue Mountains Local Health District	Length of Service at NSW Health						Age Group									
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Respondents	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Being valued

12. I believe I am valued for what I can offer at my workplace	58	76	47	63	53	59	59	67	72	58	58	59	59	56	55	73	27
13. In my workplace, we recognise our successes and innovations	50	83	43	54	46	47	53	73	64	57	55	51	56	41	49	56	23
14. Staff are treated respectfully regardless of their job	55	78	48	56	51	53	59	73	65	51	55	54	63	57	53	66	17

Results by Demographic

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	Nepean Blue Mountains Local Health District	Role													
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Respondents	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	61	77	59	61	64	69	59	51	67	(r)	(r)	54	(r)	50
15b. My line manager ... treats all staff in my team fairly	59	82	59	52	55	71	55	49	77	(r)	(r)	39	(r)	43
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	55	56	52	52	68	69	51	71	(r)	(r)	37	(r)	40
15d. My line manager ... treats me with respect	72	82	72	66	71	82	72	63	86	(r)	(r)	54	(r)	57
16. I receive regular and constructive feedback on my performance	49	45	52	42	54	51	45	37	51	(r)	(r)	39	(r)	34
17. Overall, I have confidence in the decisions made by my line manager	58	73	58	53	53	70	62	47	75	(r)	(r)	39	(r)	47

Results by Demographic

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	Nepean Blue Mountains Local Health District	Manage staff		Management responsibility				Employment status					Gender			
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Respondents	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	61	68	59	62	73	87	(r)	59	65	64	(r)	57	(r)	68	63	24
15b. My line manager ... treats all staff in my team fairly	59	70	56	63	80	87	(r)	56	67	67	(r)	48	(r)	61	62	29
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	65	54	58	79	67	(r)	54	61	64	(r)	57	(r)	56	59	23
15d. My line manager ... treats me with respect	72	78	71	72	86	87	(r)	69	81	67	(r)	64	(r)	73	75	47
16. I receive regular and constructive feedback on my performance	49	58	46	53	65	60	(r)	47	53	50	(r)	43	(r)	49	51	24
17. Overall, I have confidence in the decisions made by my line manager	58	65	56	58	73	80	(r)	55	65	64	(r)	48	(r)	59	61	26

Results by Demographic

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	Nepean Blue Mountains Local Health District	Length of Service at NSW Health						Age Group										
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Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28	

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	61	71	57	65	58	60	63	77	79	65	65	63	65	58	56	70	30
15b. My line manager ... treats all staff in my team fairly	59	72	56	61	55	60	61	73	71	62	66	63	60	61	57	63	24
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	56	74	52	60	54	54	59	83	67	69	62	58	59	54	54	53	26
15d. My line manager ... treats me with respect	72	81	63	73	68	73	77	80	81	75	72	79	74	71	76	81	40
16. I receive regular and constructive feedback on my performance	49	60	45	48	49	46	52	47	68	56	50	53	55	47	43	47	25
17. Overall, I have confidence in the decisions made by my line manager	58	78	49	60	54	57	62	73	75	66	64	62	69	54	56	57	18

Results by Demographic

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

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	Nepean Blue Mountains Local Health District	Role													
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Respondents	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	52	35	33	45	40	55	27	56	(r)	(r)	46	(r)	37
18b. The senior managers at my workplace ... have a clear direction for the future	35	35	29	29	46	29	52	25	72	(r)	(r)	26	(r)	40
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	43	25	30	48	33	43	25	58	(r)	(r)	29	(r)	37
19. There is a positive relationship between senior management and staff in my workplace	31	32	25	27	45	33	41	20	56	(r)	(r)	36	(r)	23
20. Overall, I have confidence in the decisions made by my senior managers	34	32	28	31	45	35	45	24	61	(r)	(r)	36	(r)	37

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	50	35	45	56	57	(r)	39	34	50	(r)	48	(r)	44	40	18
18b. The senior managers at my workplace ... have a clear direction for the future	35	48	31	38	64	64	(r)	36	29	53	(r)	29	(r)	40	35	16
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	42	30	33	56	50	(r)	34	26	56	(r)	45	(r)	42	33	8
19. There is a positive relationship between senior management and staff in my workplace	31	40	29	29	50	67	(r)	31	27	67	(r)	30	(r)	37	32	15
20. Overall, I have confidence in the decisions made by my senior managers	34	46	31	34	63	60	(r)	35	27	61	(r)	32	(r)	42	35	11

Results by Demographic

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	Nepean Blue Mountains Local Health District	Length of Service at NSW Health						Age Group									
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Respondents	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	39	59	36	42	34	37	40	53	47	39	36	48	42	32	36	45	19
18b. The senior managers at my workplace ... have a clear direction for the future	35	57	36	39	27	32	39	50	47	36	37	40	39	28	29	40	19
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	33	60	36	36	29	30	32	57	39	40	37	37	41	29	24	35	11
19. There is a positive relationship between senior management and staff in my workplace	31	66	29	29	28	29	32	60	44	30	35	34	38	25	27	32	12
20. Overall, I have confidence in the decisions made by my senior managers	34	62	35	37	29	32	35	55	49	39	36	38	43	28	27	35	12

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

	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Communication

21. I am kept well informed about what is happening in my workplace	46	45	43	39	55	51	57	22	67	(r)	(r)	32	(r)	40
22. I have a say in decisions which affect my work	42	77	40	37	47	47	54	18	61	(r)	(r)	22	(r)	30
23. I think it is safe to speak up and challenge the way things are done	45	62	44	42	50	55	43	22	60	(r)	(r)	29	(r)	27
24a. Where I work, we share the lessons learnt when mistakes are made	52	62	54	47	50	55	50	45	84	(r)	(r)	25	(r)	27
24b. I am aware of the strategic objectives and direction of the organisation I work for	50	50	48	50	59	46	68	36	75	(r)	(r)	39	(r)	40
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	54	64	51	58	64	49	75	43	79	(r)	(r)	43	(r)	47

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Communication

21. I am kept well informed about what is happening in my workplace	46	54	43	48	64	53	(r)	45	45	57	(r)	50	(r)	50	47	23
22. I have a say in decisions which affect my work	42	58	37	52	66	80	(r)	42	39	57	(r)	29	(r)	53	42	23
23. I think it is safe to speak up and challenge the way things are done	45	57	42	52	60	79	(r)	43	49	60	(r)	43	(r)	50	47	16
24a. Where I work, we share the lessons learnt when mistakes are made	52	63	49	58	69	71	(r)	50	54	71	(r)	50	(r)	58	53	28
24b. I am aware of the strategic objectives and direction of the organisation I work for	50	62	47	55	74	73	(r)	51	47	57	(r)	55	(r)	51	52	30
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	54	65	51	59	75	80	(r)	55	52	69	(r)	55	(r)	57	56	28

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Communication

21. I am kept well informed about what is happening in my workplace	46	68	44	56	43	41	47	66	59	55	50	43	52	37	40	50	30
22. I have a say in decisions which affect my work	42	65	39	44	38	37	46	45	54	49	40	42	48	35	42	46	25
23. I think it is safe to speak up and challenge the way things are done	45	67	32	48	45	43	48	48	58	49	48	49	53	39	44	53	20
24a. Where I work, we share the lessons learnt when mistakes are made	52	81	47	51	45	49	58	69	65	56	57	50	58	47	49	56	30
24b. I am aware of the strategic objectives and direction of the organisation I work for	50	74	56	52	39	48	56	55	62	51	51	41	54	47	52	64	36
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	54	77	61	54	44	52	60	59	66	52	52	44	60	49	62	68	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

	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	71	82	73	64	63	78	75	55	88	(r)	(r)	67	(r)	63
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	62	67	72	82	86	89	82	72	(r)	(r)	67	(r)	69
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	71	57	53	63	63	71	31	68	(r)	(r)	37	(r)	37

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	71	74	70	73	74	80	(r)	70	75	80	(r)	61	(r)	63	74	57
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	75	74	70	80	100	(r)	75	73	83	(r)	55	(r)	71	75	62
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	70	53	66	74	79	(r)	58	55	68	(r)	43	(r)	58	59	34

Results by Demographic

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

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

	Nepean Blue Mountains Local Health District	Length of Service at NSW Health						Age Group										
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Respondents	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77	
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28	

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	71	75	67	68	71	69	76	72	77	76	79	69	73	69	67	71	61
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	74	72	72	83	75	72	76	66	73	85	75	77	79	70	76	78	56
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	75	55	64	55	52	61	75	73	69	59	52	61	53	54	58	37

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	45	36	33	41	37	29	25	59	(r)	(r)	26	(r)	30
29. I am able to achieve a healthy work/life balance most of the time	60	59	58	57	63	71	71	35	71	(r)	(r)	56	(r)	67
30. There are mechanisms in place to support me if I experience stress or pressure	44	55	42	38	47	56	50	18	61	(r)	(r)	30	(r)	43
31. Reasonable expectations are placed on staff according to their position	47	64	41	30	48	62	50	35	68	(r)	(r)	56	(r)	40
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	86	59	63	65	75	79	37	91	(r)	(r)	59	(r)	53

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

	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	46	34	41	51	40	(r)	35	40	46	(r)	39	(r)	35	39	16
29. I am able to achieve a healthy work/life balance most of the time	60	58	61	58	60	53	(r)	56	69	74	(r)	73	(r)	63	61	48
30. There are mechanisms in place to support me if I experience stress or pressure	44	52	42	52	49	60	(r)	41	52	63	(r)	35	(r)	49	45	26
31. Reasonable expectations are placed on staff according to their position	47	50	46	47	56	53	(r)	44	49	69	(r)	57	(r)	57	46	25
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	65	64	63	66	80	(r)	61	70	74	(r)	77	(r)	66	65	48

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	67	29	41	36	34	36	62	45	46	42	36	41	30	35	38	14
29. I am able to achieve a healthy work/life balance most of the time	60	74	53	60	59	60	62	72	70	66	63	60	64	50	63	77	34
30. There are mechanisms in place to support me if I experience stress or pressure	44	65	39	56	39	41	47	52	55	43	51	50	50	39	41	46	25
31. Reasonable expectations are placed on staff according to their position	47	68	45	49	43	47	43	55	56	50	52	52	49	35	45	59	28
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	64	80	64	70	63	64	61	83	72	71	71	65	70	60	59	63	43

Results by Demographic

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		Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	83	67	88	84	81	81	74	63	88	(r)	(r)	77	(r)	83
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	35	38	35	47	45	43	20	71	(r)	(r)	22	(r)	27

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	83	90	81	88	90	93	(r)	84	83	74	(r)	78	(r)	78	84	83
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	49	38	47	51	50	(r)	37	44	63	(r)	52	(r)	47	41	11

Results by Demographic

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Respondents	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	83	75	73	86	81	80	93	62	76	83	81	78	91	82	85	88	84
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	60	37	45	37	38	41	59	38	48	47	37	46	35	43	47	11

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	41	55	54	60	49	82	47	82	(r)	(r)	57	(r)	47
36. In my workplace patient safety is at the centre of all decision making	64	50	67	58	60	63	64	53	91	(r)	(r)	68	(r)	50
37. My team's objectives/work plans are clearly outlined	60	68	61	55	58	63	71	43	86	(r)	(r)	46	(r)	50
38. Our objectives/work plans help us to deliver a quality service	58	55	57	57	64	55	75	52	80	(r)	(r)	54	(r)	43
39. At my workplace there is a good balance between delivering services and monitoring service delivery	45	45	40	46	55	38	46	39	73	(r)	(r)	54	(r)	45

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	Nepean Blue Mountains Local Health District	Manage staff		Management responsibility				Employment status					Gender			
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Respondents	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	61	54	53	70	67	(r)	56	53	69	(r)	65	(r)	53	57	44
36. In my workplace patient safety is at the centre of all decision making	64	68	63	68	64	67	(r)	63	67	65	(r)	74	(r)	61	66	49
37. My team's objectives/work plans are clearly outlined	60	69	58	60	80	80	(r)	57	64	74	(r)	61	(r)	58	62	41
38. Our objectives/work plans help us to deliver a quality service	58	69	55	63	77	80	(r)	57	59	74	(r)	68	(r)	58	60	38
39. At my workplace there is a good balance between delivering services and monitoring service delivery	45	54	42	44	63	80	(r)	45	44	60	(r)	57	(r)	47	47	22

Results by Demographic

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

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	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	74	57	56	54	52	59	79	63	51	50	49	64	53	54	71	43
36. In my workplace patient safety is at the centre of all decision making	64	77	72	62	59	61	68	79	69	60	64	64	72	59	66	74	46
37. My team's objectives/work plans are clearly outlined	60	82	57	63	52	57	68	79	66	69	61	56	64	55	60	68	43
38. Our objectives/work plans help us to deliver a quality service	58	89	54	62	54	54	62	93	66	64	54	56	59	54	62	68	34
39. At my workplace there is a good balance between delivering services and monitoring service delivery	45	79	45	48	44	42	43	55	54	51	51	48	51	41	39	54	19

Results by Demographic

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

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	Nepean Blue Mountains Local Health District	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	1009	24	383	90	140	156	29	52	57	(r)	(r)	28	(r)	30	
Employee Engagement Index	60	66	59	57	59	68	70	46	77	(r)	(r)	53	(r)	48	

Your Workplace

40. Overall I am proud to be a part of this workplace	64	68	61	61	61	73	89	53	80	(r)	(r)	57	(r)	47
41. I would recommend my workplace as a good place to work	53	62	53	46	53	62	64	35	73	(r)	(r)	43	(r)	37
42. I feel motivated to contribute more than what is normally required at work	59	73	56	57	57	63	71	49	80	(r)	(r)	64	(r)	57
43. I have a strong sense of belonging to my workplace	59	55	58	56	54	69	64	43	77	(r)	(r)	46	(r)	47
44. Overall I am satisfied to be working here at the present time	62	68	59	60	66	69	68	39	77	(r)	(r)	46	(r)	50
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	45	49	49	54	60	68	38	81	(r)	(r)	43	(r)	40
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	23	27	30	45	31	32	18	51	(r)	(r)	39	(r)	27

Results by Demographic

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	Nepean Blue Mountains Local Health District	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	1009	227	764	131	70	16	(r)	663	267	36	(r)	23	(r)	135	793	62
Employee Engagement Index	60	67	58	63	72	81	(r)	58	63	77	(r)	81	(r)	63	62	33

Your Workplace

40. Overall I am proud to be a part of this workplace	64	71	62	65	79	87	(r)	61	67	79	(r)	78	(r)	67	66	36
41. I would recommend my workplace as a good place to work	53	65	50	58	74	73	(r)	50	56	74	(r)	78	(r)	60	55	23
42. I feel motivated to contribute more than what is normally required at work	59	67	57	64	69	87	(r)	56	61	79	(r)	86	(r)	64	60	36
43. I have a strong sense of belonging to my workplace	59	65	57	65	67	67	(r)	56	62	71	(r)	61	(r)	59	60	35
44. Overall I am satisfied to be working here at the present time	62	67	60	62	73	80	(r)	59	63	82	(r)	87	(r)	62	63	36
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	57	51	54	63	60	(r)	49	59	67	(r)	65	(r)	56	54	21
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	42	28	34	51	53	(r)	32	30	36	(r)	35	(r)	37	32	10

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

	Nepean Blue Mountains Local Health District	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	1009	58	75	94	200	340	220	30	72	72	103	104	123	177	145	79	77
Employee Engagement Index	60	82	57	57	55	60	64	74	68	65	59	61	67	59	60	72	28

Your Workplace

40. Overall I am proud to be a part of this workplace	64	88	62	61	60	61	69	82	75	73	61	65	71	61	68	67	30
41. I would recommend my workplace as a good place to work	53	80	47	49	48	53	57	71	58	59	55	53	64	50	55	63	16
42. I feel motivated to contribute more than what is normally required at work	59	80	58	53	51	60	62	79	66	61	57	59	67	57	59	68	33
43. I have a strong sense of belonging to my workplace	59	73	49	52	54	58	66	64	64	60	58	62	64	57	57	72	29
44. Overall I am satisfied to be working here at the present time	62	82	62	61	57	61	63	68	70	68	63	59	64	62	59	77	32
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	52	75	53	48	46	52	56	57	57	51	56	50	62	49	55	63	22
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	35	29	37	30	30	33	32	36	33	40	30	37	30	28	40	8

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:

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

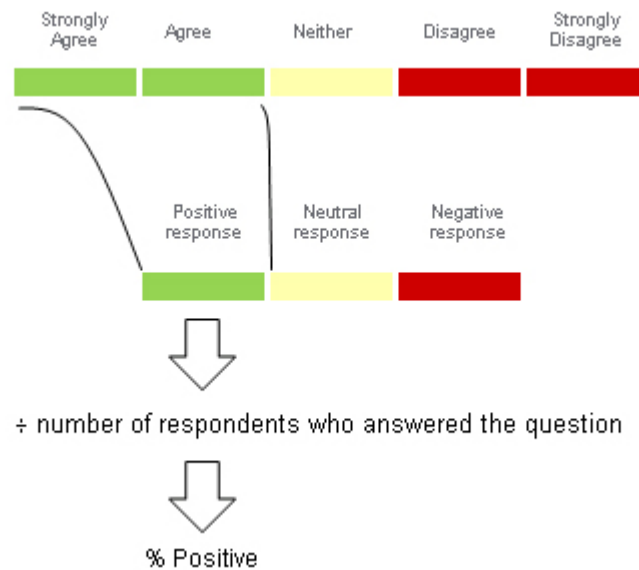
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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%	

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.