

# 2013 YourSay Workplace Survey

## LHD Report



## Southern NSW Local Health District

### This Report

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

### Response Rates

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

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

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

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

### Confidence Intervals

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

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

### Results

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

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

### Comparative data

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

### Anonymity

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

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

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1,457

2011: 998

ACTUAL RESPONSES

59%

2011: 43%

1% Confidence Interval

ESTIMATED RESPONSE RATE

82%

2011: 59%

ENGAGEMENT INDEX

70%

2011: 41%

WORKPLACE CULTURE INDEX

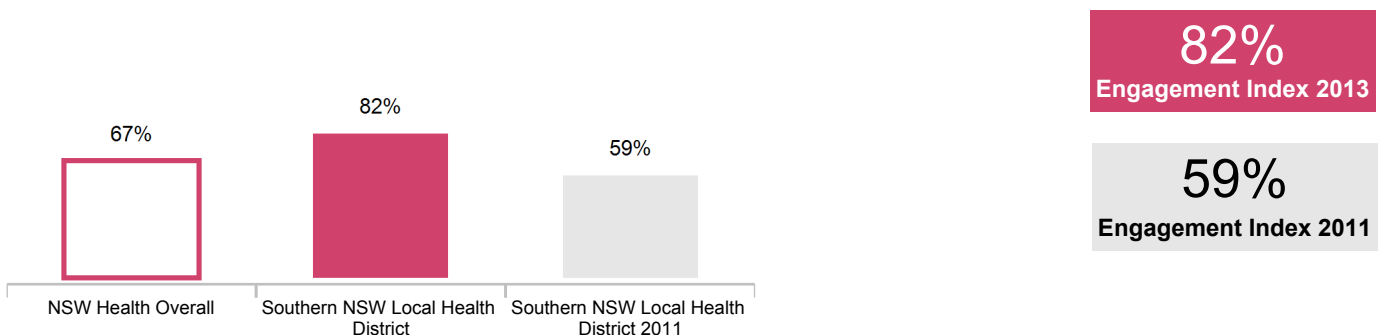
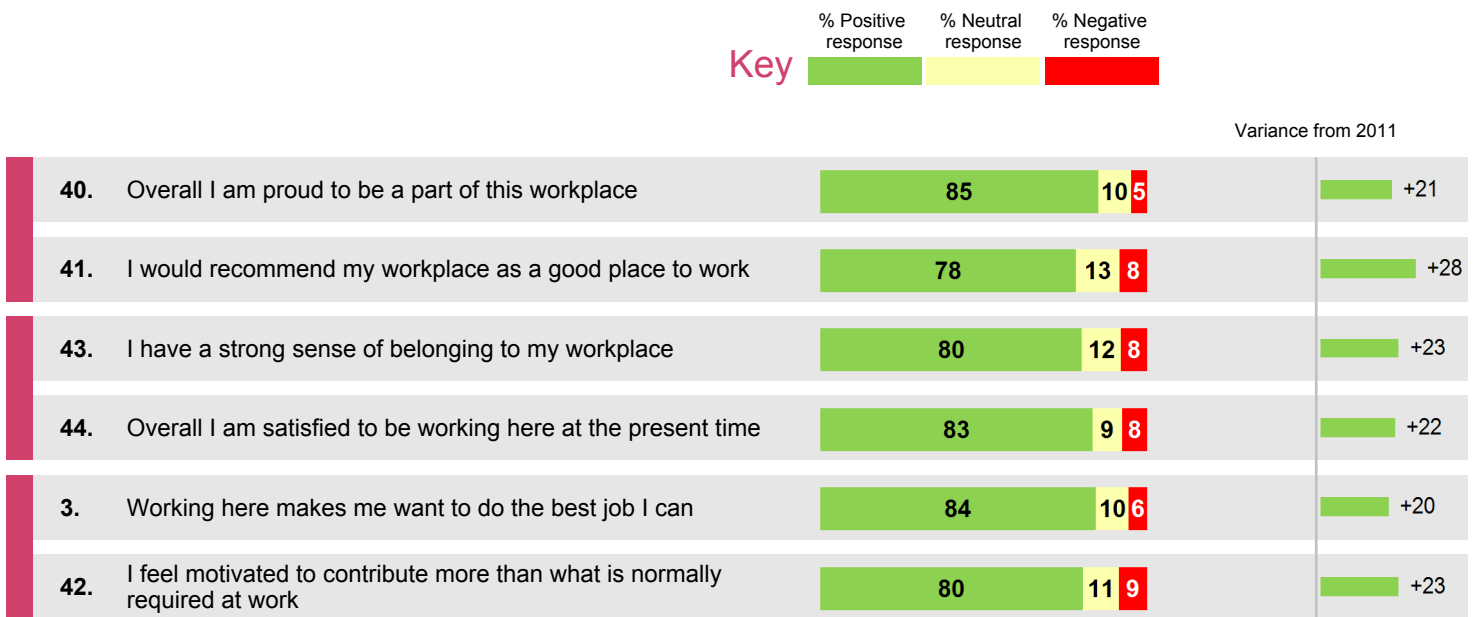
# Employee Engagement Index

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:

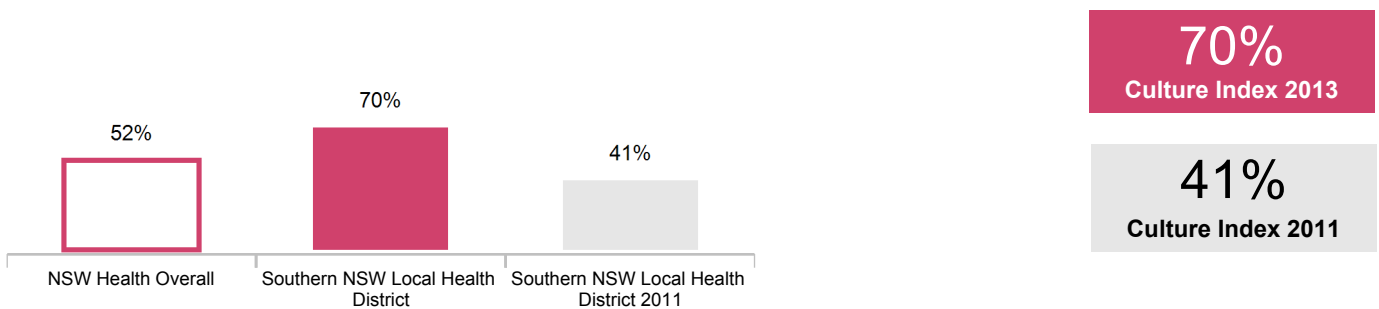


# Employee Workplace Culture Index

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	69	14	17	+33
12. I believe I am valued for what I can offer at my workplace	79	11	10	+25
13. In my workplace, we recognise our successes and innovations	73	16	11	+29
14. Staff are treated respectfully regardless of their job	77	11	12	+29
17. Overall, I have confidence in the decisions made by my line manager	78	12	9	+24
18b. The senior managers at my workplace ... have a clear direction for the future	60	25	15	+33
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	63	20	17	+33
20. Overall, I have confidence in the decisions made by my senior managers	62	22	16	+32
22. I have a say in decisions which affect my work	68	15	16	+31
23. I think it is safe to speak up and challenge the way things are done	71	14	15	+26
24a. Where I work, we share the lessons learnt when mistakes are made	74	15	11	+27
28. I have confidence in the processes that my workplace uses to resolve staff conflict	60	20	20	+30
37. My team's objectives/work plans are clearly outlined	76	15	9	+25
38. Our objectives/work plans help us to deliver a quality service	78	15	7	+26
46. Overall, I believe the culture at my workplace has improved in the last 12 months	60	24	16	+33



# 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 Southern NSW Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Southern NSW 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	Southern NSW Local Health District 2011 % positive score
		<i>Greatest</i>			
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		60	42	30
20.	Overall, I have confidence in the decisions made by my senior managers		62	42	30
19.	There is a positive relationship between senior management and staff in my workplace		61	40	28
18b.	The senior managers at my workplace ... have a clear direction for the future		60	40	27
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		63	41	30
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		60	36	27

# 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	81
Your Job	80
Your Workplace	77

### Questions

	% Positive
1. My job makes good use of my skills and abilities	89
15d. My line manager ... treats me with respect	88
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	86
40. Overall I am proud to be a part of this workplace	85
3. Working here makes me want to do the best job I can	84

## Lowlights

### Sections

	% Positive
Senior Managers	62
Communication	71
Work Environment	73

### Questions

	% Positive
18b. The senior managers at my workplace ... have a clear direction for the future	60
46. Overall, I believe the culture at my workplace has improved in the last 12 months	60
28. I have confidence in the processes that my workplace uses to resolve staff conflict	60
19. There is a positive relationship between senior management and staff in my workplace	61
20. Overall, I have confidence in the decisions made by my senior managers	62

# 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	62	 +31
Communication	71	 +29
Being valued	76	 +27

### Questions

	% Positive	Variance from 2011
11. Morale is good in my team	69	 +33
18b. The senior managers at my workplace ... have a clear direction for the future	60	 +33
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	63	 +33
19. There is a positive relationship between senior management and staff in my workplace	61	 +33
46. Overall, I believe the culture at my workplace has improved in the last 12 months	60	 +33

## Least improved

### Sections

	% Positive	Variance from 2011
There are no scores below		

### Questions

	% Positive	Variance from 2011
There are no scores below		

# Trend Comparison

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



- 100% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 0% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
11. Morale is good in my team	69	+33
18b. The senior managers at my workplace ... have a clear direction for the future	60	+33
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	63	+33
19. There is a positive relationship between senior management and staff in my workplace	61	+33
46. Overall, I believe the culture at my workplace has improved in the last 12 months	60	+33
20. Overall, I have confidence in the decisions made by my senior managers	62	+32
22. I have a say in decisions which affect my work	68	+31
28. I have confidence in the processes that my workplace uses to resolve staff conflict	60	+30
35. My work environment allows me to deliver the best possible services (patient care or support services)	74	+30
10. My team resolves conflict quickly when it arises	68	+29
13. In my workplace, we recognise our successes and innovations	73	+29
14. Staff are treated respectfully regardless of their job	77	+29
18a. The senior managers at my workplace ... are aware of the issues I face in my job	67	+29
21. I am kept well informed about what is happening in my workplace	66	+29
41. I would recommend my workplace as a good place to work	78	+28
16. I receive regular and constructive feedback on my performance	66	+27

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	% Positive	Variance from 2011
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	74	+27
<b>23.</b> I think it is safe to speak up and challenge the way things are done	71	+26
<b>31.</b> Reasonable expectations are placed on staff according to their position	72	+26
<b>38.</b> Our objectives/work plans help us to deliver a quality service	78	+26
<b>6.</b> 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	76	+25
<b>12.</b> I believe I am valued for what I can offer at my workplace	79	+25
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	76	+25
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	75	+25
<b>37.</b> My team's objectives/work plans are clearly outlined	76	+25
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	78	+24
<b>5.</b> I have sufficient control over my work so I can do my job well	79	+23
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	75	+23
<b>42.</b> I feel motivated to contribute more than what is normally required at work	80	+23
<b>43.</b> I have a strong sense of belonging to my workplace	80	+23
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	79	+22
<b>29.</b> I am able to achieve a healthy work/life balance most of the time	79	+22



# Trend Comparison

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



- 100% ■ Proportion of questions above 2011 scores by 1 or more percentage points
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	% Positive	Variance from 2011
<b>36.</b> In my workplace patient safety is at the centre of all decision making	82	+22
<b>44.</b> Overall I am satisfied to be working here at the present time	83	+22
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	84	+21
<b>9.</b> People in my team are honest and open	78	+21
<b>15b.</b> My line manager ... treats all staff in my team fairly	77	+21
<b>40.</b> Overall I am proud to be a part of this workplace	85	+21
<b>3.</b> Working here makes me want to do the best job I can	84	+20
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	83	+20
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	82	+19
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	80	+18
<b>15d.</b> My line manager ... treats me with respect	88	+18
<b>25.</b> I have received the appropriate training and development to do my job effectively	81	+17
<b>1.</b> My job makes good use of my skills and abilities	89	+16
<b>26.</b> I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	86	+14

## External Comparison

This section shows comparisons between Southern NSW 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.



- 100% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 0% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
<b>22.</b> I have a say in decisions which affect my work	68	+26
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	63	+25
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	61	+25
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	67	+23
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	62	+22
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	60	+22
<b>15b.</b> My line manager ... treats all staff in my team fairly	77	+19
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	78	+19
<b>23.</b> I think it is safe to speak up and challenge the way things are done	71	+18
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	79	+17
<b>16.</b> I receive regular and constructive feedback on my performance	66	+17
<b>21.</b> I am kept well informed about what is happening in my workplace	66	+17
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	60	+16
<b>30.</b> There are mechanisms in place to support me if I experience stress or pressure	75	+16
<b>42.</b> I feel motivated to contribute more than what is normally required at work	80	+16
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	74	+16
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	75	+15

## External Comparison

This section shows comparisons between Southern NSW 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.



- 100% ■ Proportion of questions above the benchmark by 1 or more percentage points
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- 0% ■ 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	78	+15
13. In my workplace, we recognise our successes and innovations	73	+14
14. Staff are treated respectfully regardless of their job	77	+14
15d. My line manager ... treats me with respect	88	+14
24a. Where I work, we share the lessons learnt when mistakes are made	74	+14
28. I have confidence in the processes that my workplace uses to resolve staff conflict	60	+14
43. I have a strong sense of belonging to my workplace	80	+14
11. Morale is good in my team	69	+13
12. I believe I am valued for what I can offer at my workplace	79	+13
27. I am encouraged to take opportunities to learn new skills and have new experiences	76	+13
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	82	+13
7. The people I work with are willing to help each other even if this means doing something outside their usual job	80	+12
10. My team resolves conflict quickly when it arises	68	+12
40. Overall I am proud to be a part of this workplace	85	+12
44. Overall I am satisfied to be working here at the present time	83	+12
2. I feel I am able to suggest ideas to improve our ways of doing things	84	+11
4. The right amount of approvals are required for routine decisions	68	+11

## External Comparison

This section shows comparisons between Southern NSW 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.



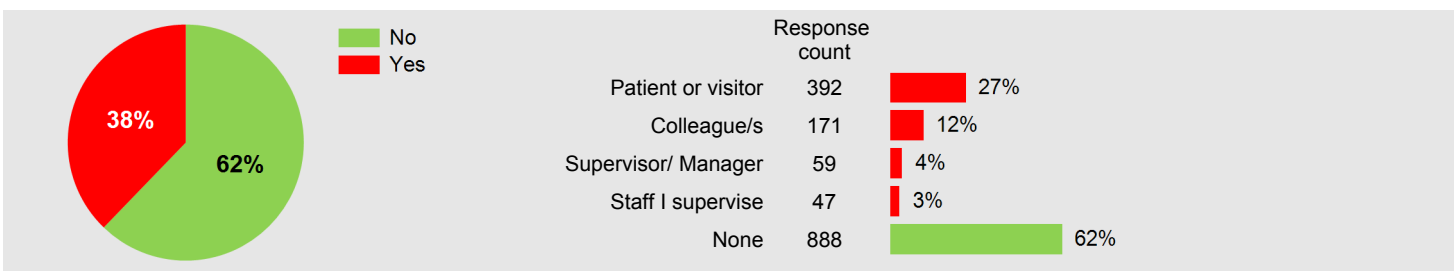
- 100% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 0% ■ Proportion of questions inline with the benchmark
- 0% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% 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	76	<span style="color: green;">■</span> +11
9. People in my team are honest and open	78	<span style="color: green;">■</span> +11
24b. I am aware of the strategic objectives and direction of the organisation I work for	72	<span style="color: green;">■</span> +11
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	74	<span style="color: green;">■</span> +11
29. I am able to achieve a healthy work/life balance most of the time	79	<span style="color: green;">■</span> +11
31. Reasonable expectations are placed on staff according to their position	72	<span style="color: green;">■</span> +11
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	<span style="color: green;">■</span> +11
8. In my team we generally acknowledge one another's efforts and achievements	83	<span style="color: green;">■</span> +9
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	86	<span style="color: green;">■</span> +9
36. In my workplace patient safety is at the centre of all decision making	82	<span style="color: green;">■</span> +9
35. My work environment allows me to deliver the best possible services (patient care or support services)	74	<span style="color: green;">■</span> +8
38. Our objectives/work plans help us to deliver a quality service	78	<span style="color: green;">■</span> +8
5. I have sufficient control over my work so I can do my job well	79	<span style="color: green;">■</span> +7
1. My job makes good use of my skills and abilities	89	<span style="color: green;">■</span> +6
3. Working here makes me want to do the best job I can	84	<span style="color: green;">■</span> +6
37. My team's objectives/work plans are clearly outlined	76	<span style="color: green;">■</span> +5
25. I have received the appropriate training and development to do my job effectively	81	<span style="color: green;">■</span> +3

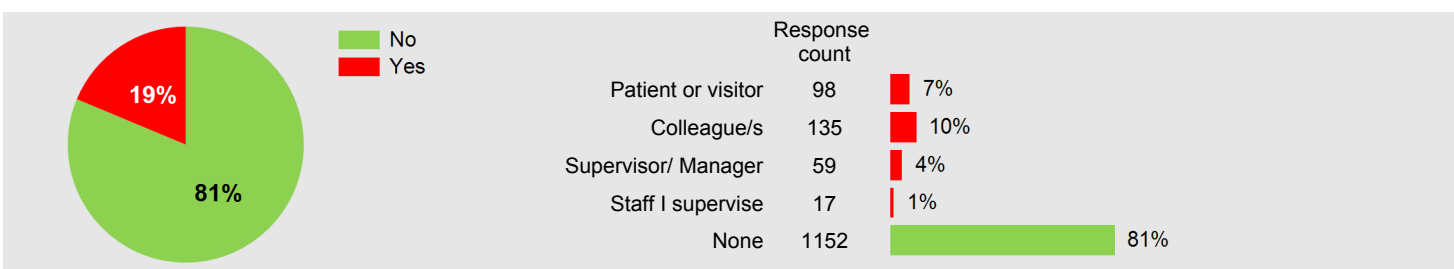
# Unacceptable Behaviour

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

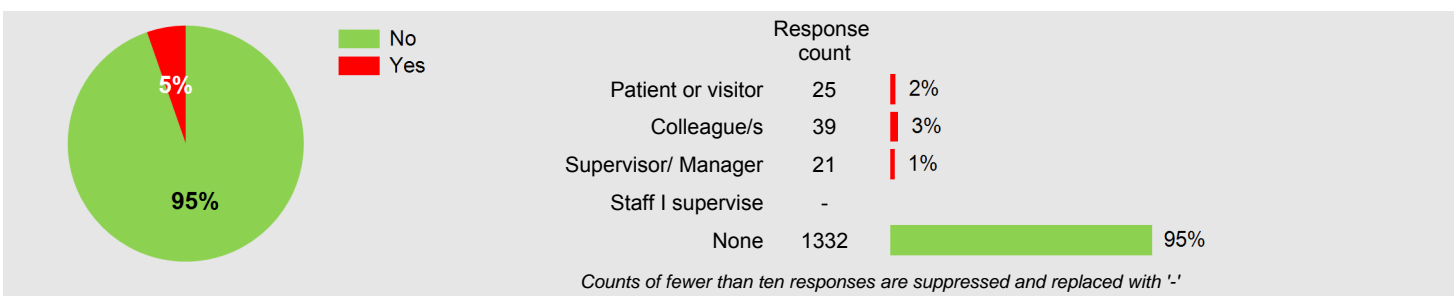
## 33a. In the last 12 months, I have been verbally abused by a ...



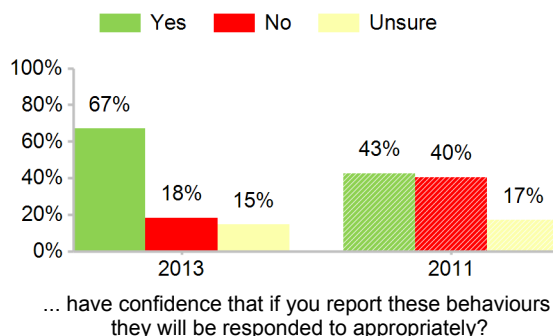
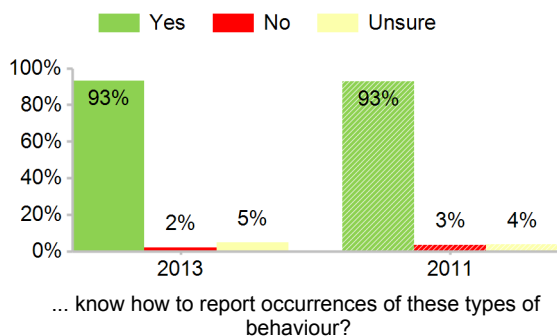
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



## 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	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	89	5	6	89	73	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	84	8	8	84	63	68	73
3. Working here makes me want to do the best job I can	84	10	6	84	64	71	78
4. The right amount of approvals are required for routine decisions *	68	16	16	68		48	57
5. I have sufficient control over my work so I can do my job well	79	9	12	79	56	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	76	12	12	76	51	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	% Neutral	% Negative	% Positive Score	Southern NSW 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	80	9	11	80	62	68	68
8. In my team we generally acknowledge one another's efforts and achievements	83	9	8	83	63	69	74
9. People in my team are honest and open	78	13	9	78	57	63	67
10. My team resolves conflict quickly when it arises	68	17	16	68	39	51	56
11. Morale is good in my team	69	14	17	69	36	51	56

# 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

## Being valued

Question	% Positive	% Neutral	% Negative	% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
12. I believe I am valued for what I can offer at my workplace	79	11	10	79	54	61	66
13. In my workplace, we recognise our successes and innovations	73	16	11	73	44	55	59
14. Staff are treated respectfully regardless of their job	77	11	12	77	48	60	63



# All Questions

This section shows the breakdown of responses to each question




	Response Breakdown			% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response				
<b>Key</b> A question identified as being a key driver of employee engagement							
					At least 1% greater than comparator		At least 1% less than comparator
<b>Your Line Manager</b>				<b>77</b>	<b>55</b>	<b>62</b>	<b>60</b>
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	79	12	9	<b>79</b>	<b>57</b>	<b>64</b>	<b>62</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	77	12	11	<b>77</b>	<b>56</b>	<b>62</b>	<b>58</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	75	14	12	<b>75</b>	<b>52</b>	<b>60</b>	<b>60</b>
<b>15d.</b> My line manager ... treats me with respect	88	8	5	<b>88</b>	<b>70</b>	<b>75</b>	<b>74</b>
<b>16.</b> I receive regular and constructive feedback on my performance	66	16	17	<b>66</b>	<b>39</b>	<b>49</b>	<b>49</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	78	12	9	<b>78</b>	<b>54</b>	<b>62</b>	<b>59</b>

# 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	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>18a.</b>	The senior managers at my workplace ... are aware of the issues I face in my job		67	31	40
<b>K 18b.</b>	The senior managers at my workplace ... have a clear direction for the future		60	27	44
<b>K 18c.</b>	The senior managers at my workplace ... lead by example in creating a positive workplace		63	30	38
<b>K 19.</b>	There is a positive relationship between senior management and staff in my workplace		61	28	36
<b>K 20.</b>	Overall, I have confidence in the decisions made by my senior managers		62	30	40

# All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark	
	% positive response	% neutral response	% negative response					
<b>Key</b> A question identified as being a key driver of employee engagement								
<b>Communication</b>								
21. I am kept well informed about what is happening in my workplace		66	16	18	66	37	50	49
22. I have a say in decisions which affect my work		68	15	16	68	37	46	42
23. I think it is safe to speak up and challenge the way things are done		71	14	15	71	45	51	53
24a. Where I work, we share the lessons learnt when mistakes are made		74	15	11	74	47	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for		72	16	12	72		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation		74	16	10	74		59	63

# All Questions

This section shows the breakdown of responses to each question

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

## Training and Development Opportunities




Question	% Positive	% Neutral	% Negative	% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	81	11	9	81	64	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	86	7	7	86	72	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	76	13	12	76	51	59	63

# All Questions

This section shows the breakdown of responses to each question

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

## Work Environment

		% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>K</b>	28. I have confidence in the processes that my workplace uses to resolve staff conflict		73	49	61
	29. I am able to achieve a healthy work/life balance most of the time		79	57	68
	30. There are mechanisms in place to support me if I experience stress or pressure		75	50	59
	31. Reasonable expectations are placed on staff according to their position		72	46	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		82	63	69

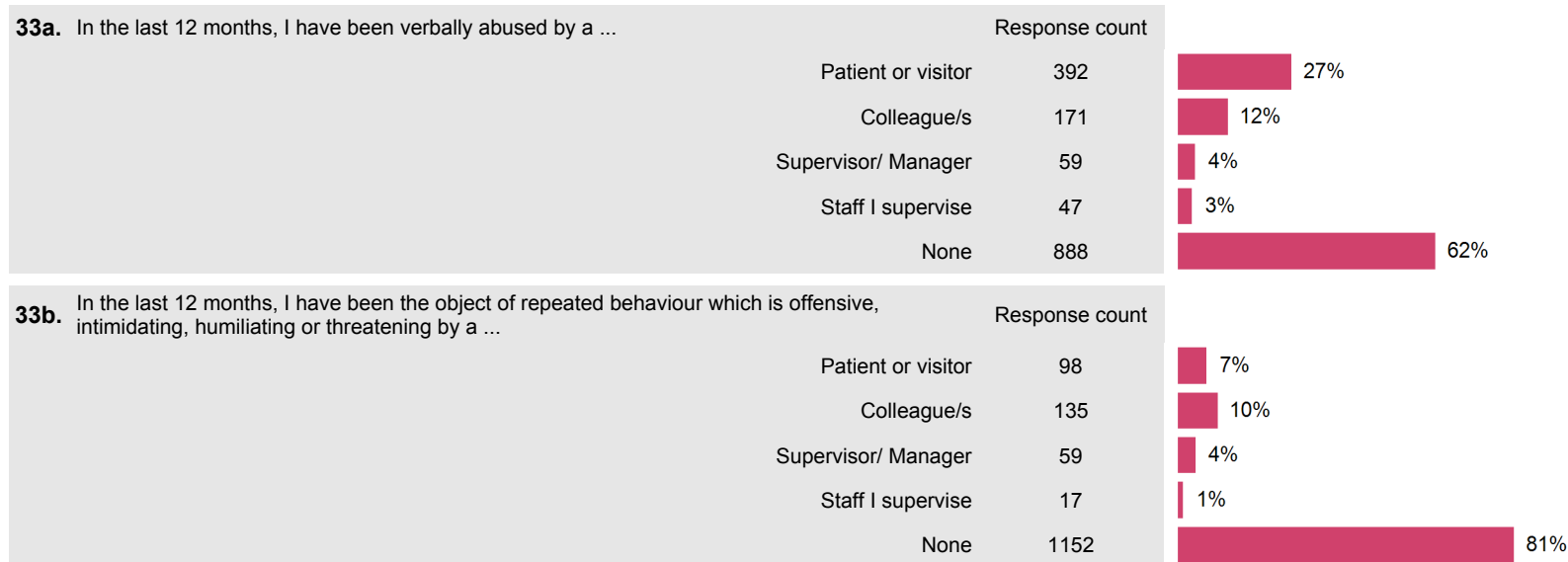
# All Questions

This section shows the breakdown of responses to each question

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

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

## Unacceptable Behaviour



# All Questions

This section shows the breakdown of responses to each question

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

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

## Unacceptable Behaviour

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

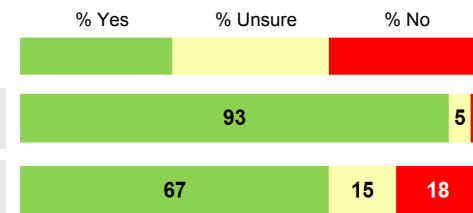
Response	Response count
Patient or visitor	25
Colleague/s	39
Supervisor/ Manager	21
Staff I supervise	-
None	1332

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



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

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



% Positive Score  
Southern NSW Local Health District 2011  
NSW Health Overall 2013  
Australian Health Sector Benchmark

**93**    **93**    **83**    **88**  
**67**    **43**    **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 Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>35.</b> My work environment allows me to deliver the best possible services (patient care or support services)	74	13	13	74	44	59	66
<b>36.</b> In my workplace patient safety is at the centre of all decision making	82	12	6	82	60	67	73
<b>37.</b> My team's objectives/work plans are clearly outlined	76	15	9	76	51	65	71
<b>38.</b> Our objectives/work plans help us to deliver a quality service	78	15	7	78	52	64	70
<b>39.</b> At my workplace there is a good balance between delivering services and monitoring service delivery *	69	19	12	69		52	58



# All Questions

This section shows the breakdown of responses to each question

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

## Your Workplace

Question	% positive response	% neutral response	% negative response	% Positive Score	Southern NSW Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
40. Overall I am proud to be a part of this workplace	85	10	5	85	64	71	73
41. I would recommend my workplace as a good place to work	78	13	8	78	50	62	63
42. I feel motivated to contribute more than what is normally required at work	80	11	9	80	57	65	64
43. I have a strong sense of belonging to my workplace	80	12	8	80	57	64	66
44. Overall I am satisfied to be working here at the present time	83	9	8	83	61	67	71
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	74	18	9	74		56	58
46. Overall, I believe the culture at my workplace has improved in the last 12 months	60	24	16	60	27	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

	Southern NSW Local Health District	Role												
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68

## Your Job

1. My job makes good use of my skills and abilities	<b>89</b>	88	89	<b>84</b>	88	93	92	<b>80</b>	90	(r)	<b>100</b>	92	<b>80</b>	<b>81</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>84</b>	<b>94</b>	82	80	<b>90</b>	86	<b>77</b>	<b>64</b>	<b>90</b>	(r)	<b>93</b>	<b>91</b>	80	<b>75</b>
3. Working here makes me want to do the best job I can	<b>84</b>	88	83	87	<b>89</b>	84	<b>74</b>	<b>64</b>	81	(r)	86	<b>93</b>	<b>93</b>	<b>76</b>
4. The right amount of approvals are required for routine decisions	<b>68</b>	71	68	72	64	<b>62</b>	64	<b>52</b>	67	(r)	<b>50</b>	<b>86</b>	<b>60</b>	<b>43</b>
5. I have sufficient control over my work so I can do my job well	<b>79</b>	76	77	83	82	83	<b>69</b>	<b>68</b>	76	(r)	<b>71</b>	<b>93</b>	<b>71</b>	<b>57</b>
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	<b>76</b>	<b>82</b>	74	73	76	<b>82</b>	74	<b>56</b>	<b>81</b>	(r)	<b>92</b>	<b>88</b>	80	<b>67</b>

# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Your Job

1. My job makes good use of my skills and abilities	<b>89</b>	92	88	91	<b>94</b>	92	<b>100</b>	92	<b>83</b>	<b>83</b>	(r)	<b>82</b>	(r)	87	90	<b>78</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>84</b>	<b>90</b>	82	88	<b>92</b>	<b>92</b>	<b>100</b>	<b>90</b>	<b>73</b>	<b>76</b>	(r)	<b>68</b>	(r)	86	84	<b>63</b>
3. Working here makes me want to do the best job I can	<b>84</b>	<b>89</b>	83	<b>89</b>	<b>90</b>	84	<b>100</b>	<b>89</b>	<b>74</b>	85	(r)	82	(r)	86	85	<b>59</b>
4. The right amount of approvals are required for routine decisions	<b>68</b>	68	68	<b>75</b>	<b>52</b>	68	67	<b>75</b>	<b>55</b>	<b>53</b>	(r)	<b>58</b>	(r)	70	68	<b>37</b>
5. I have sufficient control over my work so I can do my job well	<b>79</b>	77	80	80	<b>67</b>	80	<b>93</b>	<b>84</b>	<b>71</b>	<b>66</b>	(r)	76	(r)	82	79	<b>67</b>
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	<b>76</b>	<b>85</b>	73	<b>84</b>	<b>86</b>	<b>92</b>	<b>93</b>	<b>83</b>	<b>63</b>	<b>62</b>	(r)	79	(r)	<b>83</b>	75	<b>50</b>

# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
		Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Your Job

1. My job makes good use of my skills and abilities	<b>89</b>	<b>84</b>	90	86	89	92	87	88	<b>83</b>	92	92	89	91	88	87	90	<b>73</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>84</b>	<b>79</b>	80	81	85	<b>89</b>	<b>78</b>	<b>75</b>	<b>69</b>	88	<b>91</b>	<b>89</b>	86	83	82	85	<b>47</b>
3. Working here makes me want to do the best job I can	<b>84</b>	<b>79</b>	84	82	86	<b>89</b>	<b>79</b>	<b>78</b>	<b>72</b>	88	88	86	85	83	87	87	<b>57</b>
4. The right amount of approvals are required for routine decisions	<b>68</b>	69	66	67	<b>75</b>	69	<b>58</b>	70	<b>62</b>	<b>79</b>	<b>74</b>	72	72	64	<b>61</b>	65	<b>40</b>
5. I have sufficient control over my work so I can do my job well	<b>79</b>	<b>84</b>	<b>72</b>	81	81	<b>84</b>	<b>69</b>	82	<b>71</b>	<b>84</b>	<b>88</b>	83	83	76	76	77	<b>50</b>
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	<b>76</b>	<b>68</b>	<b>71</b>	73	<b>81</b>	<b>81</b>	<b>69</b>	75	<b>67</b>	<b>81</b>	<b>84</b>	<b>83</b>	80	75	<b>69</b>	75	<b>37</b>

# 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

		Role													
	Southern NSW Local Health District	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	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>80</b>	<b>100</b>	79	80	81	84	<b>69</b>	76	76	(r)	<b>93</b>	<b>87</b>	80	<b>48</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>83</b>	<b>100</b>	81	82	84	<b>88</b>	79	<b>75</b>	81	(r)	<b>93</b>	<b>89</b>	87	<b>62</b>
9. People in my team are honest and open	<b>78</b>	<b>94</b>	75	78	78	<b>84</b>	74	<b>64</b>	76	(r)	<b>93</b>	<b>84</b>	<b>73</b>	<b>62</b>
10. My team resolves conflict quickly when it arises	<b>68</b>	<b>82</b>	<b>63</b>	72	70	72	<b>59</b>	<b>56</b>	71	(r)	<b>93</b>	<b>82</b>	<b>80</b>	<b>33</b>
11. Morale is good in my team	<b>69</b>	<b>76</b>	65	72	71	<b>74</b>	<b>58</b>	<b>52</b>	<b>76</b>	(r)	<b>86</b>	<b>83</b>	<b>64</b>	<b>43</b>

# Results by Demographic

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Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>80</b>	<b>87</b>	78	<b>86</b>	<b>86</b>	<b>96</b>	<b>100</b>	<b>86</b>	<b>68</b>	78	(r)	79	(r)	84	80	<b>59</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>83</b>	<b>91</b>	80	<b>90</b>	<b>92</b>	<b>88</b>	<b>100</b>	<b>88</b>	<b>74</b>	<b>78</b>	(r)	<b>76</b>	(r)	86	83	<b>67</b>
9. People in my team are honest and open	<b>78</b>	<b>86</b>	75	<b>85</b>	<b>85</b>	<b>96</b>	<b>100</b>	<b>83</b>	<b>67</b>	<b>71</b>	(r)	<b>66</b>	(r)	80	78	<b>63</b>
10. My team resolves conflict quickly when it arises	<b>68</b>	<b>75</b>	65	<b>75</b>	<b>74</b>	<b>76</b>	<b>87</b>	<b>75</b>	<b>53</b>	<b>53</b>	(r)	66	(r)	71	67	<b>52</b>
11. Morale is good in my team	<b>69</b>	<b>79</b>	66	<b>77</b>	<b>84</b>	<b>76</b>	<b>87</b>	<b>77</b>	<b>53</b>	<b>55</b>	(r)	66	(r)	73	68	<b>48</b>

# Results by Demographic

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Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>80</b>	82	<b>73</b>	<b>73</b>	84	83	76	<b>73</b>	<b>70</b>	78	83	84	<b>85</b>	80	79	81	<b>53</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>83</b>	86	<b>72</b>	<b>78</b>	86	87	79	83	<b>76</b>	82	<b>89</b>	86	86	81	80	<b>88</b>	<b>57</b>
9. People in my team are honest and open	<b>78</b>	78	<b>63</b>	<b>72</b>	<b>85</b>	82	<b>70</b>	75	74	79	<b>83</b>	<b>84</b>	82	76	<b>70</b>	78	<b>53</b>
10. My team resolves conflict quickly when it arises	<b>68</b>	65	<b>60</b>	<b>62</b>	<b>75</b>	72	<b>58</b>	<b>63</b>	67	69	<b>75</b>	<b>75</b>	<b>75</b>	65	<b>62</b>	<b>62</b>	<b>27</b>
11. Morale is good in my team	<b>69</b>	72	<b>60</b>	<b>61</b>	<b>76</b>	<b>74</b>	<b>59</b>	70	<b>59</b>	<b>74</b>	<b>77</b>	<b>78</b>	<b>75</b>	67	<b>59</b>	66	<b>17</b>

# Results by Demographic

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Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>79</b>	<b>88</b>	77	81	<b>84</b>	80	<b>69</b>	<b>72</b>	<b>71</b>	(r)	<b>93</b>	<b>88</b>	<b>87</b>	<b>62</b>
13. In my workplace, we recognise our successes and innovations	<b>73</b>	<b>88</b>	72	73	76	<b>78</b>	74	<b>56</b>	<b>62</b>	(r)	<b>79</b>	<b>82</b>	<b>67</b>	<b>52</b>
14. Staff are treated respectfully regardless of their job	<b>77</b>	<b>88</b>	75	74	78	<b>83</b>	<b>68</b>	<b>68</b>	81	(r)	<b>86</b>	<b>86</b>	73	<b>48</b>



# Results by Demographic

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Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>79</b>	<b>84</b>	78	<b>85</b>	80	<b>84</b>	<b>100</b>	<b>85</b>	<b>65</b>	<b>84</b>	(r)	<b>84</b>	(r)	<b>85</b>	79	<b>52</b>
13. In my workplace, we recognise our successes and innovations	<b>73</b>	<b>83</b>	70	<b>83</b>	<b>80</b>	<b>96</b>	<b>93</b>	<b>81</b>	<b>58</b>	72	(r)	<b>68</b>	(r)	76	73	<b>56</b>
14. Staff are treated respectfully regardless of their job	<b>77</b>	<b>83</b>	75	81	<b>85</b>	<b>84</b>	<b>100</b>	<b>84</b>	<b>62</b>	73	(r)	78	(r)	<b>82</b>	76	<b>48</b>

# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
		Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>79</b>	<span style="color: green;">86</span>	<span style="color: red;">73</span>	76	<span style="color: green;">84</span>	<span style="color: green;">84</span>	<span style="color: red;">68</span>	<span style="color: red;">73</span>	<span style="color: red;">72</span>	80	<span style="color: green;">84</span>	<span style="color: green;">84</span>	81	79	78	80	<span style="color: red;">40</span>
13. In my workplace, we recognise our successes and innovations	<b>73</b>	77	<span style="color: red;">63</span>	<span style="color: red;">68</span>	<span style="color: green;">79</span>	<span style="color: green;">78</span>	<span style="color: red;">67</span>	<span style="color: red;">68</span>	<span style="color: red;">66</span>	<span style="color: green;">80</span>	76	<span style="color: green;">82</span>	77	71	<span style="color: red;">66</span>	76	<span style="color: red;">43</span>
14. Staff are treated respectfully regardless of their job	<b>77</b>	81	<span style="color: red;">72</span>	<span style="color: red;">72</span>	<span style="color: green;">82</span>	81	<span style="color: red;">67</span>	80	<span style="color: red;">72</span>	<span style="color: green;">82</span>	81	<span style="color: green;">84</span>	<span style="color: green;">82</span>	74	<span style="color: red;">72</span>	75	<span style="color: red;">37</span>

# 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

	Southern NSW Local Health District	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>79</b>	<b>88</b>	76	78	<b>84</b>	82	82	<b>84</b>	76	(r)	<b>93</b>	<b>88</b>	<b>93</b>	<b>57</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>77</b>	<b>88</b>	74	75	81	79	74	<b>72</b>	<b>71</b>	(r)	<b>100</b>	<b>88</b>	<b>87</b>	<b>48</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>75</b>	<b>88</b>	72	78	79	75	<b>69</b>	<b>52</b>	76	(r)	<b>93</b>	<b>85</b>	<b>93</b>	<b>48</b>
<b>15d.</b> My line manager ... treats me with respect	<b>88</b>	88	85	87	89	<b>93</b>	85	84	85	(r)	<b>100</b>	<b>94</b>	<b>93</b>	<b>76</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	69	64	<b>71</b>	70	<b>60</b>	64	<b>56</b>	<b>52</b>	(r)	<b>86</b>	<b>83</b>	<b>87</b>	<b>33</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>78</b>	81	76	79	80	80	77	<b>68</b>	81	(r)	<b>100</b>	<b>88</b>	<b>93</b>	<b>57</b>

# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>79</b>	83	78	<b>84</b>	81	80	<b>87</b>	<b>86</b>	<b>65</b>	<b>67</b>	(r)	<b>74</b>	(r)	<b>86</b>	78	<b>62</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>77</b>	<b>82</b>	75	<b>82</b>	81	80	<b>93</b>	<b>83</b>	<b>64</b>	<b>68</b>	(r)	<b>66</b>	(r)	<b>83</b>	76	<b>54</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>75</b>	<b>81</b>	73	<b>82</b>	76	<b>84</b>	<b>100</b>	<b>83</b>	<b>59</b>	<b>65</b>	(r)	<b>62</b>	(r)	<b>81</b>	74	<b>46</b>
<b>15d.</b> My line manager ... treats me with respect	<b>88</b>	91	86	91	87	<b>96</b>	<b>100</b>	92	<b>79</b>	<b>82</b>	(r)	<b>79</b>	(r)	92	87	<b>72</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	<b>72</b>	65	<b>77</b>	63	68	<b>73</b>	<b>76</b>	<b>48</b>	<b>54</b>	(r)	<b>50</b>	(r)	<b>72</b>	66	<b>36</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>78</b>	81	78	81	76	<b>84</b>	<b>100</b>	<b>85</b>	<b>65</b>	<b>68</b>	(r)	79	(r)	<b>84</b>	78	<b>46</b>

# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
		Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>79</b>	<b>90</b>	80	76	83	83	<b>69</b>	<b>88</b>	79	<b>88</b>	<b>86</b>	<b>87</b>	83	75	<b>73</b>	<b>73</b>	<b>40</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>77</b>	<b>82</b>	75	74	<b>82</b>	<b>82</b>	<b>65</b>	<b>83</b>	76	<b>87</b>	<b>82</b>	<b>83</b>	81	74	<b>71</b>	<b>70</b>	<b>40</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>75</b>	77	71	74	78	<b>80</b>	<b>63</b>	<b>83</b>	76	<b>81</b>	<b>80</b>	<b>80</b>	<b>81</b>	72	<b>69</b>	<b>63</b>	<b>43</b>
<b>15d.</b> My line manager ... treats me with respect	<b>88</b>	<b>97</b>	90	88	91	89	<b>78</b>	90	<b>93</b>	<b>95</b>	92	<b>93</b>	88	86	<b>83</b>	<b>83</b>	<b>50</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>66</b>	69	<b>61</b>	<b>61</b>	<b>73</b>	<b>71</b>	<b>57</b>	63	67	<b>76</b>	<b>79</b>	<b>74</b>	<b>72</b>	67	<b>55</b>	<b>51</b>	<b>23</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>78</b>	<b>90</b>	78	79	80	81	<b>69</b>	<b>88</b>	76	<b>91</b>	<b>83</b>	80	<b>84</b>	75	74	<b>69</b>	<b>40</b>

# 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

	Southern NSW Local Health District	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>67</b>	<b>75</b>	65	<b>72</b>	71	<b>59</b>	<b>59</b>	<b>44</b>	<b>57</b>	(r)	64	<b>89</b>	67	<b>43</b>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>60</b>	<b>81</b>	58	64	<b>65</b>	<b>52</b>	<b>54</b>	<b>36</b>	<b>52</b>	(r)	64	<b>81</b>	<b>47</b>	<b>29</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>63</b>	<b>81</b>	60	<b>70</b>	<b>71</b>	<b>56</b>	<b>46</b>	<b>36</b>	<b>55</b>	(r)	64	<b>84</b>	<b>50</b>	<b>33</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>61</b>	<b>81</b>	57	65	<b>67</b>	<b>56</b>	<b>49</b>	<b>36</b>	57	(r)	57	<b>85</b>	<b>67</b>	<b>43</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>62</b>	<b>81</b>	59	65	<b>67</b>	<b>57</b>	<b>56</b>	<b>44</b>	62	(r)	64	<b>85</b>	64	<b>30</b>

# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>67</b>	<b>72</b>	65	<b>75</b>	<b>62</b>	<b>72</b>	<b>93</b>	<b>75</b>	<b>51</b>	<b>54</b>	(r)	<b>58</b>	(r)	<b>72</b>	66	<b>46</b>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>60</b>	<b>66</b>	58	<b>68</b>	<b>54</b>	<b>72</b>	<b>100</b>	<b>70</b>	<b>40</b>	<b>47</b>	(r)	<b>53</b>	(r)	<b>67</b>	59	<b>38</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>63</b>	<b>69</b>	61	<b>71</b>	<b>58</b>	<b>88</b>	<b>93</b>	<b>72</b>	<b>43</b>	<b>54</b>	(r)	61	(r)	<b>71</b>	62	<b>38</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>61</b>	65	59	<b>66</b>	57	64	<b>100</b>	<b>70</b>	<b>39</b>	60	(r)	61	(r)	<b>73</b>	59	<b>35</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>62</b>	<b>68</b>	61	<b>69</b>	60	<b>68</b>	<b>100</b>	<b>71</b>	<b>42</b>	<b>54</b>	(r)	64	(r)	<b>71</b>	61	<b>36</b>

# Results by Demographic

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	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
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Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>67</b>	69	66	63	71	<b>73</b>	<b>54</b>	<b>73</b>	67	71	<b>77</b>	<b>74</b>	<b>72</b>	65	<b>57</b>	<b>61</b>	<b>24</b>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>60</b>	61	58	<b>53</b>	<b>66</b>	<b>67</b>	<b>47</b>	<b>65</b>	57	<b>66</b>	<b>69</b>	<b>66</b>	<b>67</b>	57	<b>50</b>	<b>53</b>	<b>17</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>63</b>	<b>70</b>	61	<b>56</b>	<b>69</b>	<b>69</b>	<b>50</b>	<b>68</b>	60	<b>71</b>	<b>70</b>	<b>71</b>	<b>69</b>	60	<b>54</b>	<b>54</b>	<b>21</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>61</b>	<b>68</b>	57	<b>53</b>	<b>66</b>	<b>69</b>	<b>45</b>	<b>68</b>	57	<b>68</b>	<b>70</b>	<b>69</b>	<b>68</b>	59	<b>50</b>	<b>49</b>	<b>17</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>62</b>	<b>72</b>	63	<b>55</b>	65	<b>70</b>	<b>49</b>	<b>70</b>	61	<b>72</b>	<b>69</b>	<b>70</b>	<b>68</b>	62	<b>52</b>	<b>45</b>	<b>21</b>



# 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

	Southern NSW Local Health District	Role													
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Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>66</b>	<b>81</b>	66	66	64	66	64	<b>48</b>	62	(r)	<b>57</b>	<b>83</b>	<b>60</b>	<b>33</b>
<b>22.</b> I have a say in decisions which affect my work	<b>68</b>	69	66	68	72	65	72	<b>52</b>	<b>76</b>	(r)	64	<b>87</b>	<b>60</b>	<b>48</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>71</b>	<b>81</b>	70	68	74	67	74	<b>56</b>	<b>81</b>	(r)	<b>79</b>	<b>85</b>	<b>60</b>	<b>43</b>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>74</b>	<b>88</b>	73	76	74	<b>68</b>	<b>61</b>	<b>56</b>	76	(r)	<b>86</b>	<b>89</b>	73	<b>52</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>72</b>	<b>88</b>	70	76	<b>80</b>	<b>58</b>	<b>79</b>	<b>56</b>	<b>62</b>	(r)	<b>86</b>	<b>86</b>	<b>67</b>	<b>67</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>74</b>	<b>88</b>	72	<b>86</b>	<b>79</b>	<b>58</b>	<b>79</b>	<b>64</b>	71	(r)	<b>93</b>	<b>86</b>	<b>60</b>	<b>67</b>

# Results by Demographic

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Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>66</b>	<b>71</b>	65	<b>74</b>	63	<b>60</b>	<b>100</b>	<b>75</b>	<b>48</b>	63	(r)	68	(r)	<b>71</b>	66	<b>31</b>
<b>22.</b> I have a say in decisions which affect my work	<b>68</b>	<b>76</b>	66	<b>77</b>	68	<b>76</b>	<b>100</b>	<b>77</b>	<b>51</b>	<b>56</b>	(r)	<b>61</b>	(r)	72	68	<b>42</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>71</b>	<b>79</b>	69	<b>82</b>	72	<b>76</b>	<b>93</b>	<b>79</b>	<b>57</b>	<b>54</b>	(r)	<b>63</b>	(r)	<b>76</b>	71	<b>54</b>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>74</b>	<b>81</b>	71	<b>83</b>	74	<b>80</b>	<b>100</b>	<b>81</b>	<b>61</b>	<b>56</b>	(r)	<b>55</b>	(r)	<b>79</b>	73	<b>58</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>72</b>	<b>79</b>	69	<b>80</b>	73	<b>80</b>	<b>100</b>	<b>80</b>	<b>56</b>	<b>66</b>	(r)	<b>61</b>	(r)	74	72	<b>54</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>74</b>	<b>80</b>	72	<b>80</b>	74	<b>84</b>	<b>100</b>	<b>81</b>	<b>59</b>	<b>66</b>	(r)	<b>68</b>	(r)	74	74	<b>54</b>

# Results by Demographic

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Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>66</b>	<span style="background-color: green;">71</span>	70	<span style="background-color: red;">56</span>	<span style="background-color: green;">71</span>	<span style="background-color: green;">72</span>	<span style="background-color: red;">57</span>	68	62	<span style="background-color: green;">72</span>	<span style="background-color: green;">75</span>	<span style="background-color: green;">73</span>	<span style="background-color: green;">72</span>	63	<span style="background-color: red;">61</span>	<span style="background-color: red;">61</span>	<span style="background-color: red;">18</span>
<b>22.</b> I have a say in decisions which affect my work	<b>68</b>	<span style="background-color: red;">61</span>	64	<span style="background-color: red;">61</span>	<span style="background-color: green;">73</span>	<span style="background-color: green;">76</span>	<span style="background-color: red;">60</span>	<span style="background-color: red;">60</span>	<span style="background-color: red;">57</span>	71	<span style="background-color: green;">75</span>	<span style="background-color: green;">80</span>	<span style="background-color: green;">76</span>	65	<span style="background-color: red;">62</span>	<span style="background-color: red;">63</span>	<span style="background-color: red;">29</span>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>71</b>	69	70	<span style="background-color: red;">64</span>	<span style="background-color: green;">77</span>	<span style="background-color: green;">77</span>	<span style="background-color: red;">62</span>	70	<span style="background-color: red;">64</span>	<span style="background-color: green;">79</span>	<span style="background-color: green;">78</span>	<span style="background-color: green;">80</span>	<span style="background-color: green;">76</span>	71	<span style="background-color: red;">64</span>	<span style="background-color: red;">63</span>	<span style="background-color: red;">29</span>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>74</b>	75	<span style="background-color: red;">64</span>	<span style="background-color: red;">67</span>	<span style="background-color: green;">79</span>	78	<span style="background-color: red;">67</span>	73	<span style="background-color: red;">64</span>	<span style="background-color: green;">80</span>	<span style="background-color: green;">79</span>	<span style="background-color: green;">81</span>	78	<span style="background-color: red;">69</span>	<span style="background-color: red;">68</span>	72	<span style="background-color: red;">50</span>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>72</b>	<span style="background-color: red;">67</span>	<span style="background-color: red;">65</span>	<span style="background-color: red;">62</span>	<span style="background-color: green;">77</span>	<span style="background-color: green;">79</span>	<span style="background-color: red;">66</span>	<span style="background-color: red;">65</span>	<span style="background-color: red;">59</span>	69	74	<span style="background-color: green;">80</span>	76	71	69	73	<span style="background-color: red;">54</span>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>74</b>	72	<span style="background-color: red;">64</span>	<span style="background-color: red;">64</span>	77	<span style="background-color: green;">80</span>	71	70	<span style="background-color: red;">63</span>	<span style="background-color: red;">68</span>	78	<span style="background-color: green;">81</span>	<span style="background-color: green;">81</span>	70	73	72	<span style="background-color: red;">57</span>

# 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

	Southern NSW Local Health District	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>81</b>	81	83	81	<b>75</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>86</b>	(r)	79	<b>91</b>	<b>53</b>	<b>38</b>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>86</b>	<b>81</b>	84	84	82	<b>93</b>	<b>92</b>	<b>80</b>	<b>95</b>	(r)	<b>100</b>	<b>95</b>	<b>93</b>	<b>81</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>76</b>	80	76	<b>68</b>	74	80	<b>69</b>	<b>64</b>	<b>86</b>	(r)	<b>93</b>	<b>84</b>	<b>53</b>	<b>38</b>

# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>81</b>	81	81	82	<b>74</b>	<b>92</b>	<b>93</b>	84	<b>75</b>	<b>75</b>	(r)	<b>68</b>	(r)	77	82	<b>62</b>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>86</b>	<b>91</b>	84	<b>91</b>	<b>93</b>	<b>92</b>	87	90	<b>78</b>	<b>81</b>	(r)	87	(r)	89	86	<b>65</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>76</b>	<b>82</b>	74	<b>82</b>	78	<b>84</b>	<b>93</b>	<b>82</b>	<b>62</b>	<b>68</b>	(r)	<b>68</b>	(r)	76	76	<b>54</b>

# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
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Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>81</b>	82	<b>74</b>	<b>72</b>	83	<b>86</b>	77	<b>88</b>	77	82	<b>88</b>	85	<b>86</b>	78	<b>76</b>	<b>75</b>	<b>50</b>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>86</b>	88	88	85	86	89	<b>81</b>	88	<b>93</b>	88	<b>91</b>	87	90	83	85	83	<b>61</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>76</b>	<b>82</b>	73	<b>70</b>	78	79	<b>71</b>	<b>83</b>	76	<b>84</b>	<b>81</b>	<b>81</b>	78	73	<b>70</b>	<b>70</b>	<b>36</b>

# Results by Demographic

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	Southern NSW Local Health District	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>60</b>	<b>75</b>	59	61	62	60	<b>51</b>	<b>36</b>	<b>52</b>	(r)	57	<b>82</b>	57	<b>24</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>79</b>	81	75	<b>84</b>	77	83	<b>90</b>	<b>60</b>	81	(r)	79	<b>91</b>	79	<b>67</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>75</b>	<b>88</b>	75	73	71	76	72	<b>52</b>	71	(r)	71	<b>91</b>	<b>57</b>	<b>57</b>
31. Reasonable expectations are placed on staff according to their position	<b>72</b>	<b>81</b>	69	73	71	76	72	<b>52</b>	71	(r)	71	<b>90</b>	<b>57</b>	<b>38</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>82</b>	81	80	84	80	84	<b>90</b>	<b>72</b>	86	(r)	85	<b>90</b>	<b>62</b>	<b>76</b>

# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
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Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>60</b>	<b>68</b>	58	<b>71</b>	59	60	<b>93</b>	<b>71</b>	<b>41</b>	<b>40</b>	(r)	61	(r)	<b>69</b>	59	<b>38</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>79</b>	78	80	82	<b>71</b>	<b>68</b>	80	81	76	<b>58</b>	(r)	<b>87</b>	(r)	82	78	<b>62</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>75</b>	77	74	78	73	<b>80</b>	<b>87</b>	<b>80</b>	<b>66</b>	<b>65</b>	(r)	71	(r)	79	74	<b>42</b>
31. Reasonable expectations are placed on staff according to their position	<b>72</b>	76	71	<b>78</b>	70	<b>60</b>	<b>93</b>	<b>78</b>	<b>57</b>	70	(r)	68	(r)	<b>77</b>	71	<b>46</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>82</b>	84	81	84	83	80	<b>93</b>	86	<b>74</b>	81	(r)	<b>76</b>	(r)	79	83	<b>50</b>



# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
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Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>60</b>	57	<b>51</b>	<b>55</b>	<b>67</b>	<b>68</b>	<b>48</b>	<b>68</b>	<b>54</b>	<b>72</b>	<b>66</b>	<b>70</b>	<b>69</b>	<b>55</b>	<b>50</b>	<b>53</b>	<b>18</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>79</b>	<b>74</b>	79	82	82	82	<b>68</b>	<b>90</b>	<b>67</b>	<b>84</b>	83	81	<b>84</b>	75	<b>74</b>	76	<b>61</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>75</b>	74	<b>61</b>	72	<b>81</b>	<b>80</b>	<b>65</b>	<b>83</b>	72	79	<b>81</b>	<b>80</b>	<b>81</b>	72	72	<b>67</b>	<b>25</b>
31. Reasonable expectations are placed on staff according to their position	<b>72</b>	70	<b>65</b>	72	<b>77</b>	<b>77</b>	<b>60</b>	<b>85</b>	<b>63</b>	<b>78</b>	<b>85</b>	<b>77</b>	<b>79</b>	<b>67</b>	<b>67</b>	<b>64</b>	<b>18</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>82</b>	86	78	84	84	86	<b>74</b>	85	84	82	<b>89</b>	85	86	80	78	82	<b>39</b>

# 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

	Southern NSW Local Health District	Role													
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Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Unacceptable Behaviour

<b>34a.</b> Do you currently ... know how to report occurrences of these types of behaviour?	<b>93</b>	<b>100</b>	96	92	92	<b>88</b>	<b>87</b>	<b>71</b>	<b>76</b>	(r)	<b>100</b>	97	<b>79</b>	<b>86</b>
<b>34b.</b> Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>67</b>	<b>81</b>	65	70	68	<b>61</b>	64	<b>50</b>	67	(r)	71	<b>87</b>	<b>62</b>	<b>43</b>

# Results by Demographic

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Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Unacceptable Behaviour

<b>34a.</b> Do you currently ... know how to report occurrences of these types of behaviour?	<b>93</b>	97	92	97	95	96	<b>100</b>	95	91	<b>77</b>	(r)	<b>82</b>	(r)	92	94	<b>81</b>
<b>34b.</b> Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>67</b>	<b>75</b>	65	<b>75</b>	70	<b>76</b>	<b>100</b>	<b>77</b>	<b>48</b>	<b>49</b>	(r)	<b>58</b>	(r)	<b>74</b>	66	<b>38</b>

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Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Unacceptable Behaviour

<b>34a.</b> Do you currently ... know how to report occurrences of these types of behaviour?	<b>93</b>	<b>81</b>	<b>83</b>	93	94	96	96	<b>75</b>	89	92	92	95	96	94	95	94	<b>86</b>
<b>34b.</b> Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>67</b>	66	<b>52</b>	<b>60</b>	<b>72</b>	<b>76</b>	<b>57</b>	65	<b>56</b>	<b>74</b>	71	<b>77</b>	<b>75</b>	65	<b>59</b>	<b>59</b>	<b>21</b>

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Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>74</b>	75	71	<b>85</b>	73	70	<b>59</b>	71	76	(r)	77	<b>95</b>	77	<b>57</b>
36. In my workplace patient safety is at the centre of all decision making	<b>82</b>	81	81	85	<b>76</b>	83	<b>74</b>	<b>71</b>	81	(r)	<b>71</b>	<b>95</b>	79	<b>71</b>
37. My team's objectives/work plans are clearly outlined	<b>76</b>	<b>69</b>	75	77	77	75	<b>69</b>	<b>63</b>	<b>57</b>	(r)	<b>86</b>	<b>92</b>	<b>71</b>	<b>52</b>
38. Our objectives/work plans help us to deliver a quality service	<b>78</b>	75	76	80	80	77	82	<b>63</b>	<b>62</b>	(r)	<b>86</b>	<b>95</b>	79	<b>62</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>69</b>	<b>75</b>	66	<b>74</b>	72	65	<b>62</b>	<b>54</b>	<b>62</b>	(r)	71	<b>90</b>	<b>64</b>	<b>48</b>

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## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>74</b>	74	75	78	<b>63</b>	<b>68</b>	<b>93</b>	<b>81</b>	<b>62</b>	<b>58</b>	(r)	74	(r)	76	74	<b>50</b>
36. In my workplace patient safety is at the centre of all decision making	<b>82</b>	<b>87</b>	80	<b>88</b>	81	<b>92</b>	<b>87</b>	86	<b>72</b>	<b>77</b>	(r)	82	(r)	81	82	<b>69</b>
37. My team's objectives/work plans are clearly outlined	<b>76</b>	<b>82</b>	74	<b>84</b>	75	<b>92</b>	80	<b>83</b>	<b>61</b>	77	(r)	<b>68</b>	(r)	76	76	<b>62</b>
38. Our objectives/work plans help us to deliver a quality service	<b>78</b>	<b>83</b>	76	<b>83</b>	76	<b>92</b>	<b>100</b>	<b>84</b>	<b>67</b>	<b>72</b>	(r)	<b>66</b>	(r)	78	79	<b>62</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>69</b>	<b>74</b>	68	<b>78</b>	<b>61</b>	<b>76</b>	<b>80</b>	<b>77</b>	<b>53</b>	<b>60</b>	(r)	<b>61</b>	(r)	72	69	<b>50</b>

# Results by Demographic

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Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>74</b>	75	67	71	77	79	68	85	68	74	78	78	80	71	72	71	43
36. In my workplace patient safety is at the centre of all decision making	<b>82</b>	84	79	83	83	86	74	83	79	88	85	86	83	81	79	77	54
37. My team's objectives/work plans are clearly outlined	<b>76</b>	83	59	70	78	81	71	80	67	78	79	82	80	75	72	69	50
38. Our objectives/work plans help us to deliver a quality service	<b>78</b>	86	68	79	78	82	74	83	70	81	80	83	84	75	77	71	54
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>69</b>	71	63	62	73	75	61	78	55	71	77	73	77	64	66	64	39

# 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

	Southern NSW Local Health District	Role													
		Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professional	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1457	17	711	125	174	173	39	25	21	(r)	14	122	15	21	
Employee Engagement Index	82	88	81	83	84	83	70	66	79	(r)	80	92	81	68	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	<b>94</b>	84	85	87	89	<b>69</b>	<b>65</b>	81	(r)	<b>79</b>	<b>96</b>	<b>71</b>	<b>71</b>
41. I would recommend my workplace as a good place to work	<b>78</b>	81	78	82	79	78	<b>67</b>	<b>52</b>	<b>71</b>	(r)	<b>71</b>	<b>90</b>	79	<b>52</b>
42. I feel motivated to contribute more than what is normally required at work	<b>80</b>	81	80	78	<b>85</b>	79	<b>72</b>	<b>70</b>	<b>67</b>	(r)	79	<b>92</b>	79	76
43. I have a strong sense of belonging to my workplace	<b>80</b>	<b>88</b>	80	80	81	81	<b>69</b>	<b>70</b>	81	(r)	79	<b>90</b>	<b>71</b>	<b>67</b>
44. Overall I am satisfied to be working here at the present time	<b>83</b>	<b>94</b>	81	83	86	87	<b>69</b>	<b>78</b>	<b>90</b>	(r)	86	<b>93</b>	<b>93</b>	<b>67</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	<b>81</b>	72	73	75	78	<b>69</b>	<b>65</b>	<b>55</b>	(r)	<b>64</b>	<b>88</b>	<b>64</b>	<b>52</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>60</b>	63	60	59	59	56	<b>49</b>	<b>39</b>	62	(r)	<b>54</b>	<b>85</b>	<b>46</b>	<b>30</b>



# 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

	Southern NSW Local Health District	Manage staff		Management responsibility				Employment status					Gender			
		Yes	No	Front Line Manager	Middle Manager	Senior Manager	Executive	Permanent Full time	Permanent Part time	Fixed term or temporary contract	Agency	Casual	Contractor	Male	Female	Prefer not to say
Respondents	1457	377	1043	237	99	25	15	921	429	59	(r)	38	(r)	237	1183	27
Employee Engagement Index	82	87	80	88	84	82	99	88	69	79	(r)	81	(r)	85	82	59

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	<b>90</b>	83	<b>92</b>	87	84	<b>100</b>	<b>90</b>	<b>74</b>	86	(r)	89	(r)	87	85	<b>62</b>
41. I would recommend my workplace as a good place to work	<b>78</b>	<b>84</b>	77	<b>86</b>	80	<b>72</b>	<b>100</b>	<b>85</b>	<b>65</b>	<b>72</b>	(r)	79	(r)	<b>83</b>	78	<b>46</b>
42. I feel motivated to contribute more than what is normally required at work	<b>80</b>	<b>87</b>	78	<b>88</b>	84	<b>88</b>	<b>100</b>	<b>88</b>	<b>64</b>	<b>74</b>	(r)	79	(r)	83	80	<b>58</b>
43. I have a strong sense of belonging to my workplace	<b>80</b>	<b>87</b>	78	<b>88</b>	80	84	<b>100</b>	<b>87</b>	<b>67</b>	<b>72</b>	(r)	<b>71</b>	(r)	83	80	<b>62</b>
44. Overall I am satisfied to be working here at the present time	<b>83</b>	86	82	87	85	80	<b>93</b>	<b>88</b>	<b>72</b>	84	(r)	86	(r)	<b>88</b>	83	<b>65</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	78	73	<b>80</b>	71	<b>68</b>	<b>100</b>	<b>81</b>	<b>58</b>	72	(r)	<b>61</b>	(r)	78	73	<b>46</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>60</b>	<b>70</b>	57	<b>72</b>	62	<b>68</b>	<b>93</b>	<b>71</b>	<b>41</b>	<b>31</b>	(r)	<b>53</b>	(r)	<b>69</b>	59	<b>38</b>

# 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

	Southern NSW Local Health District	Length of Service at NSW Health						Age Group										
		Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	At least 10 years but not more than 20 years	At least 20 years or more	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say	
Respondents	1457	77	83	188	350	438	312	40	58	130	121	185	243	317	210	113	30	
Employee Engagement Index	82	80	82	79	85	86	75	79	76	86	88	86	83	80	81	82	54	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>85</b>	<b>91</b>	83	83	88	88	<b>79</b>	83	81	88	<b>92</b>	87	85	84	84	88	<b>57</b>
41. I would recommend my workplace as a good place to work	<b>78</b>	<b>84</b>	76	76	<b>83</b>	81	<b>69</b>	<b>83</b>	<b>72</b>	<b>84</b>	<b>87</b>	<b>84</b>	79	77	<b>72</b>	76	<b>46</b>
42. I feel motivated to contribute more than what is normally required at work	<b>80</b>	<b>75</b>	<b>86</b>	77	83	<b>86</b>	<b>72</b>	78	77	<b>87</b>	83	<b>86</b>	83	78	78	78	<b>54</b>
43. I have a strong sense of belonging to my workplace	<b>80</b>	<b>68</b>	77	<b>74</b>	84	<b>86</b>	<b>74</b>	<b>70</b>	<b>75</b>	83	<b>86</b>	<b>85</b>	82	78	81	79	<b>50</b>
44. Overall I am satisfied to be working here at the present time	<b>83</b>	86	83	81	86	87	<b>77</b>	83	79	86	<b>89</b>	<b>88</b>	83	80	83	86	<b>57</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>74</b>	72	<b>64</b>	<b>68</b>	<b>80</b>	<b>79</b>	<b>65</b>	<b>65</b>	70	75	<b>84</b>	74	78	72	72	73	<b>43</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>60</b>	<b>41</b>	<b>54</b>	57	<b>70</b>	<b>66</b>	<b>49</b>	58	<b>47</b>	<b>65</b>	<b>72</b>	<b>70</b>	<b>66</b>	59	<b>51</b>	<b>53</b>	<b>25</b>

# 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	}	$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
Agency (4)	132	}	$\frac{7753}{18750 + 7753} \times 1661 = 486$ Part time
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:

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

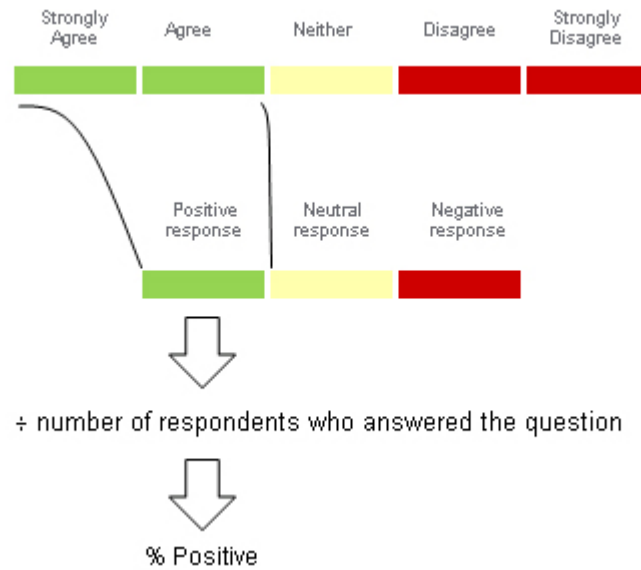
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# 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.