

2013 YourSay Workplace Survey

LHD Report



Sydney Local Health District

This Report

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

Response Rates

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

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

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

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

Confidence Intervals

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

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

Results

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

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

Comparative data

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

Anonymity

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

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

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3,081

ACTUAL RESPONSES

29%

1% Confidence Interval

ESTIMATED RESPONSE RATE

64%

2011: 65%

ENGAGEMENT INDEX

52%

2011: 48%

WORKPLACE CULTURE INDEX

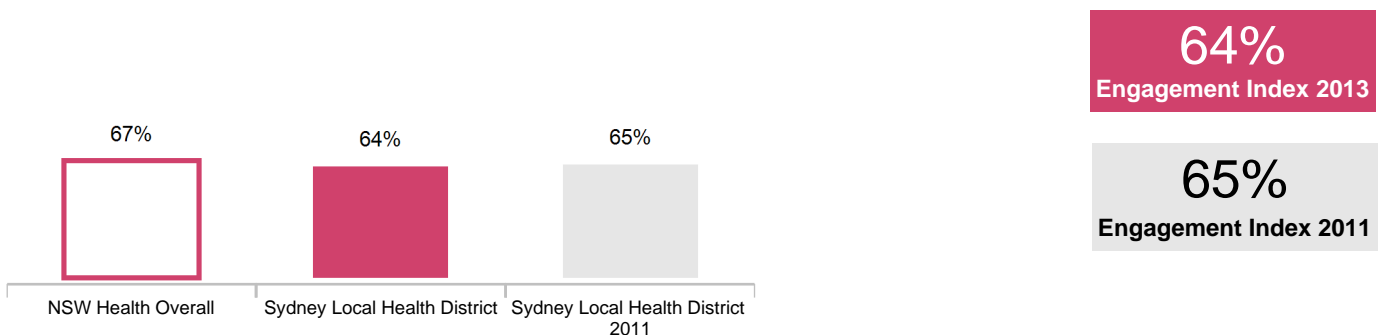
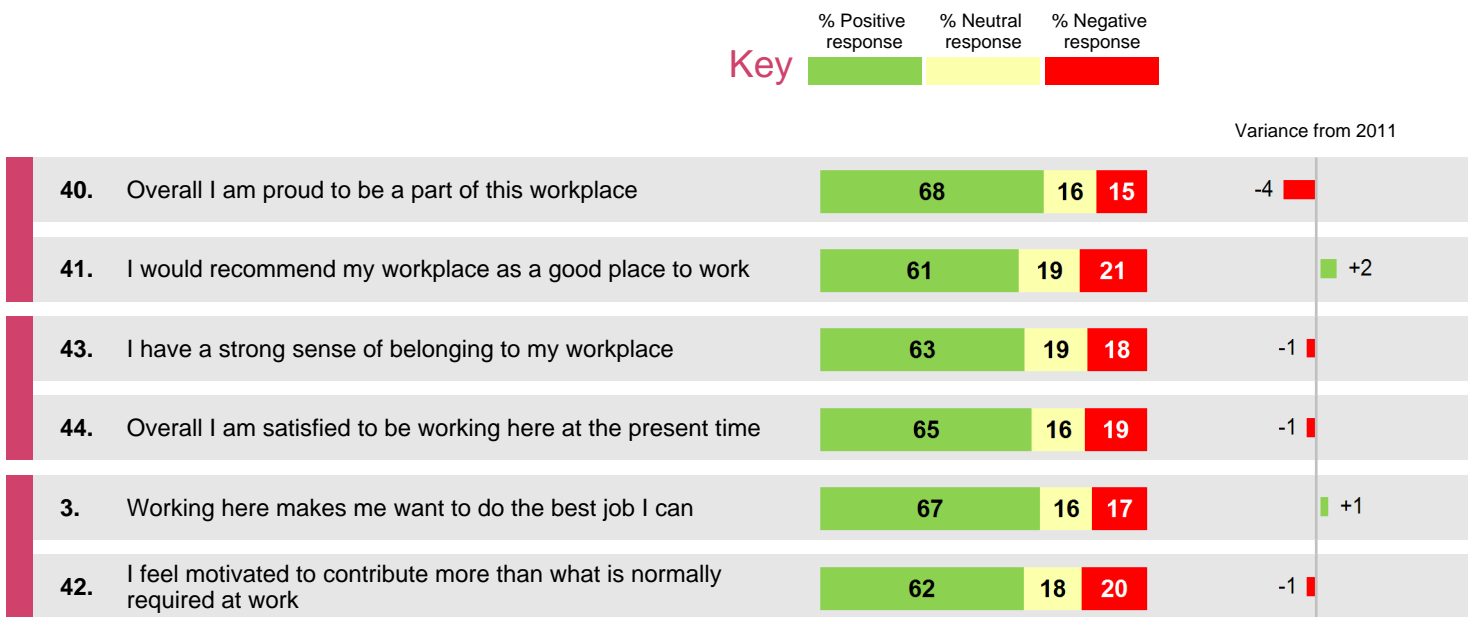
Employee Engagement Index

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

The three elements of Employee Engagement

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

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

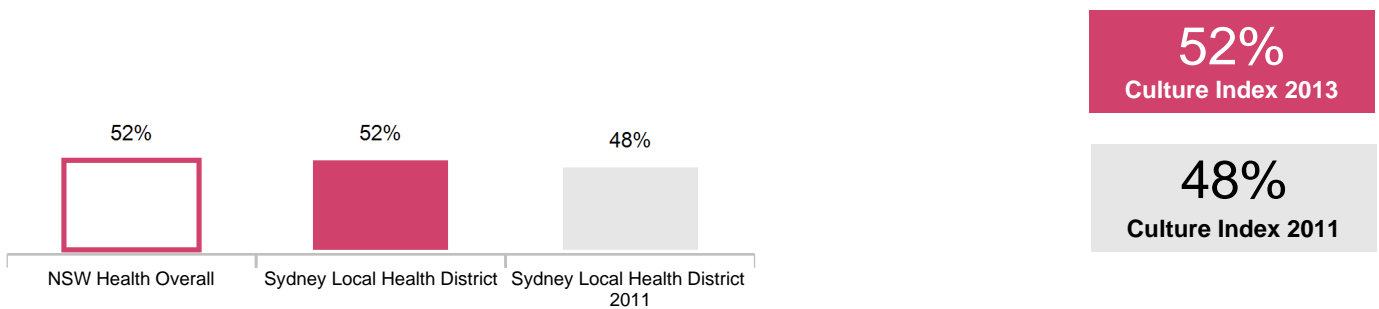


Employee Workplace Culture Index

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

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

	Key			Variance from 2011
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	52	18	30	+2
12. I believe I am valued for what I can offer at my workplace	60	16	24	+1
13. In my workplace, we recognise our successes and innovations	54	22	24	+3
14. Staff are treated respectfully regardless of their job	59	16	25	+3
17. Overall, I have confidence in the decisions made by my line manager	63	18	19	+4
18b. The senior managers at my workplace ... have a clear direction for the future	42	29	29	+11
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44	26	30	+10
20. Overall, I have confidence in the decisions made by my senior managers	44	26	30	+9
22. I have a say in decisions which affect my work	45	23	32	+3
23. I think it is safe to speak up and challenge the way things are done	50	19	31	+4
24a. Where I work, we share the lessons learnt when mistakes are made	57	20	23	-2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	25	32	+2
37. My team's objectives/work plans are clearly outlined	62	19	18	0
38. Our objectives/work plans help us to deliver a quality service	63	20	17	0
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	34	32	+3



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 Sydney Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Sydney 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	Sydney 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		34	36	31
19.	There is a positive relationship between senior management and staff in my workplace		42	40	34
20.	Overall, I have confidence in the decisions made by my senior managers		44	42	35
22.	I have a say in decisions which affect my work		45	46	42
18b.	The senior managers at my workplace ... have a clear direction for the future		42	40	31
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		43	42	41

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	69
Your Line Manager	63
Your Job	62

Questions

	% Positive
1. My job makes good use of my skills and abilities	76
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	75
15d. My line manager ... treats me with respect	74
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	44
Communication	53
Work Environment	55

Questions

	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34
18b. The senior managers at my workplace ... have a clear direction for the future	42
19. There is a positive relationship between senior management and staff in my workplace	42
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44

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	44	+9
Communication	53	+5
Your Line Manager	63	+4

Questions

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	42	+11
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44	+10
20. Overall, I have confidence in the decisions made by my senior managers	44	+9
19. There is a positive relationship between senior management and staff in my workplace	42	+8
18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	+7

Least improved

Sections

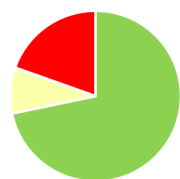
	% Positive	Variance from 2011
Your Workplace	58	-1

Questions

	% Positive	Variance from 2011
40. Overall I am proud to be a part of this workplace	68	-4
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	75	-3
1. My job makes good use of my skills and abilities	76	-2
24a. Where I work, we share the lessons learnt when mistakes are made	57	-2
29. I am able to achieve a healthy work/life balance most of the time	59	-1

Trend Comparison

This section shows comparisons between Sydney Local Health District and the 2011 survey results for Sydney Local Health District.

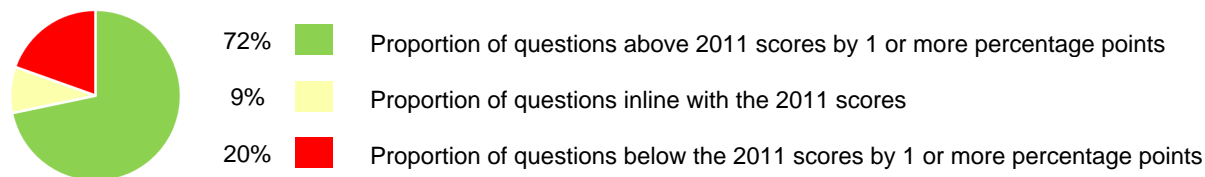


- 72% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 9% ■ Proportion of questions inline with the 2011 scores
- 20% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	42	■ +11
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44	■ +10
20. Overall, I have confidence in the decisions made by my senior managers	44	■ +9
19. There is a positive relationship between senior management and staff in my workplace	42	■ +8
18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	■ +7
15b. My line manager ... treats all staff in my team fairly	63	■ +6
21. I am kept well informed about what is happening in my workplace	53	■ +6
10. My team resolves conflict quickly when it arises	55	■ +5
15a. My line manager ... recognises and acknowledges when I have done my job well	65	■ +5
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	■ +4
9. People in my team are honest and open	64	■ +4
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	62	■ +4
16. I receive regular and constructive feedback on my performance	51	■ +4
17. Overall, I have confidence in the decisions made by my line manager	63	■ +4
23. I think it is safe to speak up and challenge the way things are done	50	■ +4
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	■ +3

Trend Comparison

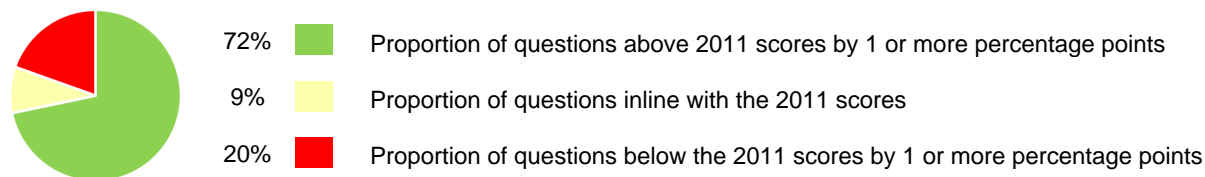
This section shows comparisons between Sydney Local Health District and the 2011 survey results for Sydney Local Health District.



	% Positive	Variance from 2011
13. In my workplace, we recognise our successes and innovations	54	+3
14. Staff are treated respectfully regardless of their job	59	+3
22. I have a say in decisions which affect my work	45	+3
27. I am encouraged to take opportunities to learn new skills and have new experiences	61	+3
31. Reasonable expectations are placed on staff according to their position	55	+3
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	+3
2. I feel I am able to suggest ideas to improve our ways of doing things	65	+2
11. Morale is good in my team	52	+2
15d. My line manager ... treats me with respect	74	+2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	+2
30. There are mechanisms in place to support me if I experience stress or pressure	54	+2
35. My work environment allows me to deliver the best possible services (patient care or support services)	57	+2
41. I would recommend my workplace as a good place to work	61	+2
3. Working here makes me want to do the best job I can	67	+1
5. I have sufficient control over my work so I can do my job well	60	+1
8. In my team we generally acknowledge one another's efforts and achievements	69	+1

Trend Comparison

This section shows comparisons between Sydney Local Health District and the 2011 survey results for Sydney Local Health District.



	% Positive	Variance from 2011
12. I believe I am valued for what I can offer at my workplace	60	+1
25. I have received the appropriate training and development to do my job effectively	71	0
36. In my workplace patient safety is at the centre of all decision making	67	0
37. My team's objectives/work plans are clearly outlined	62	0
38. Our objectives/work plans help us to deliver a quality service	63	0
29. I am able to achieve a healthy work/life balance most of the time	59	-1
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	-1
42. I feel motivated to contribute more than what is normally required at work	62	-1
43. I have a strong sense of belonging to my workplace	63	-1
44. Overall I am satisfied to be working here at the present time	65	-1
1. My job makes good use of my skills and abilities	76	-2
24a. Where I work, we share the lessons learnt when mistakes are made	57	-2
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	75	-3
40. Overall I am proud to be a part of this workplace	68	-4

External Comparison

This section shows comparisons between Sydney 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.



- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 76% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44	■ +6
19. There is a positive relationship between senior management and staff in my workplace	42	■ +6
15b. My line manager ... treats all staff in my team fairly	63	■ +5
17. Overall, I have confidence in the decisions made by my line manager	63	■ +4
20. Overall, I have confidence in the decisions made by my senior managers	44	■ +4
21. I am kept well informed about what is happening in my workplace	53	■ +4
15a. My line manager ... recognises and acknowledges when I have done my job well	65	■ +3
18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	■ +3
22. I have a say in decisions which affect my work	45	■ +3
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	62	■ +2
16. I receive regular and constructive feedback on my performance	51	■ +2
15d. My line manager ... treats me with respect	74	0
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	-1 ■
10. My team resolves conflict quickly when it arises	55	-1 ■
18b. The senior managers at my workplace ... have a clear direction for the future	42	-2 ■
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	75	-2 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	61	-2 ■

External Comparison

This section shows comparisons between Sydney 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.



- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 76% ■ 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	61	-2 ■
42. I feel motivated to contribute more than what is normally required at work	62	-2 ■
9. People in my team are honest and open	64	-3 ■
23. I think it is safe to speak up and challenge the way things are done	50	-3 ■
24a. Where I work, we share the lessons learnt when mistakes are made	57	-3 ■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	-3 ■
43. I have a strong sense of belonging to my workplace	63	-3 ■
11. Morale is good in my team	52	-4 ■
14. Staff are treated respectfully regardless of their job	59	-4 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	57	-4 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	-4 ■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	65	-4 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	-4 ■
8. In my team we generally acknowledge one another's efforts and achievements	69	-5 ■
13. In my workplace, we recognise our successes and innovations	54	-5 ■
30. There are mechanisms in place to support me if I experience stress or pressure	54	-5 ■
40. Overall I am proud to be a part of this workplace	68	-5 ■

External Comparison

This section shows comparisons between Sydney 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.



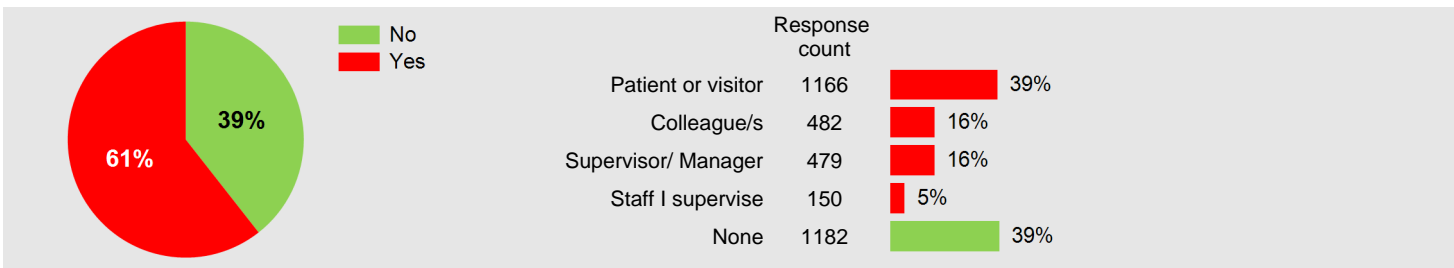
- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 76% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	-5 ■
12. I believe I am valued for what I can offer at my workplace	60	-6 ■
31. Reasonable expectations are placed on staff according to their position	55	-6 ■
36. In my workplace patient safety is at the centre of all decision making	67	-6 ■
44. Overall I am satisfied to be working here at the present time	65	-6 ■
1. My job makes good use of my skills and abilities	76	-7 ■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	-7 ■
25. I have received the appropriate training and development to do my job effectively	71	-7 ■
38. Our objectives/work plans help us to deliver a quality service	63	-7 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	51	-7 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	65	-8 ■
4. The right amount of approvals are required for routine decisions	49	-8 ■
29. I am able to achieve a healthy work/life balance most of the time	59	-9 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	57	-9 ■
37. My team's objectives/work plans are clearly outlined	62	-9 ■
3. Working here makes me want to do the best job I can	67	-11 ■
5. I have sufficient control over my work so I can do my job well	60	-12 ■

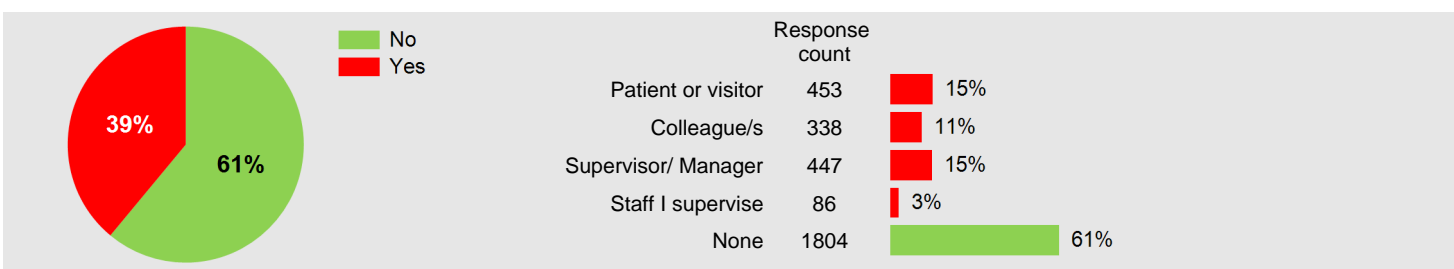
Unacceptable Behaviour

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

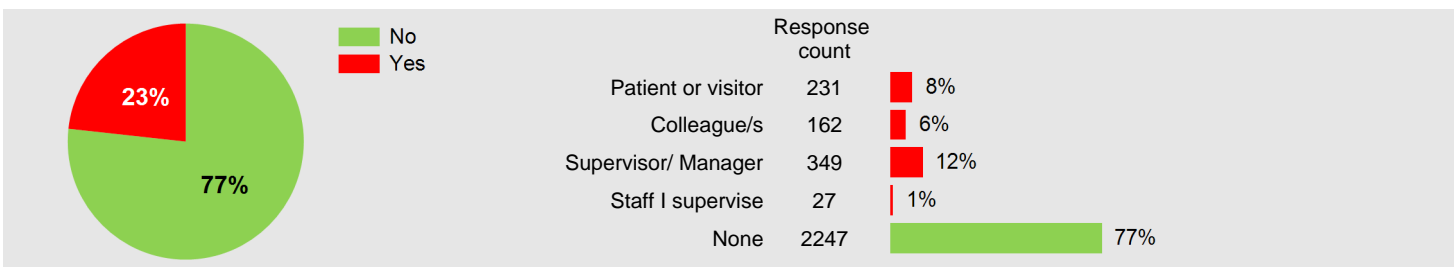
33a. In the last 12 months, I have been verbally abused by a ...



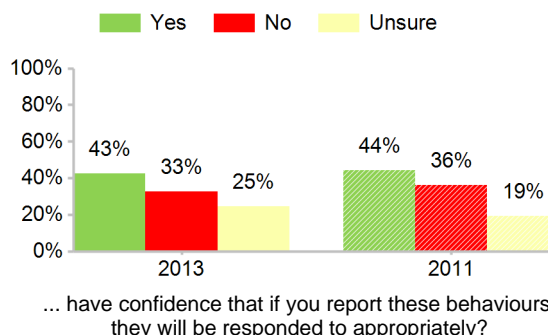
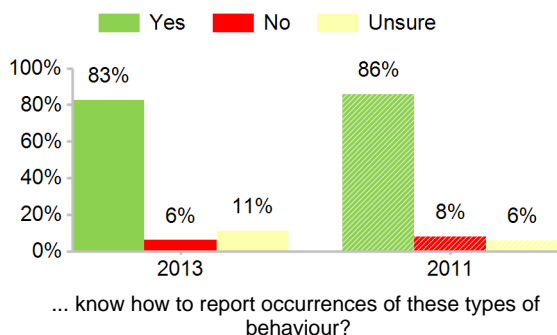
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 Score	Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	76	8	17	76	78	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	65	13	23	65	63	68	73
3. Working here makes me want to do the best job I can	67	16	17	67	66	71	78
4. The right amount of approvals are required for routine decisions *	49	22	30	49		48	57
5. I have sufficient control over my work so I can do my job well	60	15	25	60	59	64	72
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	18	25	58	55	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	Sydney 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	67	15	17	67	63	68	68
8. In my team we generally acknowledge one another's efforts and achievements	69	14	16	69	68	69	74
9. People in my team are honest and open	64	20	17	64	60	63	67
10. My team resolves conflict quickly when it arises	55	22	23	55	50	51	56
11. Morale is good in my team	52	18	30	52	50	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	60	16	24			
13. In my workplace, we recognise our successes and innovations	54	22	24			
14. Staff are treated respectfully regardless of their job	59	16	25			
	58				55	59
					63	
	60				59	61
					66	
	54				51	55
					59	
	59				56	60
					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

Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive Score	Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
15a. My line manager ... recognises and acknowledges when I have done my job well	65	16	19	65	60	64	62
15b. My line manager ... treats all staff in my team fairly	63	16	22	63	57	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	62	17	21	62	58	60	60
15d. My line manager ... treats me with respect	74	12	14	74	72	75	74
16. I receive regular and constructive feedback on my performance	51	22	27	51	47	49	49
17. Overall, I have confidence in the decisions made by my line manager	63	18	19	63	59	62	59

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

Senior Managers

		% positive response	% neutral response	% negative response	% Positive Score	Sydney 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	47	21	32	47	40	46	44
K	18b. The senior managers at my workplace ... have a clear direction for the future	42	29	29	42	31	40	44
	18c. The senior managers at my workplace ... lead by example in creating a positive workplace	44	26	30	44	34	41	38
K	19. There is a positive relationship between senior management and staff in my workplace	42	26	32	42	34	40	36
K	20. Overall, I have confidence in the decisions made by my senior managers	44	26	30	44	35	42	40

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	
Communication				% Positive Score	Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
21. I am kept well informed about what is happening in my workplace	53	19	28	53	47	50	49
K 22. I have a say in decisions which affect my work	45	23	32	45	42	46	42
23. I think it is safe to speak up and challenge the way things are done	50	19	31	50	46	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	57	20	23	57	59	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	57	20	23	57		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	20	21	59		59	63

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Sydney 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	12	17	71	71	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	75	9	16	75	78	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	61	17	22	61	58	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	% Neutral	% Negative	% Positive Score	Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict				43	41	42	46
29. I am able to achieve a healthy work/life balance most of the time				59	60	65	68
30. There are mechanisms in place to support me if I experience stress or pressure				54	52	54	59
31. Reasonable expectations are placed on staff according to their position				55	52	56	61
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors				65	66	68	69

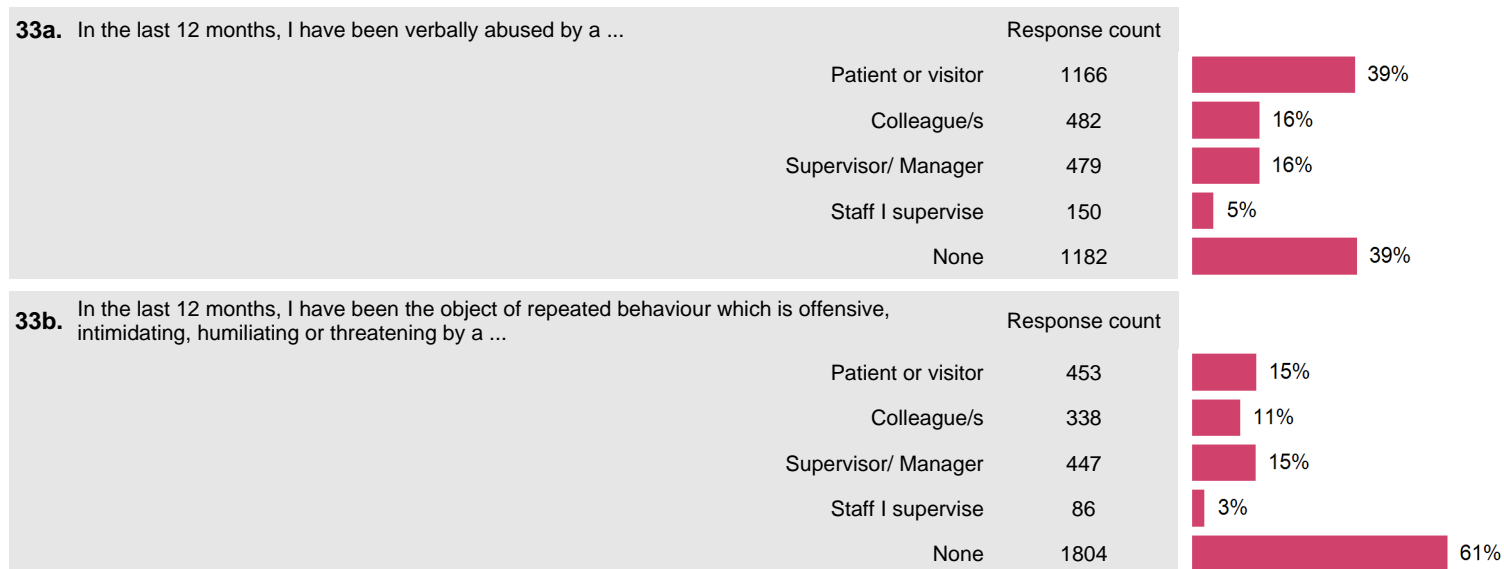
All Questions

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

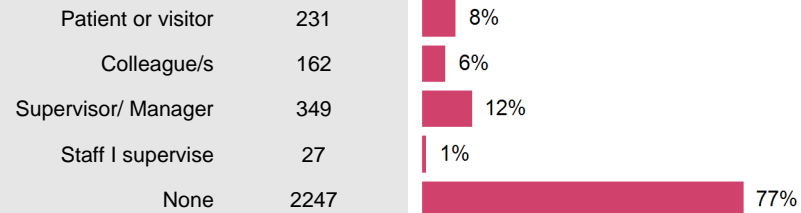
This section shows the breakdown of responses to each question

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

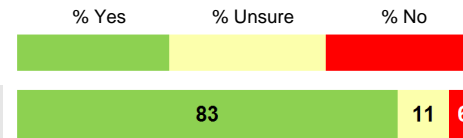
At least 1% greater than comparator
At least 1% less than comparator

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 ...



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
Sydney Local Health District 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

83	86	83	88
43	44	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	Sydney 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)	57	18	24	57	55	59	66
36. In my workplace patient safety is at the centre of all decision making	67	16	17	67	67	67	73
37. My team's objectives/work plans are clearly outlined	62	19	18	62	62	65	71
38. Our objectives/work plans help us to deliver a quality service	63	20	17	63	63	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	51	25	24	51		52	58

All Questions

This section shows the breakdown of responses to each question

				% Positive Score	Sydney 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
Your Workplace				58	59	60	62
40. Overall I am proud to be a part of this workplace	68	16	15	68	72	71	73
41. I would recommend my workplace as a good place to work	61	19	21	61	59	62	63
42. I feel motivated to contribute more than what is normally required at work	62	18	20	62	63	65	64
43. I have a strong sense of belonging to my workplace	63	19	18	63	64	64	66
44. Overall I am satisfied to be working here at the present time	65	16	19	65	66	67	71
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	53	27	20	53		56	58
K 46. Overall, I believe the culture at my workplace has improved in the last 12 months	34	34	32	34	31	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:

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

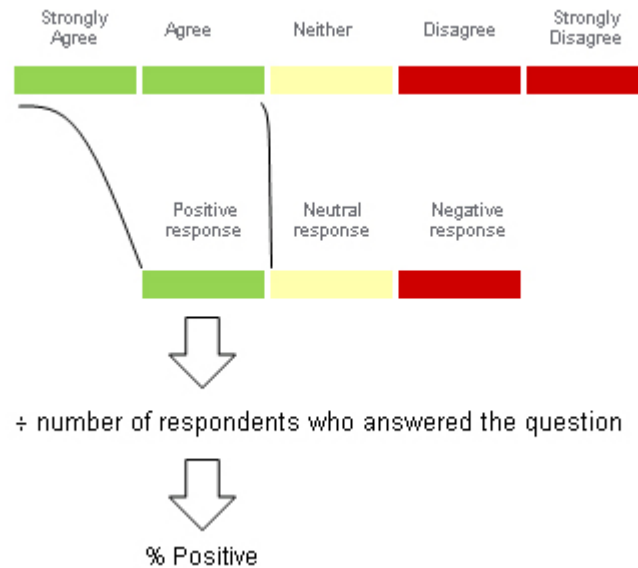
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.