2013 YourSay Workplace Survey

LHD Report

Sydney Children's Hospitals Network

This Report

This report provides Sydney Children's Hospitals Network 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.

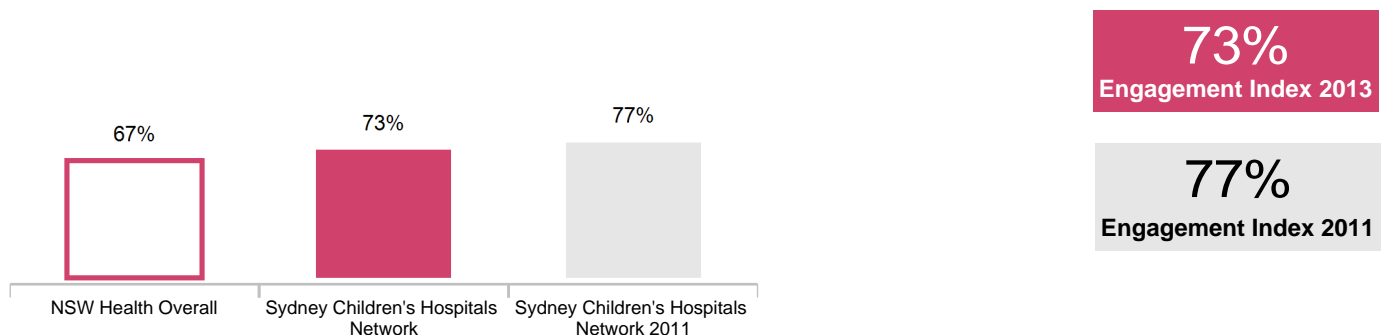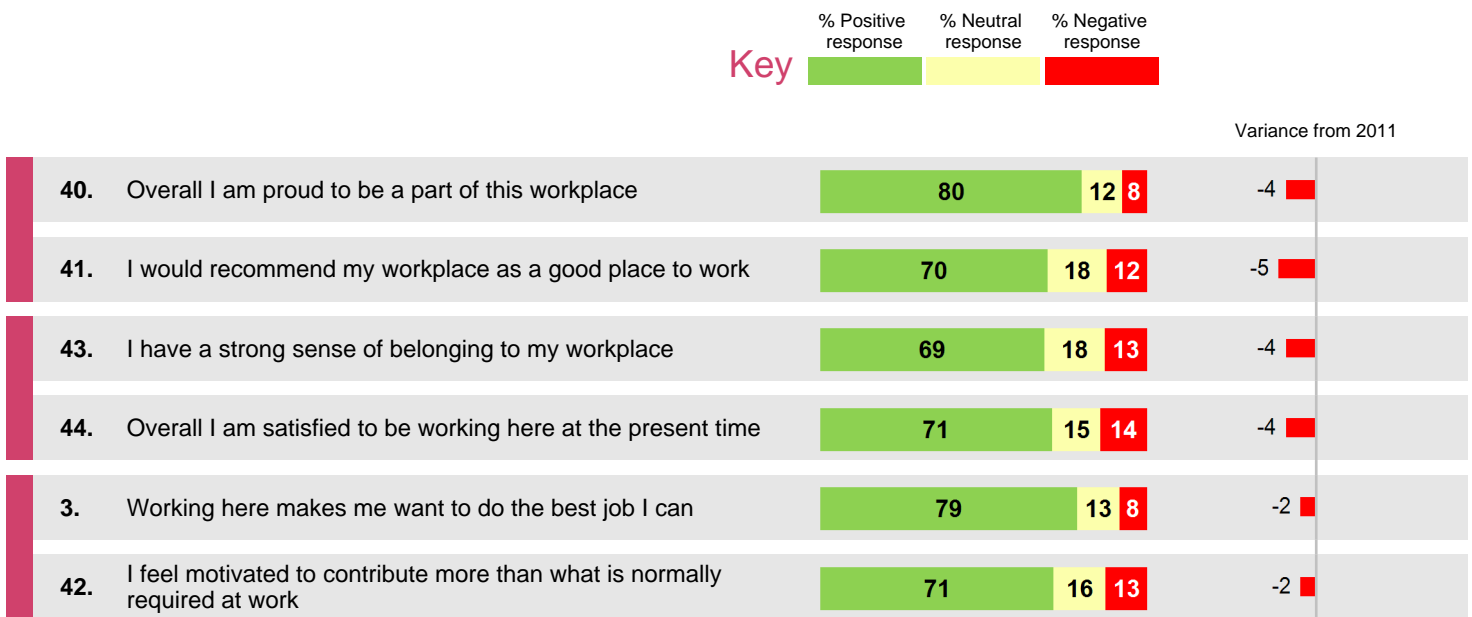|	
1,850	**ACTUAL RESPONSES**
37% 2% Confidence Interval	**ESTIMATED RESPONSE RATE**
73% 2011: 77%	**ENGAGEMENT INDEX**
54% 2011: 56%	**WORKPLACE CULTURE INDEX**

Contents

ORCInternational

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

	% Positive response	% Neutral response	% Negative response

#	Question	% Positive	% Neutral	% Negative	Variance from 2011
40.	Overall I am proud to be a part of this workplace	80	12	8	-4
41.	I would recommend my workplace as a good place to work	70	18	12	-5
43.	I have a strong sense of belonging to my workplace	69	18	13	-4
44.	Overall I am satisfied to be working here at the present time	71	15	14	-4
3.	Working here makes me want to do the best job I can	79	13	8	-2
42.	I feel motivated to contribute more than what is normally required at work	71	16	13	-2

NSW Health Overall	Sydney Children's Hospitals Network	Sydney Children's Hospitals Network 2011
67%	73%	77%

73%
Engagement Index 2013
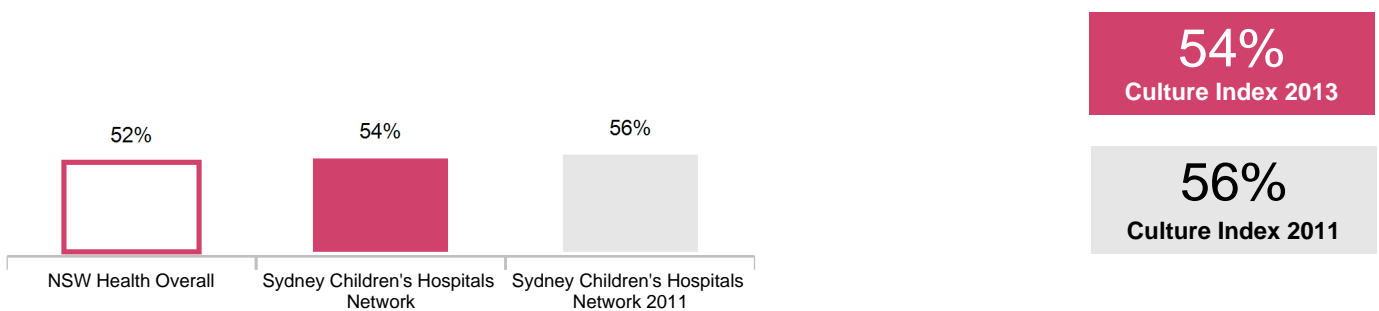
77%
Engagement Index 2011

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

	% Positive response	% Neutral response	% Negative response

Variance from 2011

#	Question	% Positive	% Neutral	% Negative	Variance from 2011
11.	Morale is good in my team	58	19	23	+1
12.	I believe I am valued for what I can offer at my workplace	64	17	19	-4
13.	In my workplace, we recognise our successes and innovations	61	22	17	-3
14.	Staff are treated respectfully regardless of their job	67	15	18	-1
17.	Overall, I have confidence in the decisions made by my line manager	66	17	17	-2
18b.	The senior managers at my workplace ... have a clear direction for the future	41	34	25	-2
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	41	30	29	-4
20.	Overall, I have confidence in the decisions made by my senior managers	44	31	25	-6
22.	I have a say in decisions which affect my work	47	25	28	-2
23.	I think it is safe to speak up and challenge the way things are done	53	20	27	-3
24a.	Where I work, we share the lessons learnt when mistakes are made	60	23	18	-2
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	45	28	27	0
37.	My team's objectives/work plans are clearly outlined	69	20	11	-1
38.	Our objectives/work plans help us to deliver a quality service	70	21	8	0
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	28	41	31	-2

52%
NSW Health Overall

54%
Sydney Children's Hospitals Network

56%
Sydney Children's Hospitals Network 2011

54%
Culture Index 2013

56%
Culture Index 2011

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 Children's Hospitals Network. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Sydney Children's Hospitals Network 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 Children's Hospitals Network 2011 % positive score
		Greatest			
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		28	36	30
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		41	41	45
22.	I have a say in decisions which affect my work		47	46	49
20.	Overall, I have confidence in the decisions made by my senior managers		44	42	50
19.	There is a positive relationship between senior management and staff in my workplace		40	40	45
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		61	56	

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	75
Your Job	68
Service Delivery	66

Questions

		% Positive
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	85
1.	My job makes good use of my skills and abilities	82
40.	Overall I am proud to be a part of this workplace	80
3.	Working here makes me want to do the best job I can	79
15d.	My line manager ... treats me with respect	78

Lowlights

Sections

	% Positive
Senior Managers	41
Communication	55
Work Environment	58

Questions

		% Positive
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	28
19.	There is a positive relationship between senior management and staff in my workplace	40
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	40
18b.	The senior managers at my workplace ... have a clear direction for the future	41
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	41

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
Your Team	65	+1
Work Environment	58	0

Questions

		% Positive	Variance from 2011
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	73	+1
9.	People in my team are honest and open	68	+1
11.	Morale is good in my team	58	+1
16.	I receive regular and constructive feedback on my performance	50	+1
30.	There are mechanisms in place to support me if I experience stress or pressure	53	+1

Least improved

Sections

	% Positive	Variance from 2011
Senior Managers	41	-4
Your Workplace	64	-4
Being valued	64	-3

Questions

		% Positive	Variance from 2011
20.	Overall, I have confidence in the decisions made by my senior managers	44	-6
19.	There is a positive relationship between senior management and staff in my workplace	40	-5
21.	I am kept well informed about what is happening in my workplace	55	-5
41.	I would recommend my workplace as a good place to work	70	-5
12.	I believe I am valued for what I can offer at my workplace	64	-4

Trend Comparison

This section shows comparisons between Sydney Children's Hospitals Network and the 2011 survey results for Sydney Children's Hospitals Network.

11%	🟩	Proportion of questions above 2011 scores by 1 or more percentage points
22%	🟨	Proportion of questions inline with the 2011 scores
67%	🟥	Proportion of questions below the 2011 scores by 1 or more percentage points

		% Positive	Variance from 2011
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	73	+1
9.	People in my team are honest and open	68	+1
11.	Morale is good in my team	58	+1
16.	I receive regular and constructive feedback on my performance	50	+1
30.	There are mechanisms in place to support me if I experience stress or pressure	53	+1
2.	I feel I am able to suggest ideas to improve our ways of doing things	72	0
8.	In my team we generally acknowledge one another's efforts and achievements	73	0
10.	My team resolves conflict quickly when it arises	53	0
15b.	My line manager ... treats all staff in my team fairly	64	0
15c.	My line manager ... ensures that when issues are raised in the team, they are addressed	64	0
25.	I have received the appropriate training and development to do my job effectively	75	0
27.	I am encouraged to take opportunities to learn new skills and have new experiences	66	0
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	45	0
29.	I am able to achieve a healthy work/life balance most of the time	62	0
38.	Our objectives/work plans help us to deliver a quality service	70	0
1.	My job makes good use of my skills and abilities	82	-1

Trend Comparison

This section shows comparisons between Sydney Children's Hospitals Network and the 2011 survey results for Sydney Children's Hospitals Network.
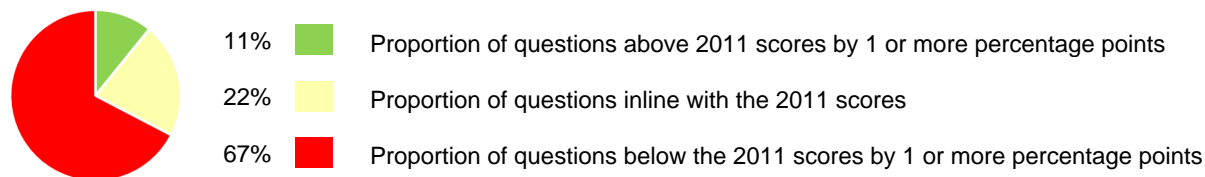
11%		Proportion of questions above 2011 scores by 1 or more percentage points
22%		Proportion of questions inline with the 2011 scores
67%		Proportion of questions below the 2011 scores by 1 or more percentage points

		% Positive	Variance from 2011
5.	I have sufficient control over my work so I can do my job well	66	-1
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	63	-1
14.	Staff are treated respectfully regardless of their job	67	-1
26.	I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	85	-1
31.	Reasonable expectations are placed on staff according to their position	59	-1
32.	My workplace is proactive in minimising potential violence/abuse from patients or visitors	71	-1
36.	In my workplace patient safety is at the centre of all decision making	73	-1
37.	My team's objectives/work plans are clearly outlined	69	-1
3.	Working here makes me want to do the best job I can	79	-2
15a.	My line manager ... recognises and acknowledges when I have done my job well	66	-2
15d.	My line manager ... treats me with respect	78	-2
17.	Overall, I have confidence in the decisions made by my line manager	66	-2
18b.	The senior managers at my workplace ... have a clear direction for the future	41	-2
22.	I have a say in decisions which affect my work	47	-2
24a.	Where I work, we share the lessons learnt when mistakes are made	60	-2
42.	I feel motivated to contribute more than what is normally required at work	71	-2

Trend Comparison

This section shows comparisons between Sydney Children's Hospitals Network and the 2011 survey results for Sydney Children's Hospitals Network.

11% 🟩	Proportion of questions above 2011 scores by 1 or more percentage points
22% 🟨	Proportion of questions inline with the 2011 scores
67% 🟥	Proportion of questions below the 2011 scores by 1 or more percentage points

		% Positive	Variance from 2011
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	28	-2
13.	In my workplace, we recognise our successes and innovations	61	-3
23.	I think it is safe to speak up and challenge the way things are done	53	-3
35.	My work environment allows me to deliver the best possible services (patient care or support services)	63	-3
12.	I believe I am valued for what I can offer at my workplace	64	-4
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	40	-4
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	41	-4
40.	Overall I am proud to be a part of this workplace	80	-4
43.	I have a strong sense of belonging to my workplace	69	-4
44.	Overall I am satisfied to be working here at the present time	71	-4
19.	There is a positive relationship between senior management and staff in my workplace	40	-5
21.	I am kept well informed about what is happening in my workplace	55	-5
41.	I would recommend my workplace as a good place to work	70	-5
20.	Overall, I have confidence in the decisions made by my senior managers	44	-6

External Comparison

This section shows comparisons between Sydney Children's Hospitals Network 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.

49%	■ Proportion of questions above the benchmark by 1 or more percentage points
10%	■ Proportion of questions inline with the benchmark
41%	■ 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	85	+8
17.	Overall, I have confidence in the decisions made by my line manager	66	+7
40.	Overall I am proud to be a part of this workplace	80	+7
41.	I would recommend my workplace as a good place to work	70	+7
42.	I feel motivated to contribute more than what is normally required at work	71	+7
15b.	My line manager ... treats all staff in my team fairly	64	+6
21.	I am kept well informed about what is happening in my workplace	55	+6
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	73	+5
22.	I have a say in decisions which affect my work	47	+5
14.	Staff are treated respectfully regardless of their job	67	+4
15a.	My line manager ... recognises and acknowledges when I have done my job well	66	+4
15c.	My line manager ... ensures that when issues are raised in the team, they are addressed	64	+4
15d.	My line manager ... treats me with respect	78	+4
19.	There is a positive relationship between senior management and staff in my workplace	40	+4
20.	Overall, I have confidence in the decisions made by my senior managers	44	+4
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	41	+3
27.	I am encouraged to take opportunities to learn new skills and have new experiences	66	+3

External Comparison

This section shows comparisons between Sydney Children's Hospitals Network 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.

	49%	Proportion of questions above the benchmark by 1 or more percentage points
	10%	Proportion of questions inline with the benchmark
	41%	Proportion of questions below the benchmark by 1 or more percentage points

		% Positive	Variance from benchmark
43.	I have a strong sense of belonging to my workplace	69	+3
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	+3
11.	Morale is good in my team	58	+2
13.	In my workplace, we recognise our successes and innovations	61	+2
32.	My workplace is proactive in minimising potential violence/abuse from patients or visitors	71	+2
3.	Working here makes me want to do the best job I can	79	+1
9.	People in my team are honest and open	68	+1
16.	I receive regular and constructive feedback on my performance	50	+1
23.	I think it is safe to speak up and challenge the way things are done	53	0
24a.	Where I work, we share the lessons learnt when mistakes are made	60	0
36.	In my workplace patient safety is at the centre of all decision making	73	0
38.	Our objectives/work plans help us to deliver a quality service	70	0
44.	Overall I am satisfied to be working here at the present time	71	0
1.	My job makes good use of my skills and abilities	82	-1
2.	I feel I am able to suggest ideas to improve our ways of doing things	72	-1
8.	In my team we generally acknowledge one another's efforts and achievements	73	-1
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	45	-1

External Comparison

This section shows comparisons between Sydney Children's Hospitals Network 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.
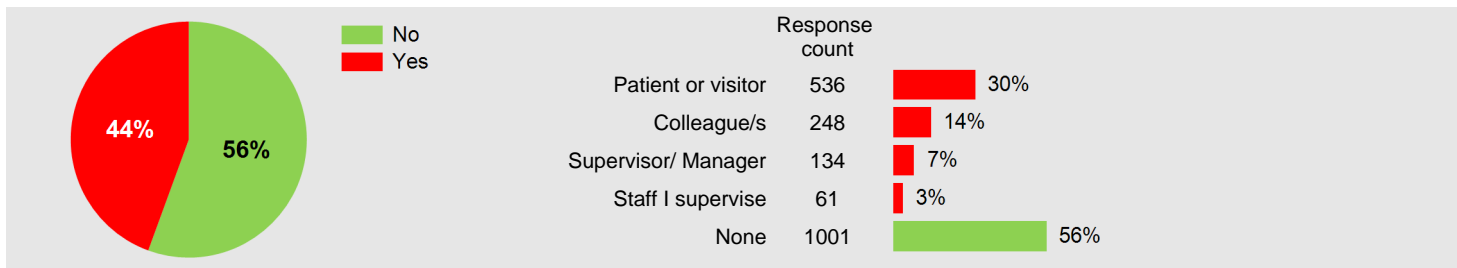

49%	⬛ (green)	Proportion of questions above the benchmark by 1 or more percentage points
10%	⬛ (pale yellow)	Proportion of questions inline with the benchmark
41%	⬛ (red)	Proportion of questions below the benchmark by 1 or more percentage points

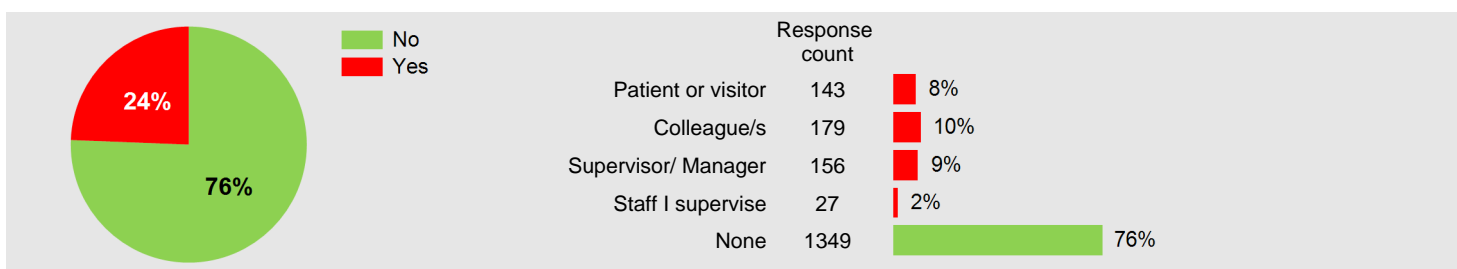|		% Positive	Variance from benchmark
6.	At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	63	-2
12.	I believe I am valued for what I can offer at my workplace	64	-2
31.	Reasonable expectations are placed on staff according to their position	59	-2
37.	My team's objectives/work plans are clearly outlined	69	-2
10.	My team resolves conflict quickly when it arises	53	-3
18b.	The senior managers at my workplace ... have a clear direction for the future	41	-3
24b.	I am aware of the strategic objectives and direction of the organisation I work for	58	-3
25.	I have received the appropriate training and development to do my job effectively	75	-3
35.	My work environment allows me to deliver the best possible services (patient care or support services)	63	-3
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	40	-4
24c.	I am aware of how my work contributes to the overall strategic objectives of my organisation	58	-5
39.	At my workplace there is a good balance between delivering services and monitoring service delivery	53	-5
5.	I have sufficient control over my work so I can do my job well	66	-6
29.	I am able to achieve a healthy work/life balance most of the time	62	-6
30.	There are mechanisms in place to support me if I experience stress or pressure	53	-6
4.	The right amount of approvals are required for routine decisions	47	-10
46.	Overall, I believe the culture at my workplace has improved in the last 12 months	28	-10

Unacceptable Behaviour

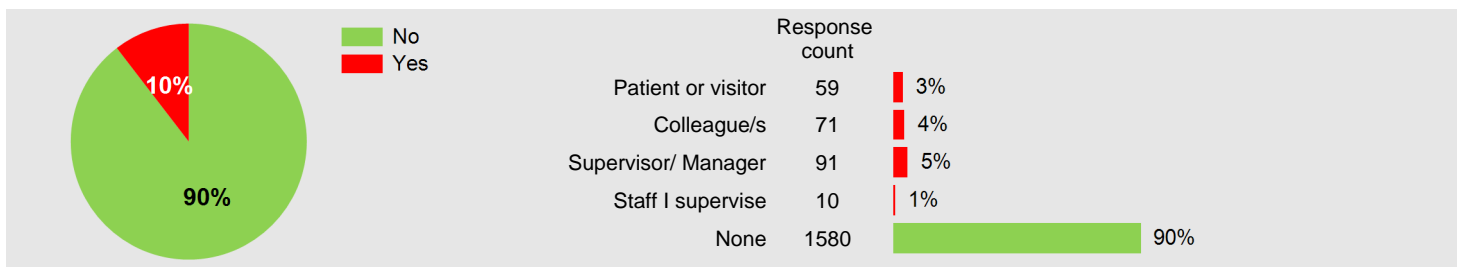This section shows the results to questions asked regarding unacceptable behaviour.

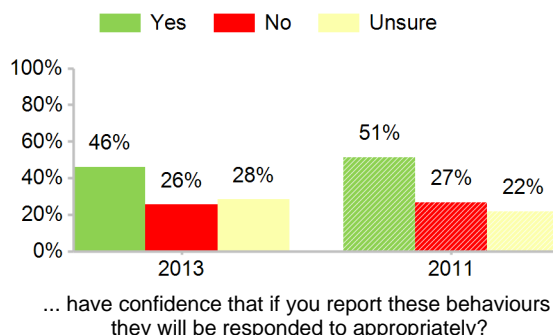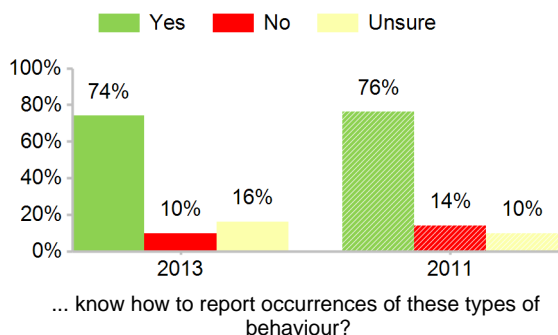## 33a. In the last 12 months, I have been verbally abused by a ...

Legend: No (green), Yes (red)

	Response count	
Patient or visitor	536	30%
Colleague/s	248	14%
Supervisor/ Manager	134	7%
Staff I supervise	61	3%
None	1001	56%

Pie chart: 56% No, 44% Yes

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

Legend: No (green), Yes (red)

	Response count	
Patient or visitor	143	8%
Colleague/s	179	10%
Supervisor/ Manager	156	9%
Staff I supervise	27	2%
None	1349	76%

Pie chart: 76% No, 24% Yes

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 ...

Legend: No (green), Yes (red)

	Response count	
Patient or visitor	59	3%
Colleague/s	71	4%
Supervisor/ Manager	91	5%
Staff I supervise	10	1%
None	1580	90%

Pie chart: 90% No, 10% Yes

34. Do you currently ...

Legend: Yes (green), No (red), Unsure (yellow)

Left chart (... know how to report occurrences of these types of behaviour?):
- 2013: Yes 74%, No 10%, Unsure 16%
- 2011: Yes 76%, No 14%, Unsure 10%

... know how to report occurrences of these types of behaviour?

Right chart (... have confidence that if you report these behaviours they will be responded to appropriately?):
- 2013: Yes 46%, No 26%, Unsure 28%
- 2011: Yes 51%, No 27%, Unsure 22%

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

All Questions

This section shows the breakdown of responses to each question

			% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Job			**68**		**65**	**71**
1.	My job makes good use of my skills and abilities	82 / 7 / 11	82	83	79	83
2.	I feel I am able to suggest ideas to improve our ways of doing things	72 / 13 / 15	72	72	68	73
3.	Working here makes me want to do the best job I can	79 / 13 / 8	79	81	71	78
4.	The right amount of approvals are required for routine decisions *	47 / 24 / 29	47		48	57
5.	I have sufficient control over my work so I can do my job well	66 / 17 / 17	66	67	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	63 / 20 / 17	63	64	60	65

All Questions

This section shows the breakdown of responses to each question

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Team		**65**	**64**	**60**	**64**
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	73 / 13 / 14 — **73**	**72**	**68**	**68**
8.	In my team we generally acknowledge one another's efforts and achievements	73 / 13 / 14 — **73**	**73**	**69**	**74**
9.	People in my team are honest and open	68 / 17 / 15 — **68**	**67**	**63**	**67**
10.	My team resolves conflict quickly when it arises	53 / 26 / 21 — **53**	**53**	**51**	**56**
11.	Morale is good in my team	58 / 19 / 23 — **58**	**57**	**51**	**56**

All Questions

This section shows the breakdown of responses to each question

	% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Being valued	**64**	67	59	63
12. I believe I am valued for what I can offer at my workplace [64 | 17 | 19]	64	68	61	66
13. In my workplace, we recognise our successes and innovations [61 | 22 | 17]	61	64	55	59
14. Staff are treated respectfully regardless of their job [67 | 15 | 18]	67	68	60	63

All Questions

This section shows the breakdown of responses to each question

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Line Manager		**64**	**66**	**62**	**60**
15a. My line manager ... recognises and acknowledges when I have done my job well	66 / 17 / 16	**66**	**68**	**64**	**62**
15b. My line manager ... treats all staff in my team fairly	64 / 15 / 21	**64**	**64**	**62**	**58**
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	64 / 17 / 19	**64**	**64**	**60**	**60**
15d. My line manager ... treats me with respect	78 / 12 / 10	**78**	**80**	**75**	**74**
16. I receive regular and constructive feedback on my performance	50 / 22 / 28	**50**	**49**	**49**	**49**
17. Overall, I have confidence in the decisions made by my line manager	66 / 17 / 17	**66**	**68**	**62**	**59**

All Questions

This section shows the breakdown of responses to each question

% positive response | % neutral response | % negative response

At least 1% greater than comparator

At least 1% less than comparator

		% positive response	% neutral response	% negative response	% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Senior Managers					**41**	**45**	**42**	**40**
18a.	The senior managers at my workplace ... are aware of the issues I face in my job	40	26	33	40	44	46	44
18b.	The senior managers at my workplace ... have a clear direction for the future	41	34	25	41	43	40	44
K 18c.	The senior managers at my workplace ... lead by example in creating a positive workplace	41	30	29	41	45	41	38
K 19.	There is a positive relationship between senior management and staff in my workplace	40	30	30	40	45	40	36
K 20.	Overall, I have confidence in the decisions made by my senior managers	44	31	25	44	50	42	40

All Questions

This section shows the breakdown of responses to each question

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Communication		**55**	**57**	**53**	**55**
21. I am kept well informed about what is happening in my workplace	55 / 21 / 25	55	60	50	49
K **22.** I have a say in decisions which affect my work	47 / 25 / 28	47	49	46	42
23. I think it is safe to speak up and challenge the way things are done	53 / 20 / 27	53	56	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	60 / 23 / 18	60	62	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	58 / 24 / 18	58		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	58 / 27 / 15	58		59	63

All Questions

This section shows the breakdown of responses to each question

| | % positive response | % neutral response | % negative response | At least 1% greater than comparator / At least 1% less than comparator |

	% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Training and Development Opportunities	**75**	**76**	**69**	**73**
25. I have received the appropriate training and development to do my job effectively	**75** 75 / 14 / 11	**75**	**71**	**78**
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	**85** 85 / 7 / 7	**86**	**76**	**77**
27. I am encouraged to take opportunities to learn new skills and have new experiences	**66** 66 / 18 / 16	**66**	**59**	**63**

All Questions

This section shows the breakdown of responses to each question

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Work Environment		**58**	**58**	**57**	**61**
28.	I have confidence in the processes that my workplace uses to resolve staff conflict	45	45	42	46
		45 28 27			
29.	I am able to achieve a healthy work/life balance most of the time	62	62	65	68
		62 18 20			
30.	There are mechanisms in place to support me if I experience stress or pressure	53	52	54	59
		53 26 21			
31.	Reasonable expectations are placed on staff according to their position	59	60	56	61
		59 19 22			
32.	My workplace is proactive in minimising potential violence/abuse from patients or visitors	71	72	68	69
		71 21 8			

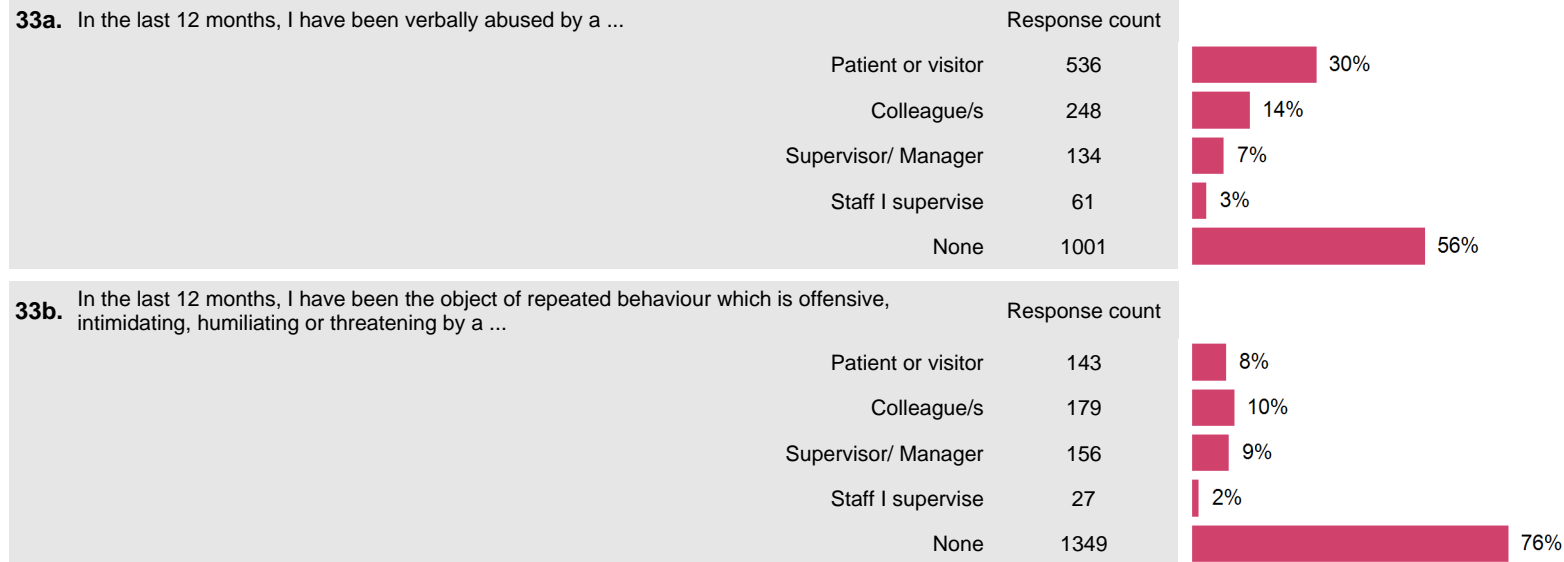# All Questions

This section shows the breakdown of responses to each question

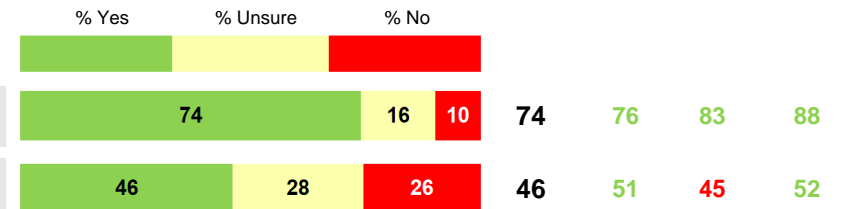Key   A question identified as being a key driver of employee engagement

Unacceptable Behaviour

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

	Response count	
Patient or visitor	536	30%
Colleague/s	248	14%
Supervisor/ Manager	134	7%
Staff I supervise	61	3%
None	1001	56%

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

	Response count	
Patient or visitor	143	8%
Colleague/s	179	10%
Supervisor/ Manager	156	9%
Staff I supervise	27	2%
None	1349	76%

All Questions

This section shows the breakdown of responses to each question

Unacceptable Behaviour

	% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark

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	59	3%
Colleague/s	71	4%
Supervisor/ Manager	91	5%
Staff I supervise	10	1%
None	1580	90%

% Yes   % Unsure   % No

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	74 / 16 / 10 → 74	76	83	88
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	46 / 28 / 26 → 46	51	45	52

All Questions

This section shows the breakdown of responses to each question

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Service Delivery		**66**		**61**	**68**
35. My work environment allows me to deliver the best possible services (patient care or support services)	63 / 20 / 16	63	66	59	66
36. In my workplace patient safety is at the centre of all decision making	73 / 20 / 8	73	74	67	73
37. My team's objectives/work plans are clearly outlined	69 / 20 / 11	69	70	65	71
38. Our objectives/work plans help us to deliver a quality service	70 / 21 / 8	70	70	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	53 / 30 / 17	53		52	58

All Questions

This section shows the breakdown of responses to each question

% positive response | % neutral response | % negative response

At least 1% greater than comparator

At least 1% less than comparator

		% Positive Score	Sydney Children's Hospitals Network 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Workplace		**64**	**68**	**60**	**62**
40.	Overall I am proud to be a part of this workplace	80	84	71	73
41.	I would recommend my workplace as a good place to work	70	75	62	63
42.	I feel motivated to contribute more than what is normally required at work	71	73	65	64
43.	I have a strong sense of belonging to my workplace	69	73	64	66
44.	Overall I am satisfied to be working here at the present time	71	75	67	71
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61		56	58
K 46.	Overall, I believe the culture at my workplace has improved in the last 12 months	28	30	36	38

Bar chart response breakdown:
- 40: 80 / 12 / 8
- 41: 70 / 18 / 12
- 42: 71 / 16 / 13
- 43: 69 / 18 / 13
- 44: 71 / 15 / 14
- 45: 61 / 26 / 13
- 46: 28 / 41 / 31

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?

Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).

	Responses
Permanent Full time (1)	18750
Permanent Part time (2)	7753
Fixed term or temporary contract (3)	1661
Agency (4)	132
Casual (5)	975
Contractor (6)	203
TOTAL answering Q51	29474
TOTAL number of respondents to the survey	31493

$$\frac{18750}{18750 + 7753} \times 1661 = 1175 \text{ Full time}$$

$$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$$

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.
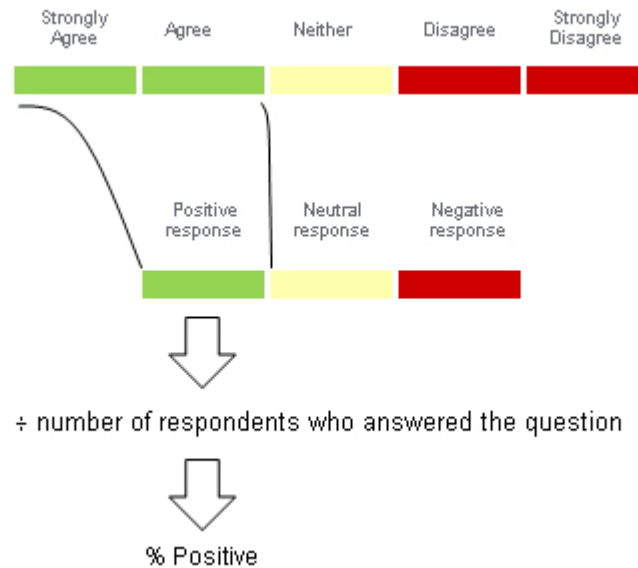
Index and Section Scores

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.