

2013 YourSay Workplace Survey

LHD Report



NSW Health Pathology

This Report

This report provides NSW Health Pathology 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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701

ACTUAL RESPONSES

16%

3% Confidence Interval

ESTIMATED RESPONSE RATE

62%

ENGAGEMENT INDEX

46%

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.

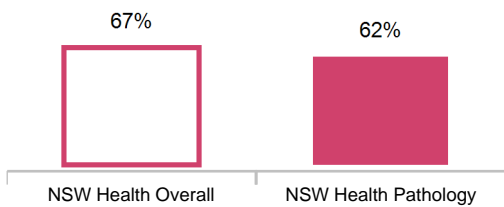
The three elements of Employee Engagement

- 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:

	Key			Variance from NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
40. Overall I am proud to be a part of this workplace	65	23	12	-6
41. I would recommend my workplace as a good place to work	54	23	23	-8
43. I have a strong sense of belonging to my workplace	60	22	18	-4
44. Overall I am satisfied to be working here at the present time	64	19	18	-3
3. Working here makes me want to do the best job I can	67	20	13	-4
42. I feel motivated to contribute more than what is normally required at work	60	20	21	-5

62%
Engagement Index 2013



Employee Workplace Culture Index

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

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

	Key			Variance from NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	44	21	35	-7
12. I believe I am valued for what I can offer at my workplace	56	18	26	-5
13. In my workplace, we recognise our successes and innovations	46	23	31	-9
14. Staff are treated respectfully regardless of their job	56	17	27	-4
17. Overall, I have confidence in the decisions made by my line manager	55	22	24	-7
18b. The senior managers at my workplace ... have a clear direction for the future	33	32	35	-7
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31	28	40	-10
20. Overall, I have confidence in the decisions made by my senior managers	33	29	37	-9
22. I have a say in decisions which affect my work	43	23	34	-3
23. I think it is safe to speak up and challenge the way things are done	50	20	30	-1
24a. Where I work, we share the lessons learnt when mistakes are made	61	21	18	+3
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	28	34	-5
37. My team's objectives/work plans are clearly outlined	58	25	16	-7
38. Our objectives/work plans help us to deliver a quality service	60	27	13	-4
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	35	34	-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 NSW Health Pathology. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for NSW Health Pathology as a whole.

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

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

Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive score
	<i>Greatest</i>		
18c. The senior managers at my workplace ... lead by example in creating a positive workplace		31	41
46. Overall, I believe the culture at my workplace has improved in the last 12 months		31	36
20. Overall, I have confidence in the decisions made by my senior managers		33	42
19. There is a positive relationship between senior management and staff in my workplace		33	40
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		44	56
28. I have confidence in the processes that my workplace uses to resolve staff conflict		37	42

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	68
Your Job	64
Service Delivery	56

Questions

	% Positive
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81
1. My job makes good use of my skills and abilities	77
15d. My line manager ... treats me with respect	70
2. I feel I am able to suggest ideas to improve our ways of doing things	69
25. I have received the appropriate training and development to do my job effectively	69

Lowlights

Sections

	% Positive
Senior Managers	34
Communication	50
Work Environment	51

Questions

	% Positive
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31
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	33
18b. The senior managers at my workplace ... have a clear direction for the future	33
20. Overall, I have confidence in the decisions made by my senior managers	33

External Comparison

This section shows comparisons between NSW Health Pathology 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.



- 6% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 94% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	+4
22. I have a say in decisions which affect my work	43	+1
24a. Where I work, we share the lessons learnt when mistakes are made	61	+1
15b. My line manager ... treats all staff in my team fairly	57	-1
19. There is a positive relationship between senior management and staff in my workplace	33	-3
23. I think it is safe to speak up and challenge the way things are done	50	-3
2. I feel I am able to suggest ideas to improve our ways of doing things	69	-4
15d. My line manager ... treats me with respect	70	-4
17. Overall, I have confidence in the decisions made by my line manager	55	-4
18a. The senior managers at my workplace ... are aware of the issues I face in my job	40	-4
21. I am kept well informed about what is happening in my workplace	45	-4
42. I feel motivated to contribute more than what is normally required at work	60	-4
15a. My line manager ... recognises and acknowledges when I have done my job well	57	-5
1. My job makes good use of my skills and abilities	77	-6
29. I am able to achieve a healthy work/life balance most of the time	62	-6
43. I have a strong sense of belonging to my workplace	60	-6
7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	-7

External Comparison

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- 6% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 94% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
14. Staff are treated respectfully regardless of their job	56	-7 ■
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	53	-7 ■
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31	-7 ■
20. Overall, I have confidence in the decisions made by my senior managers	33	-7 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	-7 ■
31. Reasonable expectations are placed on staff according to their position	54	-7 ■
44. Overall I am satisfied to be working here at the present time	64	-7 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	-7 ■
4. The right amount of approvals are required for routine decisions	49	-8 ■
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	57	-8 ■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	-8 ■
40. Overall I am proud to be a part of this workplace	65	-8 ■
5. I have sufficient control over my work so I can do my job well	63	-9 ■
9. People in my team are honest and open	58	-9 ■
25. I have received the appropriate training and development to do my job effectively	69	-9 ■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-9 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	49	-9 ■

External Comparison

This section shows comparisons between NSW Health Pathology 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.



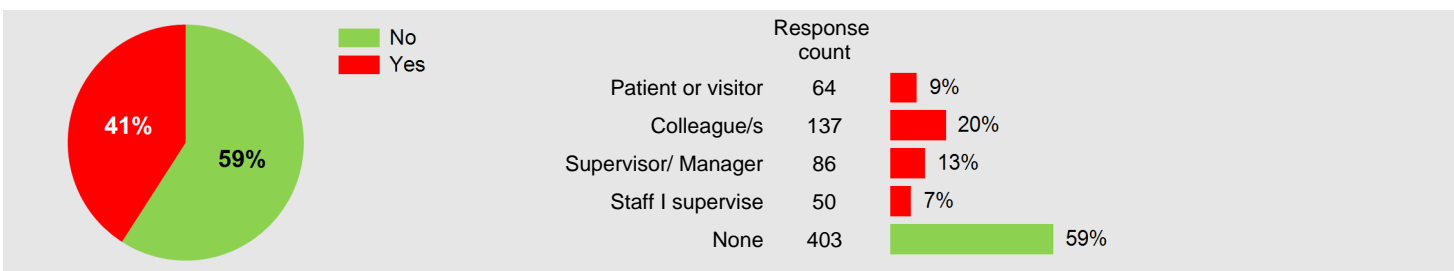
- 6% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 94% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
41. I would recommend my workplace as a good place to work	54	-9 ■
12. I believe I am valued for what I can offer at my workplace	56	-10 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	-10 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	56	-10 ■
38. Our objectives/work plans help us to deliver a quality service	60	-10 ■
3. Working here makes me want to do the best job I can	67	-11 ■
10. My team resolves conflict quickly when it arises	45	-11 ■
18b. The senior managers at my workplace ... have a clear direction for the future	33	-11 ■
11. Morale is good in my team	44	-12 ■
16. I receive regular and constructive feedback on my performance	37	-12 ■
13. In my workplace, we recognise our successes and innovations	46	-13 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	48	-13 ■
37. My team's objectives/work plans are clearly outlined	58	-13 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	44	-14 ■
8. In my team we generally acknowledge one another's efforts and achievements	59	-15 ■
36. In my workplace patient safety is at the centre of all decision making	58	-15 ■
30. There are mechanisms in place to support me if I experience stress or pressure	41	-18 ■

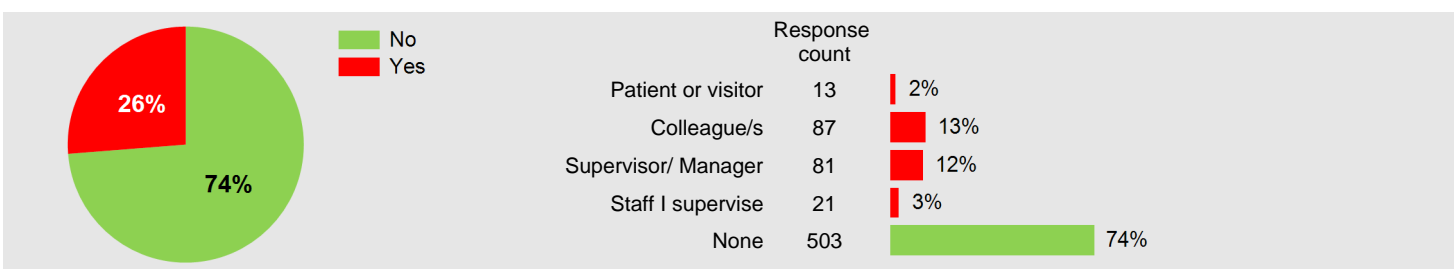
Unacceptable Behaviour

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

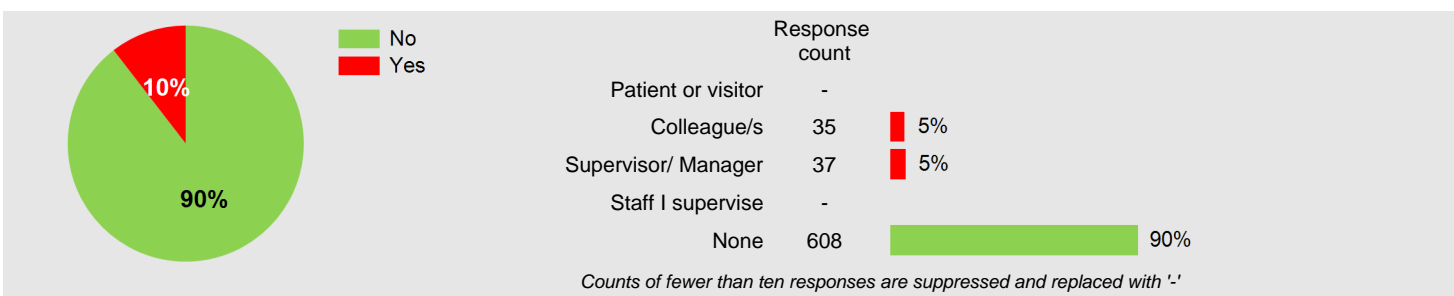
33a. In the last 12 months, I have been verbally abused by a ...



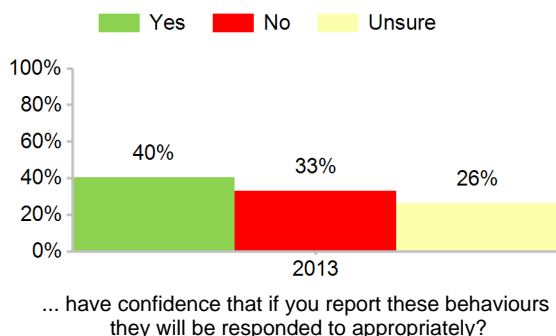
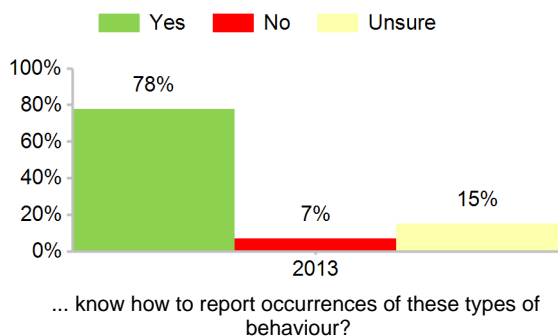
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
Your Job				64	65	71
1. My job makes good use of my skills and abilities	77	9	14	77	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	18	69	68	73
3. Working here makes me want to do the best job I can	67	20	13	67	71	78
4. The right amount of approvals are required for routine decisions	49	21	30	49	48	57
5. I have sufficient control over my work so I can do my job well	63	16	20	63	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	57	19	23	57	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	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	61	17	23	61	68	68
8. In my team we generally acknowledge one another's efforts and achievements	59	18	23	59	69	74
9. People in my team are honest and open	58	22	20	58	63	67
10. My team resolves conflict quickly when it arises	45	26	30	45	51	56
11. Morale is good in my team	44	21	35	44	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	56	18	26			
13. In my workplace, we recognise our successes and innovations	46	23	31			
14. Staff are treated respectfully regardless of their job	56	17	27			
	53				59	63
					61	66
					55	59
					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
Your Line Manager				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
15a. My line manager ... recognises and acknowledges when I have done my job well	57	21	21	57	64	62
15b. My line manager ... treats all staff in my team fairly	57	17	26	57	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	53	20	27	53	60	60
15d. My line manager ... treats me with respect	70	16	13	70	75	74
16. I receive regular and constructive feedback on my performance	37	26	37	37	49	49
17. Overall, I have confidence in the decisions made by my line manager	55	22	24	55	62	59

All Questions

This section shows the breakdown of responses to each question

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

Senior Managers

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
				34	42	40	
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	40	24	36	40	46	44
18b.	The senior managers at my workplace ... have a clear direction for the future	33	32	35	33	40	44
K 18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	31	28	40	31	41	38
K 19.	There is a positive relationship between senior management and staff in my workplace	33	27	41	33	40	36
K 20.	Overall, I have confidence in the decisions made by my senior managers	33	29	37	33	42	40

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
Communication						
21. I am kept well informed about what is happening in my workplace	45	21	34	45	50	49
22. I have a say in decisions which affect my work	43	23	34	43	46	42
23. I think it is safe to speak up and challenge the way things are done	50	20	30	50	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	61	21	18	61	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	48	26	26	48	56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	24	21	56	59	63

All Questions

This section shows the breakdown of responses to each question

	Key	A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response			
Training and Development Opportunities						68	69	73
25.		I have received the appropriate training and development to do my job effectively	69	17	14	69	71	78
26.		I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	10	9	81	76	77
27.		I am encouraged to take opportunities to learn new skills and have new experiences	53	23	24	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

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	28	34	37	42	46
29. I am able to achieve a healthy work/life balance most of the time	62	16	21	62	65	68
30. There are mechanisms in place to support me if I experience stress or pressure	41	27	31	41	54	59
31. Reasonable expectations are placed on staff according to their position	54	19	28	54	56	61
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	32	6	61	68	69

All Questions

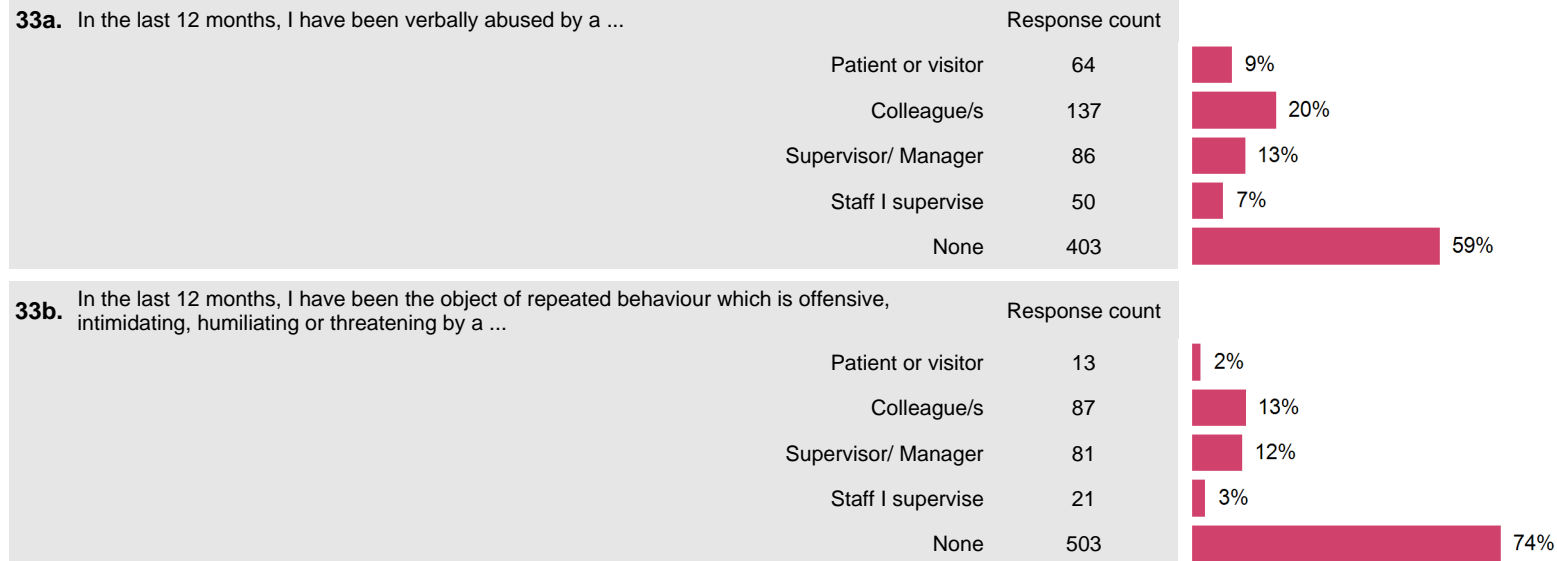
This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

Unacceptable Behaviour



All Questions

This section shows the breakdown of responses to each question

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

At least 1% greater than comparator

At least 1% less than comparator

Unacceptable Behaviour

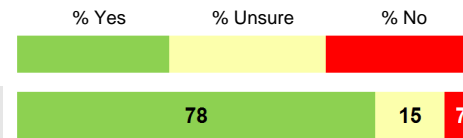
33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

	Response count
Patient or visitor	-
Colleague/s	35
Supervisor/ Manager	37
Staff I supervise	-
None	608



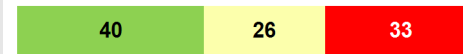
Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

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



78 **83** **88**

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



40 **45** **52**

% Positive Score
NSW Health Overall 2013
Australian Health Sector Benchmark

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
						

Service Delivery

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	56	24	21	56	61	68
36. In my workplace patient safety is at the centre of all decision making	58	30	12	58	67	73
37. My team's objectives/work plans are clearly outlined	58	25	16	58	65	71
38. Our objectives/work plans help us to deliver a quality service	60	27	13	60	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery	49	32	19	49	52	58

All Questions

This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response			
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator
Your Workplace				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
40. Overall I am proud to be a part of this workplace				65	71	73
41. I would recommend my workplace as a good place to work				54	62	63
42. I feel motivated to contribute more than what is normally required at work				60	65	64
43. I have a strong sense of belonging to my workplace				60	64	66
44. Overall I am satisfied to be working here at the present time				64	67	71
K 45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour				44	56	58
K 46. Overall, I believe the culture at my workplace has improved in the last 12 months				31	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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Your Job

1. My job makes good use of my skills and abilities	77	84	94	45	81	80	(r)	76	(r)	(r)	(r)	(r)	(r)	80
2. I feel I am able to suggest ideas to improve our ways of doing things	69	74	81	36	81	73	(r)	67	(r)	(r)	(r)	(r)	(r)	47
3. Working here makes me want to do the best job I can	67	67	81	36	75	80	(r)	65	(r)	(r)	(r)	(r)	(r)	60
4. The right amount of approvals are required for routine decisions	49	23	56	18	58	71	(r)	50	(r)	(r)	(r)	(r)	(r)	40
5. I have sufficient control over my work so I can do my job well	63	42	81	55	69	80	(r)	63	(r)	(r)	(r)	(r)	(r)	60
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	57	60	69	27	67	67	(r)	55	(r)	(r)	(r)	(r)	(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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Your Job

1. My job makes good use of my skills and abilities	77	81	76	79	79	89	(r)	77	76	76	(r)	(r)	(r)	75	79	55
2. I feel I am able to suggest ideas to improve our ways of doing things	69	78	64	71	80	89	(r)	70	65	72	(r)	(r)	(r)	72	70	27
3. Working here makes me want to do the best job I can	67	71	65	64	73	77	(r)	65	68	76	(r)	(r)	(r)	63	70	36
4. The right amount of approvals are required for routine decisions	49	43	53	45	39	43	(r)	48	49	60	(r)	(r)	(r)	47	51	18
5. I have sufficient control over my work so I can do my job well	63	55	68	55	55	43	(r)	62	63	80	(r)	(r)	(r)	56	68	32
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	57	68	52	62	67	80	(r)	59	50	60	(r)	(r)	(r)	62	57	23

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Your Job

1. My job makes good use of my skills and abilities	77	72	77	76	75	86	74	67	62	77	87	86	74	78	80	81	56
2. I feel I am able to suggest ideas to improve our ways of doing things	69	67	75	68	69	73	66	50	66	60	75	75	71	70	73	71	36
3. Working here makes me want to do the best job I can	67	75	75	65	63	71	64	63	50	66	69	76	62	65	70	83	44
4. The right amount of approvals are required for routine decisions	49	71	52	61	49	48	43	57	62	51	62	56	46	46	43	45	29
5. I have sufficient control over my work so I can do my job well	63	75	75	72	74	62	52	79	63	74	77	61	66	58	58	63	36
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	64	63	63	57	61	52	54	54	56	59	63	57	57	62	62	20

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	65	63	45	72	47	(r)	59	(r)	(r)	(r)	(r)	(r)	57
8. In my team we generally acknowledge one another's efforts and achievements	59	67	81	36	72	67	(r)	56	(r)	(r)	(r)	(r)	(r)	64
9. People in my team are honest and open	58	64	56	55	65	53	(r)	56	(r)	(r)	(r)	(r)	(r)	64
10. My team resolves conflict quickly when it arises	45	51	63	18	63	60	(r)	41	(r)	(r)	(r)	(r)	(r)	36
11. Morale is good in my team	44	51	69	18	55	60	(r)	40	(r)	(r)	(r)	(r)	(r)	40

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	66	58	61	68	74	(r)	60	56	76	(r)	(r)	(r)	64	60	32
8. In my team we generally acknowledge one another's efforts and achievements	59	72	52	65	75	79	(r)	59	57	64	(r)	(r)	(r)	62	59	36
9. People in my team are honest and open	58	66	53	65	65	74	(r)	57	57	72	(r)	(r)	(r)	61	58	23
10. My team resolves conflict quickly when it arises	45	55	39	50	55	65	(r)	45	42	40	(r)	(r)	(r)	46	45	23
11. Morale is good in my team	44	49	41	45	49	52	(r)	43	41	56	(r)	(r)	(r)	45	44	14

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	61	74	60	57	62	62	59	67	56	55	64	64	56	59	66	73	32
8. In my team we generally acknowledge one another's efforts and achievements	59	63	53	60	56	67	56	67	42	58	66	72	55	57	64	64	36
9. People in my team are honest and open	58	77	52	60	56	62	53	58	56	65	68	70	47	51	64	64	16
10. My team resolves conflict quickly when it arises	45	57	43	43	44	48	42	42	44	36	54	55	36	43	49	49	24
11. Morale is good in my team	44	63	52	51	45	45	36	46	38	45	59	51	38	41	42	53	20

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Being valued

12. I believe I am valued for what I can offer at my workplace	56	67	81	27	70	67	(r)	52	(r)	(r)	(r)	(r)	(r)	47
13. In my workplace, we recognise our successes and innovations	46	53	69	27	51	53	(r)	43	(r)	(r)	(r)	(r)	(r)	47
14. Staff are treated respectfully regardless of their job	56	67	63	36	65	60	(r)	53	(r)	(r)	(r)	(r)	(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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Being valued

12. I believe I am valued for what I can offer at my workplace	56	59	55	53	56	77	(r)	56	52	76	(r)	(r)	(r)	61	56	14
13. In my workplace, we recognise our successes and innovations	46	53	42	44	55	71	(r)	47	38	52	(r)	(r)	(r)	47	47	9
14. Staff are treated respectfully regardless of their job	56	64	51	56	68	74	(r)	56	50	76	(r)	(r)	(r)	60	55	23

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Being valued

12. I believe I am valued for what I can offer at my workplace	56	66	66	65	60	59	47	63	56	56	67	68	53	52	57	63	12
13. In my workplace, we recognise our successes and innovations	46	54	55	56	49	48	36	54	38	47	54	60	45	39	44	54	16
14. Staff are treated respectfully regardless of their job	56	66	65	63	59	55	49	54	56	64	64	60	53	53	53	70	16

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	57	63	63	18	73	77	(r)	54	(r)	(r)	(r)	(r)	(r)	53
15b. My line manager ... treats all staff in my team fairly	57	63	56	36	67	77	(r)	54	(r)	(r)	(r)	(r)	(r)	47
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	53	49	69	27	61	69	(r)	52	(r)	(r)	(r)	(r)	(r)	53
15d. My line manager ... treats me with respect	70	79	88	55	79	79	(r)	68	(r)	(r)	(r)	(r)	(r)	47
16. I receive regular and constructive feedback on my performance	37	26	63	18	44	64	(r)	36	(r)	(r)	(r)	(r)	(r)	20
17. Overall, I have confidence in the decisions made by my line manager	55	60	69	27	61	71	(r)	52	(r)	(r)	(r)	(r)	(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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	57	59	56	56	55	74	(r)	57	53	84	(r)	(r)	(r)	63	56	27
15b. My line manager ... treats all staff in my team fairly	57	62	53	57	58	80	(r)	57	50	72	(r)	(r)	(r)	63	55	18
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	53	55	52	48	59	57	(r)	53	50	76	(r)	(r)	(r)	56	53	32
15d. My line manager ... treats me with respect	70	73	69	70	69	86	(r)	71	65	84	(r)	(r)	(r)	79	68	27
16. I receive regular and constructive feedback on my performance	37	32	39	31	32	26	(r)	35	38	60	(r)	(r)	(r)	36	38	14
17. Overall, I have confidence in the decisions made by my line manager	55	53	55	47	52	69	(r)	54	50	79	(r)	(r)	(r)	60	54	14

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Your Line Manager

15a. My line manager ... recognises and acknowledges when I have done my job well	57	71	70	69	61	60	46	58	68	64	62	69	51	51	56	58	38
15b. My line manager ... treats all staff in my team fairly	57	69	67	68	58	56	50	50	64	64	61	63	47	51	58	69	29
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	53	74	69	65	55	50	46	58	61	66	66	49	46	51	55	47	38
15d. My line manager ... treats me with respect	70	86	72	80	70	71	65	67	80	79	75	72	71	63	73	71	38
16. I receive regular and constructive feedback on my performance	37	54	42	51	43	40	24	42	47	53	48	39	32	32	31	33	25
17. Overall, I have confidence in the decisions made by my line manager	55	69	70	68	56	55	45	54	68	64	66	58	51	49	52	58	25

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	40	49	50	18	57	77	(r)	36	(r)	(r)	(r)	(r)	(r)	53
18b. The senior managers at my workplace ... have a clear direction for the future	33	33	38	30	49	43	(r)	30	(r)	(r)	(r)	(r)	(r)	33
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31	28	44	27	49	54	(r)	28	(r)	(r)	(r)	(r)	(r)	40
19. There is a positive relationship between senior management and staff in my workplace	33	42	38	27	49	50	(r)	29	(r)	(r)	(r)	(r)	(r)	27
20. Overall, I have confidence in the decisions made by my senior managers	33	30	44	27	52	57	(r)	30	(r)	(r)	(r)	(r)	(r)	40

Results by Demographic

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	40	51	35	43	56	51	(r)	43	31	67	(r)	(r)	(r)	46	40	14
18b. The senior managers at my workplace ... have a clear direction for the future	33	37	31	32	39	37	(r)	34	26	52	(r)	(r)	(r)	34	34	9
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31	37	29	30	38	37	(r)	34	20	57	(r)	(r)	(r)	38	30	5
19. There is a positive relationship between senior management and staff in my workplace	33	37	30	30	35	51	(r)	35	21	54	(r)	(r)	(r)	37	32	14
20. Overall, I have confidence in the decisions made by my senior managers	33	40	30	32	42	47	(r)	36	21	63	(r)	(r)	(r)	38	33	5

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Senior Managers

18a. The senior managers at my workplace ... are aware of the issues I face in my job	40	47	44	42	42	40	38	41	46	44	33	48	37	41	38	56	13
18b. The senior managers at my workplace ... have a clear direction for the future	33	33	40	39	35	34	28	36	43	42	31	41	27	34	24	46	8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	31	32	44	35	29	35	27	36	36	38	31	42	26	30	26	39	8
19. There is a positive relationship between senior management and staff in my workplace	33	44	35	45	31	32	28	36	46	40	26	38	26	34	29	40	8
20. Overall, I have confidence in the decisions made by my senior managers	33	29	43	42	33	36	29	41	38	42	30	44	29	32	29	45	4

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Communication

21. I am kept well informed about what is happening in my workplace	45	53	56	40	53	47	(r)	42	(r)	(r)	(r)	(r)	(r)	40
22. I have a say in decisions which affect my work	43	47	56	27	55	64	(r)	40	(r)	(r)	(r)	(r)	(r)	40
23. I think it is safe to speak up and challenge the way things are done	50	56	75	36	57	64	(r)	48	(r)	(r)	(r)	(r)	(r)	40
24a. Where I work, we share the lessons learnt when mistakes are made	61	52	69	36	69	75	(r)	61	(r)	(r)	(r)	(r)	(r)	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	48	49	63	27	62	57	(r)	45	(r)	(r)	(r)	(r)	(r)	40
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	60	75	27	69	62	(r)	53	(r)	(r)	(r)	(r)	(r)	54

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Communication

21. I am kept well informed about what is happening in my workplace	45	46	44	38	44	59	(r)	43	43	74	(r)	(r)	(r)	52	43	9
22. I have a say in decisions which affect my work	43	53	38	42	58	59	(r)	43	36	75	(r)	(r)	(r)	52	41	5
23. I think it is safe to speak up and challenge the way things are done	50	57	46	54	56	62	(r)	50	44	79	(r)	(r)	(r)	57	49	5
24a. Where I work, we share the lessons learnt when mistakes are made	61	68	57	66	70	59	(r)	61	55	75	(r)	(r)	(r)	60	62	32
24b. I am aware of the strategic objectives and direction of the organisation I work for	48	50	47	44	47	65	(r)	47	48	50	(r)	(r)	(r)	49	49	14
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	60	54	56	54	76	(r)	55	57	58	(r)	(r)	(r)	56	57	24

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Communication

21. I am kept well informed about what is happening in my workplace	45	70	58	60	43	43	36	59	48	53	57	47	34	42	45	49	12
22. I have a say in decisions which affect my work	43	62	48	54	43	38	40	45	47	44	52	35	43	41	45	51	13
23. I think it is safe to speak up and challenge the way things are done	50	53	63	63	51	47	45	32	55	58	57	53	49	47	49	59	13
24a. Where I work, we share the lessons learnt when mistakes are made	61	79	74	70	62	59	54	64	65	71	68	61	58	56	62	66	33
24b. I am aware of the strategic objectives and direction of the organisation I work for	48	65	60	49	49	47	44	50	49	48	53	53	40	49	47	61	21
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	74	68	51	58	55	52	55	51	64	62	58	48	57	55	67	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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15	
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53	

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	69	79	81	27	63	80	(r)	69	(r)	(r)	(r)	(r)	(r)	57
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	70	88	91	84	87	(r)	81	(r)	(r)	(r)	(r)	(r)	86
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	74	75	27	59	80	(r)	50	(r)	(r)	(r)	(r)	(r)	50

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	69	69	68	67	64	83	(r)	68	68	79	(r)	(r)	(r)	72	68	36
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	82	80	84	82	74	(r)	80	80	92	(r)	(r)	(r)	77	83	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	64	47	58	61	86	(r)	54	45	63	(r)	(r)	(r)	56	53	32

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	69	68	60	76	77	72	61	77	71	70	75	77	63	70	62	71	48
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	79	91	84	86	82	76	82	88	87	80	87	74	79	79	83	84
27. I am encouraged to take opportunities to learn new skills and have new experiences	53	53	67	61	53	52	50	45	63	57	52	70	44	54	49	56	32

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	30	56	18	50	57	(r)	35	(r)	(r)	(r)	(r)	(r)	29
29. I am able to achieve a healthy work/life balance most of the time	62	49	81	45	72	71	(r)	62	(r)	(r)	(r)	(r)	(r)	36
30. There are mechanisms in place to support me if I experience stress or pressure	41	30	75	27	49	57	(r)	39	(r)	(r)	(r)	(r)	(r)	43
31. Reasonable expectations are placed on staff according to their position	54	49	75	45	64	79	(r)	51	(r)	(r)	(r)	(r)	(r)	50
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	63	75	55	64	86	(r)	59	(r)	(r)	(r)	(r)	(r)	71

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	43	34	36	46	53	(r)	37	32	54	(r)	(r)	(r)	40	37	14
29. I am able to achieve a healthy work/life balance most of the time	62	56	66	52	61	56	(r)	60	67	75	(r)	(r)	(r)	62	63	41
30. There are mechanisms in place to support me if I experience stress or pressure	41	38	43	36	41	31	(r)	40	39	58	(r)	(r)	(r)	44	41	9
31. Reasonable expectations are placed on staff according to their position	54	55	53	52	58	50	(r)	51	55	71	(r)	(r)	(r)	56	54	18
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	65	59	59	68	79	(r)	61	59	71	(r)	(r)	(r)	57	64	36

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	56	44	43	38	37	32	36	37	42	40	43	29	39	36	42	21
29. I am able to achieve a healthy work/life balance most of the time	62	76	77	65	66	59	57	59	65	58	65	70	66	64	54	64	50
30. There are mechanisms in place to support me if I experience stress or pressure	41	50	52	52	49	34	35	32	40	37	55	50	43	44	35	40	17
31. Reasonable expectations are placed on staff according to their position	54	62	77	67	56	43	51	55	51	60	62	57	47	57	49	63	25
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	61	74	58	66	62	62	58	68	60	56	68	69	52	59	61	78	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

		NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15	
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53	
Unacceptable Behaviour															
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	78	79	81	55	78	93	(r)	77	(r)	(r)	(r)	(r)	(r)	86
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	35	50	36	59	64	(r)	36	(r)	(r)	(r)	(r)	(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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	78	88	72	86	91	86	(r)	77	83	58	(r)	(r)	(r)	78	78	73
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	45	38	41	46	47	(r)	38	43	50	(r)	(r)	(r)	45	40	14

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Unacceptable Behaviour

34a. Do you currently ... know how to report occurrences of these types of behaviour?	78	62	72	69	78	79	83	64	73	65	67	89	75	79	84	86	75
34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	40	41	49	41	45	41	36	36	39	40	45	50	28	39	44	53	16

Results by Demographic

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

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	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	40	75	55	62	79	(r)	55	(r)	(r)	(r)	(r)	(r)	43
36. In my workplace patient safety is at the centre of all decision making	58	56	75	45	61	79	(r)	58	(r)	(r)	(r)	(r)	(r)	50
37. My team's objectives/work plans are clearly outlined	58	48	75	45	63	79	(r)	58	(r)	(r)	(r)	(r)	(r)	50
38. Our objectives/work plans help us to deliver a quality service	60	53	75	40	60	79	(r)	59	(r)	(r)	(r)	(r)	(r)	50
39. At my workplace there is a good balance between delivering services and monitoring service delivery	49	33	63	45	58	64	(r)	48	(r)	(r)	(r)	(r)	(r)	50

Results by Demographic

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

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	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	53	57	52	53	50	(r)	53	60	71	(r)	(r)	(r)	51	60	14
36. In my workplace patient safety is at the centre of all decision making	58	64	55	57	68	63	(r)	58	58	46	(r)	(r)	(r)	53	62	23
37. My team's objectives/work plans are clearly outlined	58	64	56	59	65	68	(r)	59	56	58	(r)	(r)	(r)	53	62	32
38. Our objectives/work plans help us to deliver a quality service	60	64	58	59	65	65	(r)	60	53	74	(r)	(r)	(r)	58	62	27
39. At my workplace there is a good balance between delivering services and monitoring service delivery	49	48	50	39	53	53	(r)	48	52	58	(r)	(r)	(r)	46	52	14

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

	NSW Health Pathology	Length of Service at NSW Health						Age Group										
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Respondents	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	56	59	58	57	64	57	48	45	59	65	65	66	46	57	46	64	29
36. In my workplace patient safety is at the centre of all decision making	58	41	74	58	59	60	56	45	51	52	65	66	47	65	56	76	25
37. My team's objectives/work plans are clearly outlined	58	79	65	62	61	57	53	55	69	52	57	62	53	64	53	68	38
38. Our objectives/work plans help us to deliver a quality service	60	76	67	62	65	57	54	59	73	67	62	57	54	66	53	64	33
39. At my workplace there is a good balance between delivering services and monitoring service delivery	49	71	63	55	49	47	45	64	63	52	53	57	36	50	41	65	21

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

	NSW Health Pathology	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	701	43	16	11	77	15	(r)	507	(r)	(r)	(r)	(r)	(r)	15
Employee Engagement Index	62	65	81	27	70	73	(r)	59	(r)	(r)	(r)	(r)	(r)	53

Your Workplace

40. Overall I am proud to be a part of this workplace	65	67	88	18	70	86	(r)	63	(r)	(r)	(r)	(r)	(r)	57
41. I would recommend my workplace as a good place to work	54	58	75	18	61	69	(r)	51	(r)	(r)	(r)	(r)	(r)	50
42. I feel motivated to contribute more than what is normally required at work	60	67	81	27	73	71	(r)	56	(r)	(r)	(r)	(r)	(r)	50
43. I have a strong sense of belonging to my workplace	60	63	81	27	69	62	(r)	59	(r)	(r)	(r)	(r)	(r)	57
44. Overall I am satisfied to be working here at the present time	64	65	81	36	74	69	(r)	62	(r)	(r)	(r)	(r)	(r)	43
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	44	42	69	27	55	54	(r)	42	(r)	(r)	(r)	(r)	(r)	36
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	21	44	18	45	31	(r)	30	(r)	(r)	(r)	(r)	(r)	29

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

	NSW Health Pathology	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	701	243	451	101	99	35	(r)	512	151	25	(r)	(r)	(r)	197	479	22
Employee Engagement Index	62	67	59	60	68	79	(r)	62	57	72	(r)	(r)	(r)	63	63	20

Your Workplace

40. Overall I am proud to be a part of this workplace	65	71	62	64	70	82	(r)	65	61	79	(r)	(r)	(r)	66	66	23
41. I would recommend my workplace as a good place to work	54	58	52	48	59	74	(r)	55	47	63	(r)	(r)	(r)	60	53	18
42. I feel motivated to contribute more than what is normally required at work	60	67	55	58	69	82	(r)	59	55	75	(r)	(r)	(r)	63	60	9
43. I have a strong sense of belonging to my workplace	60	70	56	64	69	82	(r)	62	53	67	(r)	(r)	(r)	63	62	14
44. Overall I am satisfied to be working here at the present time	64	67	62	62	66	76	(r)	64	60	75	(r)	(r)	(r)	61	67	18
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	44	50	41	43	53	56	(r)	43	44	58	(r)	(r)	(r)	43	46	14
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	34	30	28	35	35	(r)	31	28	42	(r)	(r)	(r)	34	31	18

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

	NSW Health Pathology	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	701	36	44	72	137	167	242	24	50	53	61	72	95	136	122	59	25	
Employee Engagement Index	62	76	72	66	62	61	57	66	56	62	64	69	58	63	61	74	24	

Your Workplace

40. Overall I am proud to be a part of this workplace	65	82	79	70	66	65	59	68	61	69	65	77	62	64	63	76	28
41. I would recommend my workplace as a good place to work	54	71	63	59	59	52	47	59	60	55	58	57	51	54	51	64	17
42. I feel motivated to contribute more than what is normally required at work	60	76	74	67	58	59	55	68	53	65	57	64	57	62	60	72	16
43. I have a strong sense of belonging to my workplace	60	74	67	65	61	59	58	77	57	54	60	67	58	68	56	72	17
44. Overall I am satisfied to be working here at the present time	64	76	76	70	66	60	59	59	55	65	73	71	60	65	63	74	21
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	44	53	50	51	44	45	39	50	41	43	53	51	29	49	40	60	17
46. Overall, I believe the culture at my workplace has improved in the last 12 months	31	36	40	43	36	30	24	36	27	37	45	32	27	31	26	40	17

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

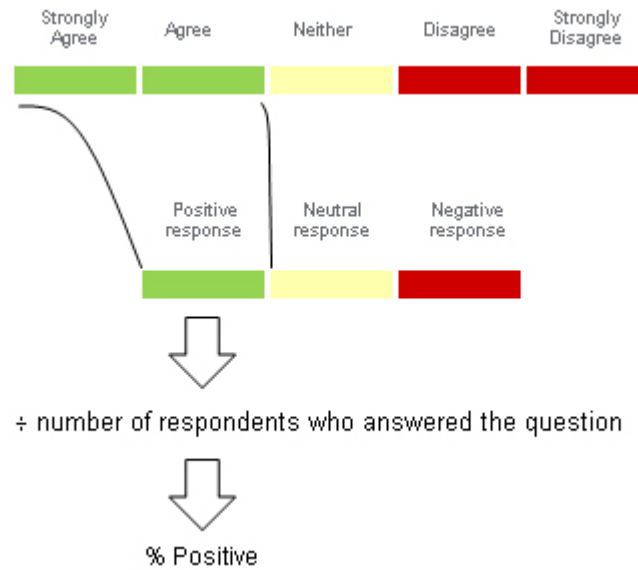
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Benchmark data

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