

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.

Contents

01	Employee Engagement Index	07	External Comparison
02	Employee Workplace Culture Index	08	Unacceptable Behaviour
03	Drivers of Employee Engagement	09	All Questions
04	Highlights and Lowlights	10	Results by Demographic
05	Most Improved Least Improved since 2011	11	Guide to using this report
06	Trend Comparison		

1,009

ACTUAL RESPONSES

22%

3% Confidence Interval

ESTIMATED RESPONSE RATE

60%

2011: 60%

ENGAGEMENT INDEX

46%

2011: 42%

WORKPLACE CULTURE INDEX

Employee Engagement Index

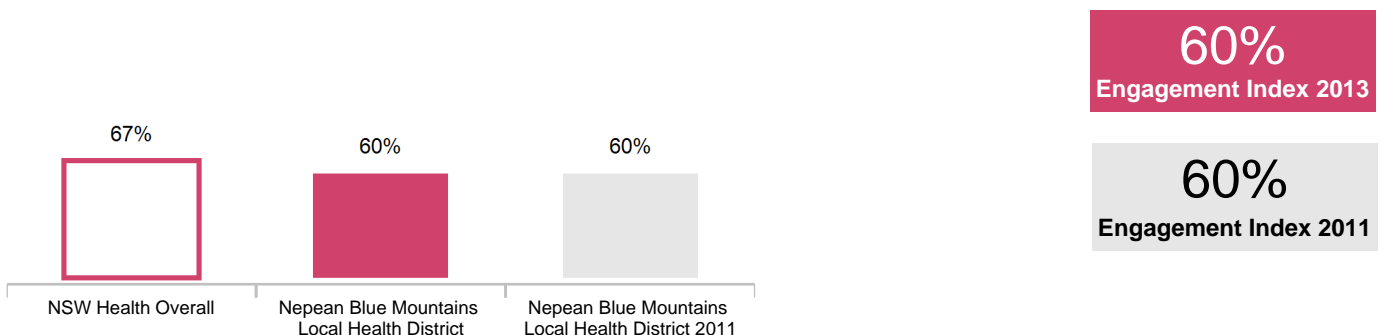
The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

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

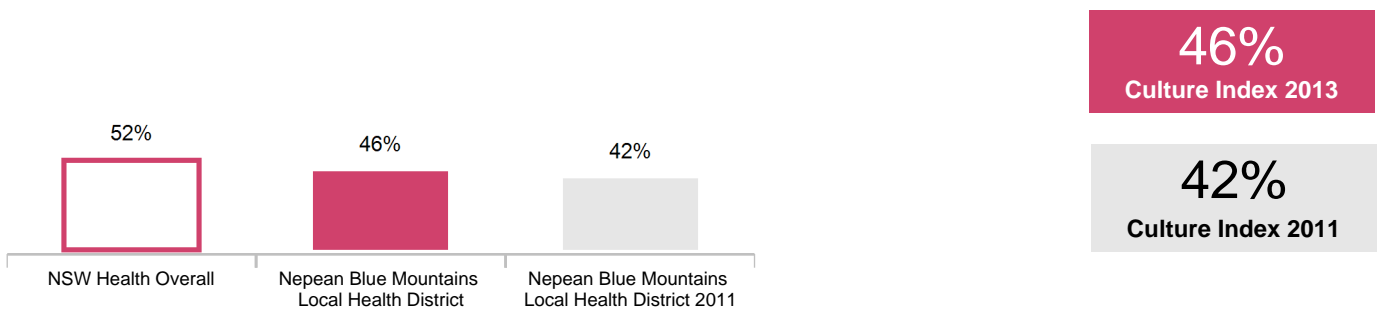


Employee Workplace Culture Index

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

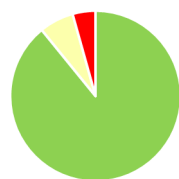
	% Positive	Variance from 2011
There are no scores below		

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.

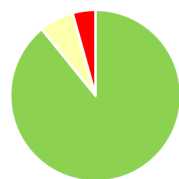


- 89% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 7% ■ Proportion of questions inline with the 2011 scores
- 4% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% 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

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
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.



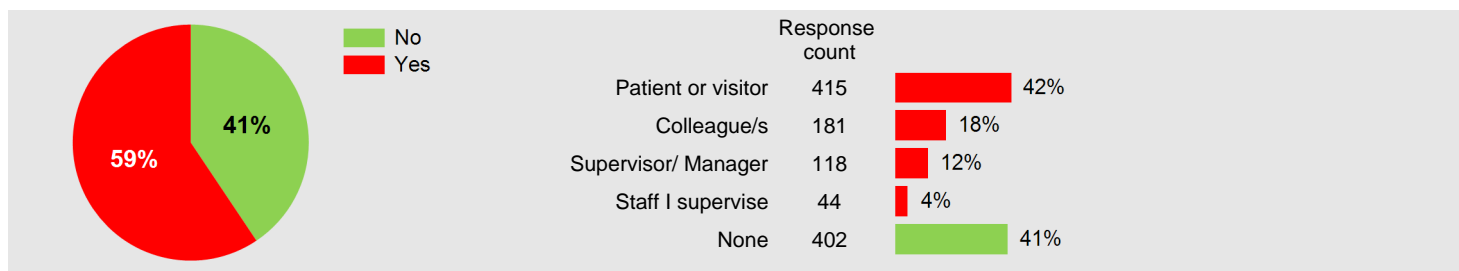
- 4% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 92% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% 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 ■

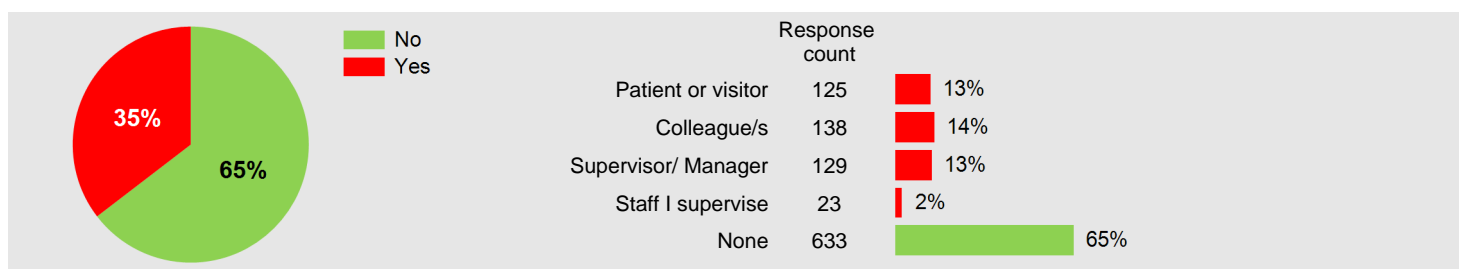
Unacceptable Behaviour

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

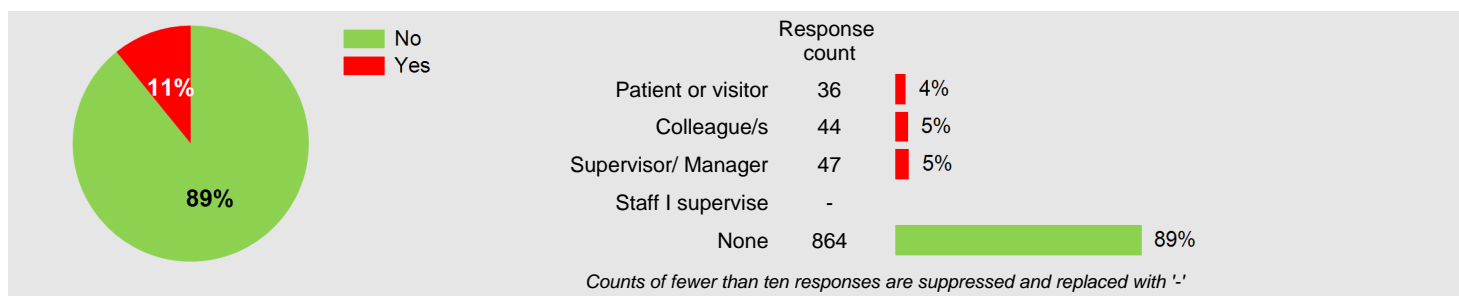
33a. In the last 12 months, I have been verbally abused by a ...



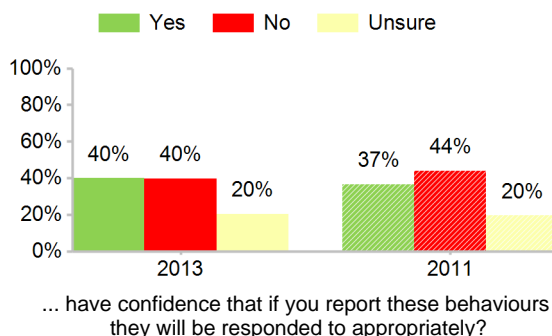
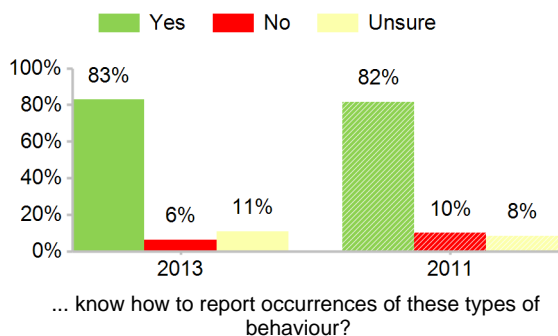
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

% 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	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

Question	% 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	57	60	64
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

	Response Breakdown			Key	At least 1% greater than comparator	At least 1% less than comparator
	% positive response	% neutral response	% negative response			
Being valued						
12. I believe I am valued for what I can offer at my workplace	58	18	24			
13. In my workplace, we recognise our successes and innovations	50	24	25			
14. Staff are treated respectfully regardless of their job	55	17	29			
	54				50	59
					63	
	58				53	61
					66	
	50				45	55
					59	
	55				51	60
					63	

All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response				
Key	A question identified as being a key driver of employee engagement				At least 1% greater than comparator	At least 1% less than comparator	
				% Positive Score	Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Line Manager				59	56	62	60
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

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

Senior Managers

		% Positive Score	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	28	42	40
18b.	The senior managers at my workplace ... have a clear direction for the future	35	25	40	44
K 18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	33	26	41	38
K 19.	There is a positive relationship between senior management and staff in my workplace	31	25	40	36
K 20.	Overall, I have confidence in the decisions made by my senior managers	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							
					At least 1% greater than comparator		At least 1% less than comparator
Communication				48	42	53	55
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

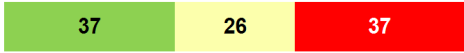


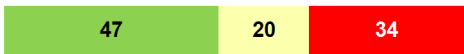

	Response Breakdown			% Positive Score	Nepean Blue Mountains Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response				
Key A question identified as being a key driver of employee engagement							
Training and Development Opportunities							
25. I have received the appropriate training and development to do my job effectively	71	17	12	71	68	71	78
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

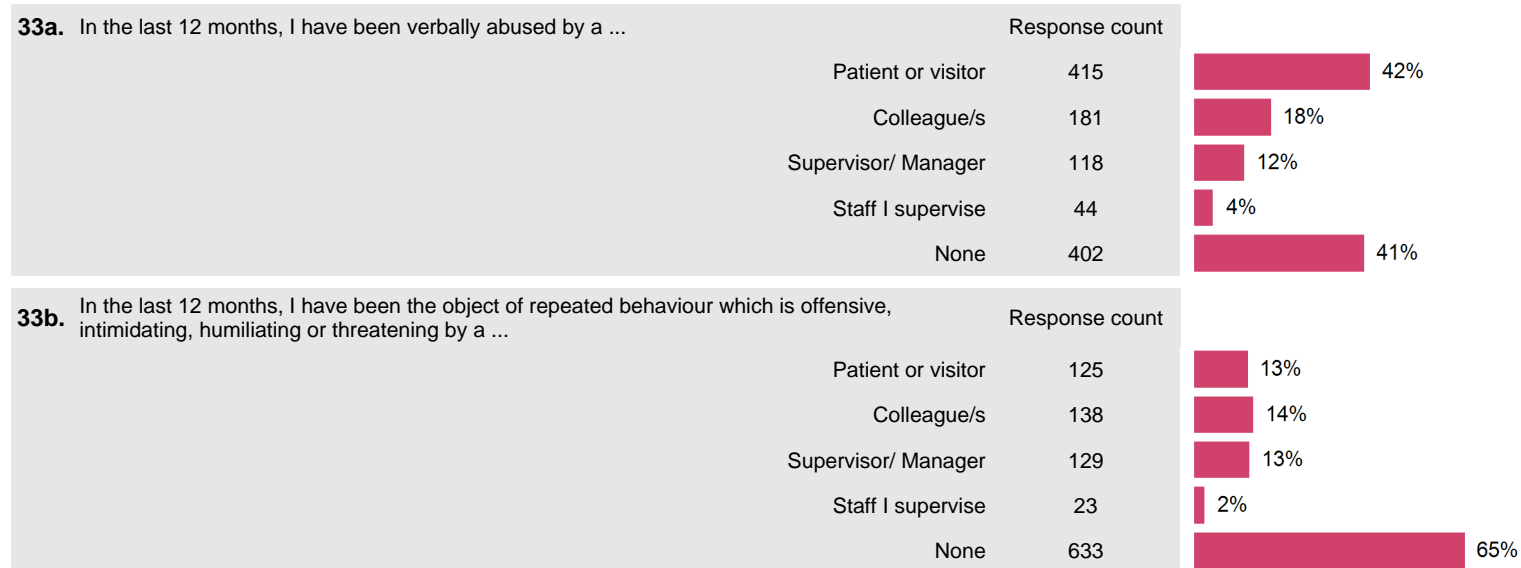
All Questions

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 ...

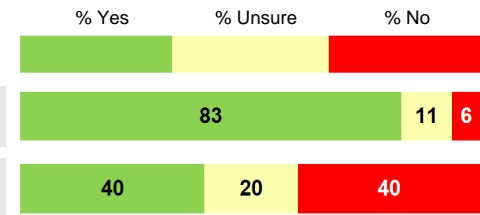
Response	Response count
Patient or visitor	36
Colleague/s	44
Supervisor/ Manager	47
Staff I supervise	-
None	864

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

	% positive response	% neutral response	% negative response	% 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

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:

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

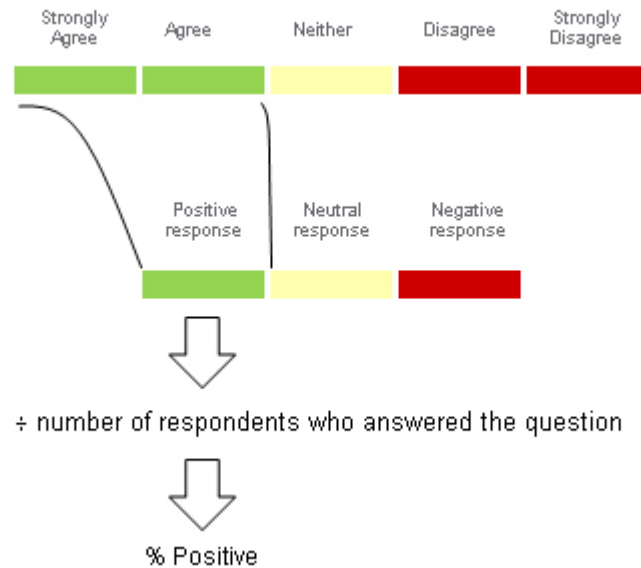
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.