

# 2013 YourSay Workplace Survey

## LHD Report



## South Western Sydney Local Health District

### This Report

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

### Response Rates

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

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

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

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

### Confidence Intervals

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

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

### Results

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

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

### Comparative data

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

### Anonymity

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

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

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**2,293**

2011: 1,930

ACTUAL RESPONSES

**21%**

2011: 20%

2% Confidence Interval

ESTIMATED RESPONSE RATE

**65%**

2011: 60%

ENGAGEMENT INDEX

**52%**

2011: 46%

WORKPLACE CULTURE INDEX

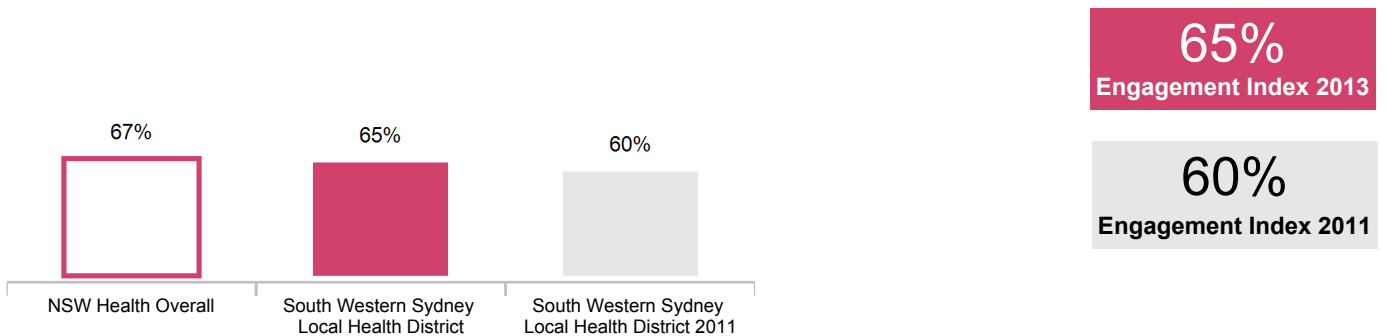
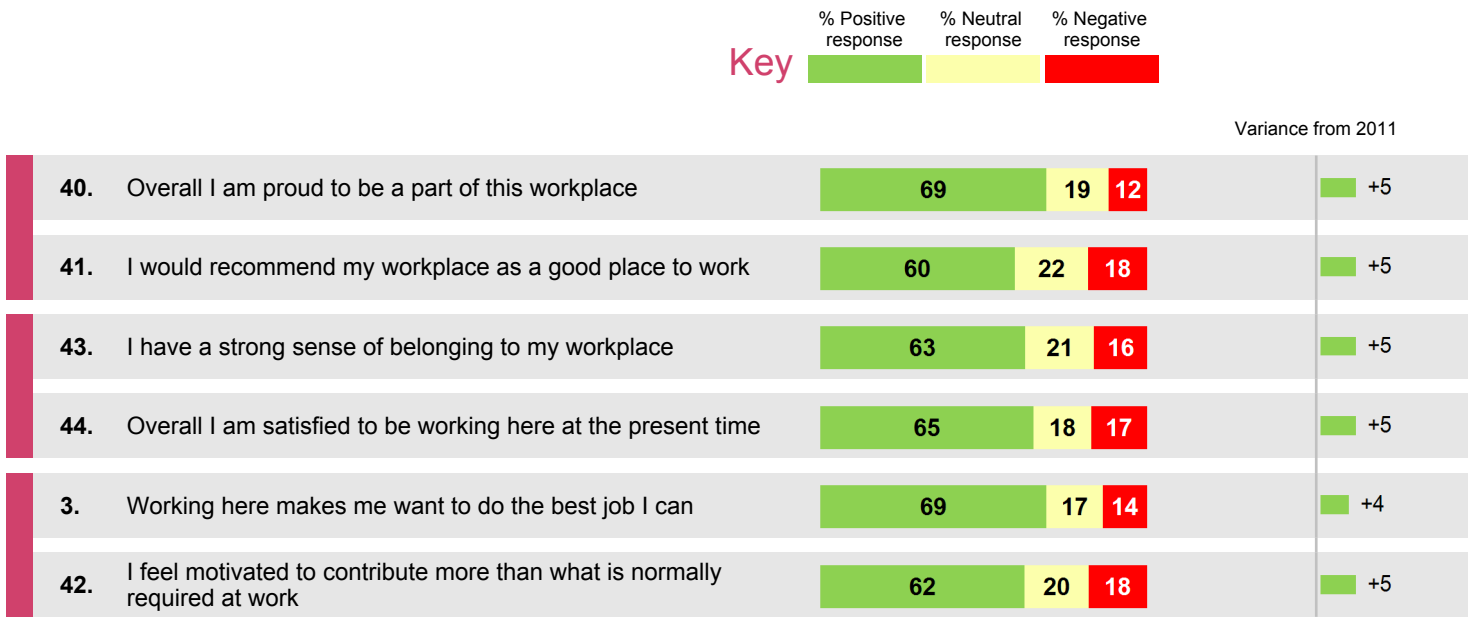
# Employee Engagement Index

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

The three elements of Employee Engagement

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

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

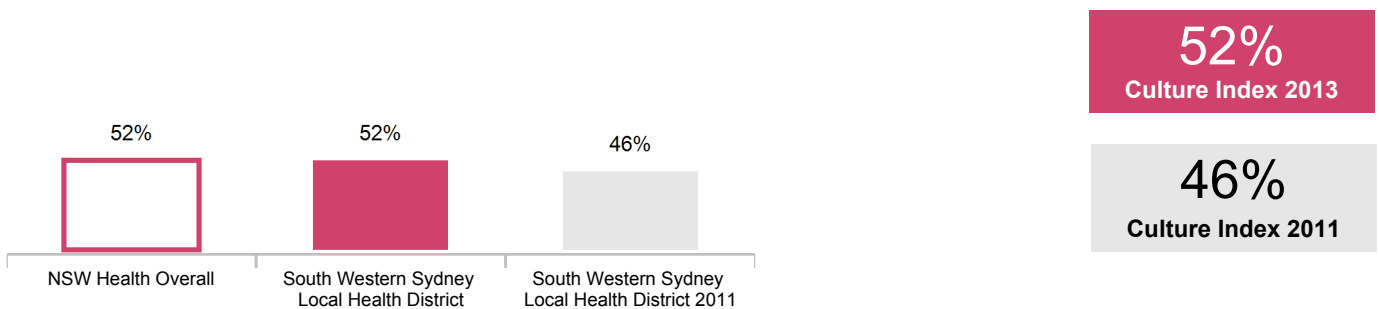


# Employee Workplace Culture Index

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	51	21	28	+5
12. I believe I am valued for what I can offer at my workplace	60	16	23	+5
13. In my workplace, we recognise our successes and innovations	54	22	23	+6
14. Staff are treated respectfully regardless of their job	58	19	23	+4
17. Overall, I have confidence in the decisions made by my line manager	59	21	20	+3
18b. The senior managers at my workplace ... have a clear direction for the future	41	33	26	+8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43	27	29	+8
20. Overall, I have confidence in the decisions made by my senior managers	44	29	27	+9
22. I have a say in decisions which affect my work	46	24	31	+5
23. I think it is safe to speak up and challenge the way things are done	50	21	30	+4
24a. Where I work, we share the lessons learnt when mistakes are made	58	22	20	+4
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	28	30	+5
37. My team's objectives/work plans are clearly outlined	66	21	13	+5
38. Our objectives/work plans help us to deliver a quality service	65	22	13	+6
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	30	+7



# 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 South Western Sydney Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for South Western Sydney Local Health District as a whole.

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

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

Drivers of Employee Engagement		Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive score	South Western Sydney Local Health District 2011 % positive score
		<i>Greatest</i>			
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		36	36	29
20.	Overall, I have confidence in the decisions made by my senior managers		44	42	35
19.	There is a positive relationship between senior management and staff in my workplace		42	40	32
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		43	42	38
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		54	56	
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		43	41	35

# 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	71
Your Job	64
Service Delivery	61

### Questions

	% Positive
1. My job makes good use of my skills and abilities	80
25. I have received the appropriate training and development to do my job effectively	77
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76
15d. My line manager ... treats me with respect	74
3. Working here makes me want to do the best job I can	69

## Lowlights

### Sections

	% Positive
Senior Managers	44
Communication	54
Work Environment	55




### Questions




	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36
18b. The senior managers at my workplace ... have a clear direction for the future	41
19. There is a positive relationship between senior management and staff in my workplace	42
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43

# Most Improved and Least Improved since 2011

This section shows the three most improved sections and five most improved questions since 2011. It also shows the three sections and five questions that have least improved since 2011.

## Most improved

Sections	% Positive	Variance from 2011
Senior Managers	44	 +9
Communication	54	 +7
Being valued	58	 +6

Questions	% Positive	Variance from 2011
19. There is a positive relationship between senior management and staff in my workplace	42	 +10
18a. The senior managers at my workplace ... are aware of the issues I face in my job	48	 +9
20. Overall, I have confidence in the decisions made by my senior managers	44	 +9
18b. The senior managers at my workplace ... have a clear direction for the future	41	 +8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43	 +8

## 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 South Western Sydney Local Health District and the 2011 survey results for South Western Sydney 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
19. There is a positive relationship between senior management and staff in my workplace	42	+10
18a. The senior managers at my workplace ... are aware of the issues I face in my job	48	+9
20. Overall, I have confidence in the decisions made by my senior managers	44	+9
18b. The senior managers at my workplace ... have a clear direction for the future	41	+8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43	+8
35. My work environment allows me to deliver the best possible services (patient care or support services)	57	+7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	+7
13. In my workplace, we recognise our successes and innovations	54	+6
30. There are mechanisms in place to support me if I experience stress or pressure	53	+6
31. Reasonable expectations are placed on staff according to their position	53	+6
38. Our objectives/work plans help us to deliver a quality service	65	+6
5. I have sufficient control over my work so I can do my job well	64	+5
10. My team resolves conflict quickly when it arises	53	+5
11. Morale is good in my team	51	+5
12. I believe I am valued for what I can offer at my workplace	60	+5
16. I receive regular and constructive feedback on my performance	50	+5

# Trend Comparison

This section shows comparisons between South Western Sydney Local Health District and the 2011 survey results for South Western Sydney 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
21. I am kept well informed about what is happening in my workplace	51	+5
22. I have a say in decisions which affect my work	46	+5
25. I have received the appropriate training and development to do my job effectively	77	+5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	43	+5
29. I am able to achieve a healthy work/life balance most of the time	61	+5
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	+5
37. My team's objectives/work plans are clearly outlined	66	+5
40. Overall I am proud to be a part of this workplace	69	+5
41. I would recommend my workplace as a good place to work	60	+5
42. I feel motivated to contribute more than what is normally required at work	62	+5
43. I have a strong sense of belonging to my workplace	63	+5
44. Overall I am satisfied to be working here at the present time	65	+5
1. My job makes good use of my skills and abilities	80	+4
3. Working here makes me want to do the best job I can	69	+4
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	+4
8. In my team we generally acknowledge one another's efforts and achievements	68	+4



# Trend Comparison

This section shows comparisons between South Western Sydney Local Health District and the 2011 survey results for South Western Sydney 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
14. Staff are treated respectfully regardless of their job	58	+4
23. I think it is safe to speak up and challenge the way things are done	50	+4
24a. Where I work, we share the lessons learnt when mistakes are made	58	+4
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	+4
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	+3
15a. My line manager ... recognises and acknowledges when I have done my job well	62	+3
15b. My line manager ... treats all staff in my team fairly	60	+3
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	59	+3
15d. My line manager ... treats me with respect	74	+3
17. Overall, I have confidence in the decisions made by my line manager	59	+3
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	+3
36. In my workplace patient safety is at the centre of all decision making	67	+3
9. People in my team are honest and open	60	+2
2. I feel I am able to suggest ideas to improve our ways of doing things	67	+1

## External Comparison

This section shows comparisons between South Western Sydney Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 16% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 78% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
19. There is a positive relationship between senior management and staff in my workplace	42	+6
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43	+5
18a. The senior managers at my workplace ... are aware of the issues I face in my job	48	+4
20. Overall, I have confidence in the decisions made by my senior managers	44	+4
22. I have a say in decisions which affect my work	46	+4
15b. My line manager ... treats all staff in my team fairly	60	+2
21. I am kept well informed about what is happening in my workplace	51	+2
16. I receive regular and constructive feedback on my performance	50	+1
15a. My line manager ... recognises and acknowledges when I have done my job well	62	0
15d. My line manager ... treats me with respect	74	0
17. Overall, I have confidence in the decisions made by my line manager	59	0
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	59	-1
25. I have received the appropriate training and development to do my job effectively	77	-1
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	-1
24a. Where I work, we share the lessons learnt when mistakes are made	58	-2
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	-2
42. I feel motivated to contribute more than what is normally required at work	62	-2

## External Comparison

This section shows comparisons between South Western Sydney Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 16% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 78% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	36	-2 <span style="color: red;">■</span>
<b>1.</b> My job makes good use of my skills and abilities	80	-3 <span style="color: red;">■</span>
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	65	-3 <span style="color: red;">■</span>
<b>10.</b> My team resolves conflict quickly when it arises	53	-3 <span style="color: red;">■</span>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	41	-3 <span style="color: red;">■</span>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	50	-3 <span style="color: red;">■</span>
<b>28.</b> I have confidence in the processes that my workplace uses to resolve staff conflict	43	-3 <span style="color: red;">■</span>
<b>32.</b> My workplace is proactive in minimising potential violence/abuse from patients or visitors	66	-3 <span style="color: red;">■</span>
<b>41.</b> I would recommend my workplace as a good place to work	60	-3 <span style="color: red;">■</span>
<b>43.</b> I have a strong sense of belonging to my workplace	63	-3 <span style="color: red;">■</span>
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	59	-4 <span style="color: red;">■</span>
<b>40.</b> Overall I am proud to be a part of this workplace	69	-4 <span style="color: red;">■</span>
<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	54	-4 <span style="color: red;">■</span>
<b>11.</b> Morale is good in my team	51	-5 <span style="color: red;">■</span>
<b>13.</b> In my workplace, we recognise our successes and innovations	54	-5 <span style="color: red;">■</span>
<b>14.</b> Staff are treated respectfully regardless of their job	58	-5 <span style="color: red;">■</span>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	56	-5 <span style="color: red;">■</span>

## External Comparison

This section shows comparisons between South Western Sydney Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



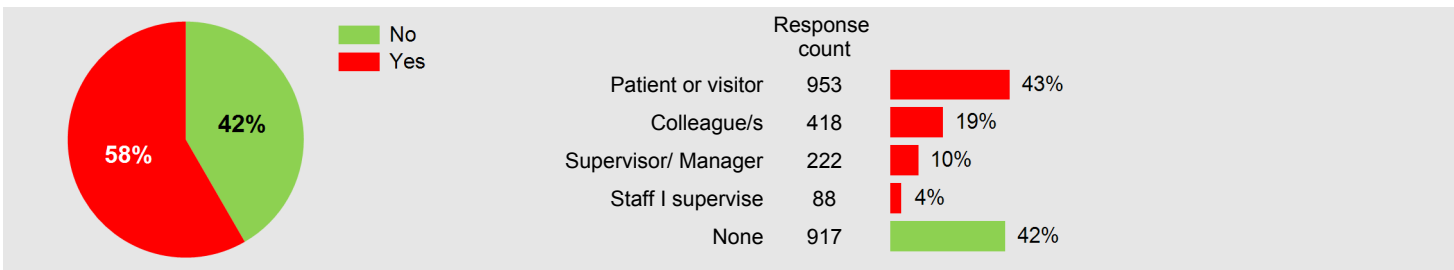
- 16% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 78% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
37. My team's objectives/work plans are clearly outlined	66	-5 <span style="color: red;">■</span>
38. Our objectives/work plans help us to deliver a quality service	65	-5 <span style="color: red;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	67	-6 <span style="color: red;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	68	-6 <span style="color: red;">■</span>
12. I believe I am valued for what I can offer at my workplace	60	-6 <span style="color: red;">■</span>
30. There are mechanisms in place to support me if I experience stress or pressure	53	-6 <span style="color: red;">■</span>
36. In my workplace patient safety is at the centre of all decision making	67	-6 <span style="color: red;">■</span>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	52	-6 <span style="color: red;">■</span>
44. Overall I am satisfied to be working here at the present time	65	-6 <span style="color: red;">■</span>
9. People in my team are honest and open	60	-7 <span style="color: red;">■</span>
29. I am able to achieve a healthy work/life balance most of the time	61	-7 <span style="color: red;">■</span>
5. I have sufficient control over my work so I can do my job well	64	-8 <span style="color: red;">■</span>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	-8 <span style="color: red;">■</span>
31. Reasonable expectations are placed on staff according to their position	53	-8 <span style="color: red;">■</span>
3. Working here makes me want to do the best job I can	69	-9 <span style="color: red;">■</span>
4. The right amount of approvals are required for routine decisions	48	-9 <span style="color: red;">■</span>
35. My work environment allows me to deliver the best possible services (patient care or support services)	57	-9 <span style="color: red;">■</span>

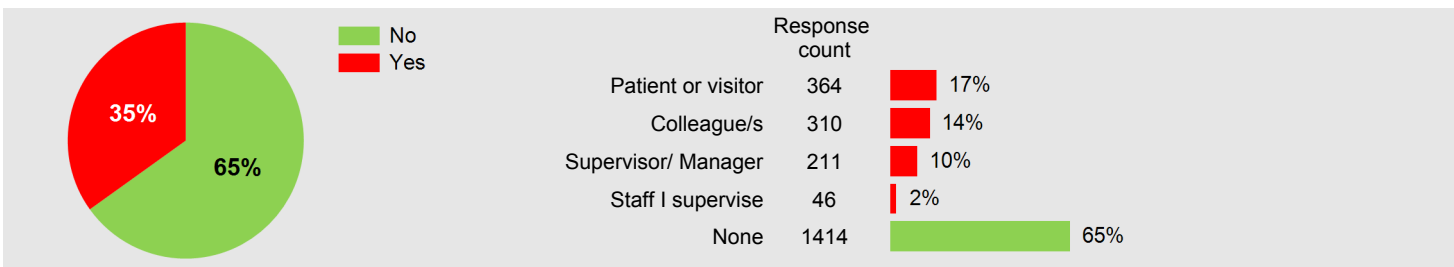
# Unacceptable Behaviour

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

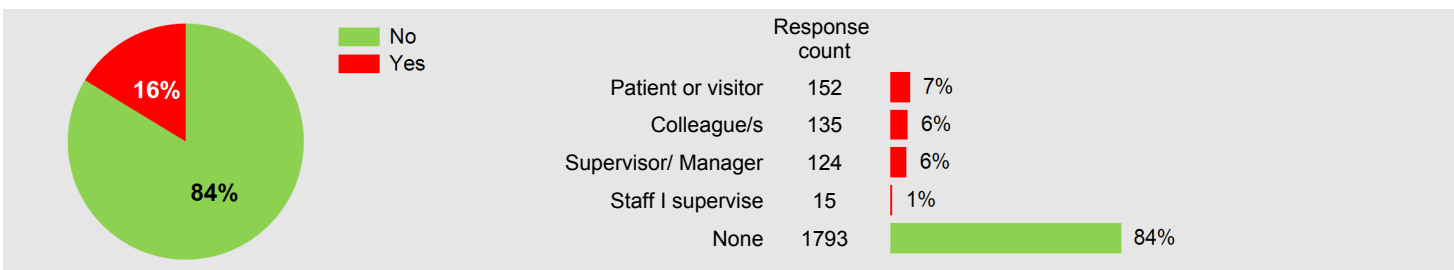
## 33a. In the last 12 months, I have been verbally abused by a ...



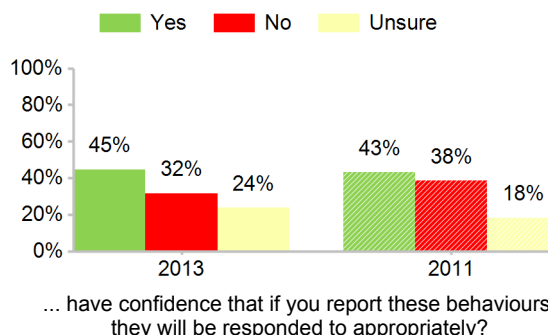
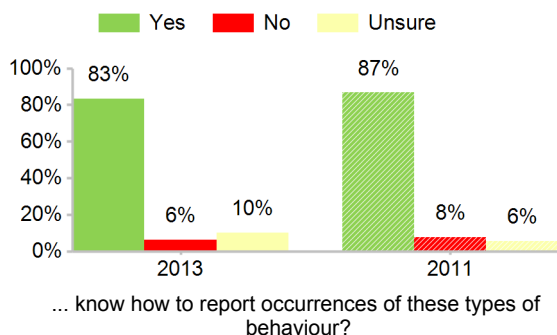
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



## 34. Do you currently ...



# All Questions

This section shows the breakdown of responses to each question

\* This question was negatively worded in 2011 and is not directly comparable to 2013 results

Key

A question identified as being a key driver of employee engagement

% positive response

% neutral response

% negative response

At least 1% greater than comparator

At least 1% less than comparator

## Your Job

	% positive response	% neutral response	% negative response	% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	80	8	12	80	76	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	67	14	19	67	66	68	73
3. Working here makes me want to do the best job I can	69	17	14	69	65	71	78
4. The right amount of approvals are required for routine decisions *	48	24	28	48		48	57
5. I have sufficient control over my work so I can do my job well	64	15	21	64	59	64	72
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	19	24	57	53	60	65

# All Questions

This section shows the breakdown of responses to each question

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

## Your Team

Question	% positive response	% neutral response	% negative response	% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	65	15	21	65	56	60	64
8. In my team we generally acknowledge one another's efforts and achievements	68	14	18	68	64	69	74
9. People in my team are honest and open	60	21	19	60	58	63	67
10. My team resolves conflict quickly when it arises	53	24	23	53	48	51	56
11. Morale is good in my team	51	21	28	51	46	51	56

# All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	South Western Sydney 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>Being valued</b>							
12. I believe I am valued for what I can offer at my workplace	60	16	23	60	55	61	66
13. In my workplace, we recognise our successes and innovations	54	22	23	54	48	55	59
14. Staff are treated respectfully regardless of their job	58	19	23	58	54	60	63



# All Questions

This section shows the breakdown of responses to each question

				% Positive Score	South Western Sydney 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>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	62	18	20	62	59	64	62
<b>15b.</b> My line manager ... treats all staff in my team fairly	60	17	23	60	57	62	58
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	59	19	23	59	56	60	60
<b>15d.</b> My line manager ... treats me with respect	74	14	12	74	71	75	74
<b>16.</b> I receive regular and constructive feedback on my performance	50	24	27	50	45	49	49
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	59	21	20	59	56	62	59

# All Questions

This section shows the breakdown of responses to each question

		% 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>Senior Managers</b>								
					<b>% Positive Score</b>	<b>South Western Sydney Local Health District 2011</b>	<b>NSW Health Overall 2013</b>	<b>Australian Health Sector Benchmark</b>
	<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	48	22	30	48	39	46	44
	<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	41	33	26	41	33	40	44
	<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	43	27	29	43	35	41	38
<b>K</b>	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	42	27	31	42	32	40	36
<b>K</b>	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	44	29	27	44	35	42	40

# All Questions

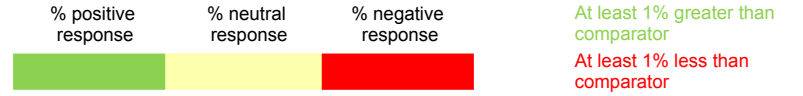
This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	South Western Sydney 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	51	22	27	51	46	50	49
22. I have a say in decisions which affect my work	46	24	31	46	41	46	42
23. I think it is safe to speak up and challenge the way things are done	50	21	30	50	46	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	58	22	20	58	54	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	24	20	56		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	22	17	61		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



## Training and Development Opportunities

	% positive response	% neutral response	% negative response	% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>25.</b> I have received the appropriate training and development to do my job effectively	77	13	11	77	67	69	73
<b>26.</b> I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	10	14	76	72	76	77
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	59	22	19	59	56	59	63

# All Questions

This section shows the breakdown of responses to each question

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

## Work Environment

		% Positive Score	South Western Sydney 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		43	50	61
	29. I am able to achieve a healthy work/life balance most of the time		61	56	68
	30. There are mechanisms in place to support me if I experience stress or pressure		53	47	59
	31. Reasonable expectations are placed on staff according to their position		53	47	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		66	61	69

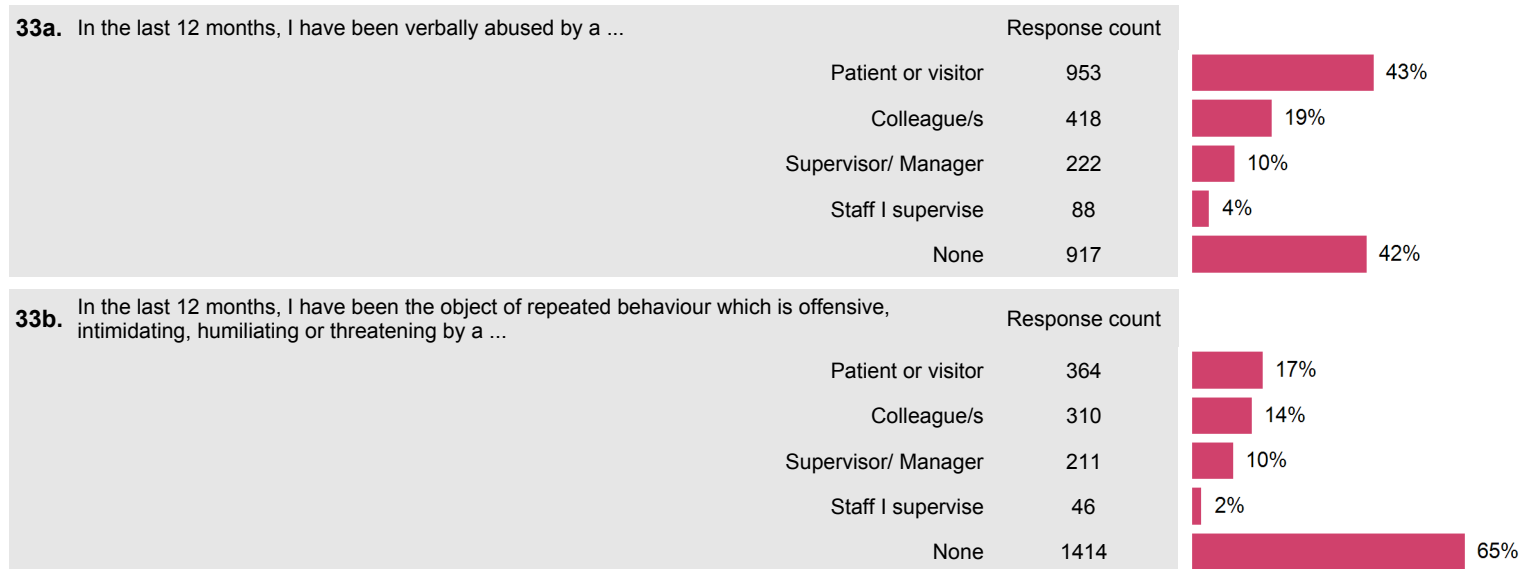
# All Questions

This section shows the breakdown of responses to each question

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

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

## Unacceptable Behaviour



# All Questions

This section shows the breakdown of responses to each question

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

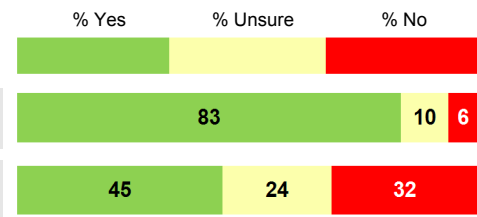
At least 1% greater than comparator  
At least 1% less than comparator

## Unacceptable Behaviour

33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
Patient or visitor	152
Colleague/s	135
Supervisor/ Manager	124
Staff I supervise	15
None	1793



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

**83** **87** **83** **88**  
**45** **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

Question	% Positive	% Neutral	% Negative	% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	57	21	22	57	50	59	66
36. In my workplace patient safety is at the centre of all decision making	67	20	13	67	64	67	73
37. My team's objectives/work plans are clearly outlined	66	21	13	66	61	65	71
38. Our objectives/work plans help us to deliver a quality service	65	22	13	65	59	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	52	28	20	52		52	58



# All Questions

This section shows the breakdown of responses to each question

	% 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	
				% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark	
<b>Your Workplace</b>				<b>59</b>	<b>54</b>	<b>60</b>	<b>62</b>	
<b>40.</b>	Overall I am proud to be a part of this workplace	69	19	12	<b>69</b>	<b>64</b>	<b>71</b>	<b>73</b>
<b>41.</b>	I would recommend my workplace as a good place to work	60	22	18	<b>60</b>	<b>55</b>	<b>62</b>	<b>63</b>
<b>42.</b>	I feel motivated to contribute more than what is normally required at work	62	20	18	<b>62</b>	<b>57</b>	<b>65</b>	<b>64</b>
<b>43.</b>	I have a strong sense of belonging to my workplace	63	21	16	<b>63</b>	<b>58</b>	<b>64</b>	<b>66</b>
<b>44.</b>	Overall I am satisfied to be working here at the present time	65	18	17	<b>65</b>	<b>60</b>	<b>67</b>	<b>71</b>
<b>K</b>	<b>45.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	54	29	17	<b>54</b>		<b>56</b>	<b>58</b>
<b>K</b>	<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	30	<b>36</b>	<b>29</b>	<b>36</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

		South Western Sydney 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
Respondents	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71

## Your Job

1. My job makes good use of my skills and abilities	<b>80</b>	<b>88</b>	80	<b>73</b>	78	<b>88</b>	<b>75</b>	<b>71</b>	<b>75</b>	(r)	<b>87</b>	<b>71</b>	<b>75</b>	79
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	<b>57</b>	64	<b>57</b>	<b>76</b>	<b>77</b>	68	<b>57</b>	<b>58</b>	(r)	<b>90</b>	70	69	65
3. Working here makes me want to do the best job I can	<b>69</b>	<b>59</b>	68	70	<b>74</b>	<b>74</b>	72	<b>58</b>	<b>60</b>	(r)	<b>84</b>	69	<b>56</b>	<b>75</b>
4. The right amount of approvals are required for routine decisions	<b>48</b>	<b>32</b>	48	49	<b>54</b>	48	44	52	<b>40</b>	(r)	45	49	<b>25</b>	<b>53</b>
5. I have sufficient control over my work so I can do my job well	<b>64</b>	<b>48</b>	<b>57</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>71</b>	61	<b>48</b>	(r)	<b>77</b>	65	<b>75</b>	65
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>57</b>	54	55	<b>48</b>	<b>64</b>	<b>66</b>	60	<b>46</b>	<b>38</b>	(r)	<b>71</b>	56	56	61

# 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

	South Western Sydney 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	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Your Job

1. My job makes good use of my skills and abilities	<b>80</b>	<b>85</b>	79	81	<b>88</b>	<b>89</b>	<b>100</b>	80	79	83	(r)	78	83	78	82	<b>63</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	<b>78</b>	63	<b>77</b>	<b>80</b>	<b>75</b>	<b>96</b>	68	66	71	(r)	<b>51</b>	67	66	69	<b>38</b>
3. Working here makes me want to do the best job I can	<b>69</b>	<b>74</b>	68	71	<b>77</b>	<b>75</b>	<b>96</b>	68	69	<b>82</b>	(r)	73	<b>83</b>	65	72	<b>41</b>
4. The right amount of approvals are required for routine decisions	<b>48</b>	44	49	44	<b>43</b>	<b>41</b>	50	48	45	49	(r)	<b>56</b>	<b>67</b>	<b>43</b>	50	<b>28</b>
5. I have sufficient control over my work so I can do my job well	<b>64</b>	60	65	<b>56</b>	65	<b>58</b>	<b>71</b>	63	62	65	(r)	68	<b>92</b>	<b>57</b>	66	<b>39</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>57</b>	<b>71</b>	53	<b>67</b>	<b>75</b>	<b>73</b>	<b>92</b>	57	55	<b>63</b>	(r)	57	<b>75</b>	55	59	<b>23</b>

# Results by Demographic

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	South Western Sydney 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	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Your Job

1. My job makes good use of my skills and abilities	<b>80</b>	<b>85</b>	79	77	81	79	82	84	83	80	78	83	76	83	81	84	<b>61</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>67</b>	66	64	63	71	64	71	<b>61</b>	65	<b>74</b>	69	66	67	69	69	71	<b>39</b>
3. Working here makes me want to do the best job I can	<b>69</b>	<b>85</b>	<b>74</b>	<b>64</b>	68	67	71	<b>80</b>	<b>64</b>	71	65	66	70	72	73	<b>79</b>	<b>45</b>
4. The right amount of approvals are required for routine decisions	<b>48</b>	50	52	51	49	44	48	<b>61</b>	46	49	46	46	45	48	48	<b>56</b>	<b>31</b>
5. I have sufficient control over my work so I can do my job well	<b>64</b>	<b>73</b>	67	66	66	61	61	<b>72</b>	<b>59</b>	<b>70</b>	62	60	61	66	65	<b>72</b>	<b>41</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>57</b>	57	56	56	59	56	59	61	57	<b>67</b>	57	57	55	60	57	58	<b>28</b>

# Results by Demographic

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	South Western Sydney Local Health District	Role													
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Respondents	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## 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>65</b>	64	61	<b>56</b>	<b>71</b>	<b>73</b>	<b>74</b>	<b>57</b>	63	(r)	<b>77</b>	<b>50</b>	<b>88</b>	63
8. In my team we generally acknowledge one another's efforts and achievements	<b>68</b>	<b>79</b>	66	<b>57</b>	69	<b>79</b>	<b>76</b>	<b>54</b>	<b>63</b>	(r)	<b>84</b>	<b>51</b>	<b>63</b>	65
9. People in my team are honest and open	<b>60</b>	<b>68</b>	56	<b>53</b>	<b>65</b>	<b>70</b>	63	<b>50</b>	<b>49</b>	(r)	<b>84</b>	<b>43</b>	63	64
10. My team resolves conflict quickly when it arises	<b>53</b>	56	50	<b>45</b>	<b>61</b>	<b>61</b>	56	<b>34</b>	<b>40</b>	(r)	<b>74</b>	<b>41</b>	<b>69</b>	<b>62</b>
11. Morale is good in my team	<b>51</b>	<b>46</b>	47	<b>45</b>	<b>58</b>	<b>62</b>	<b>57</b>	<b>37</b>	<b>35</b>	(r)	<b>68</b>	<b>39</b>	50	54

# Results by Demographic

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Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## 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>65</b>	<b>72</b>	62	66	<b>82</b>	<b>74</b>	<b>100</b>	63	67	<b>75</b>	(r)	68	<b>100</b>	67	65	<b>48</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>68</b>	<b>80</b>	64	<b>74</b>	<b>87</b>	<b>88</b>	<b>96</b>	67	68	<b>79</b>	(r)	<b>61</b>	<b>83</b>	71	68	<b>47</b>
9. People in my team are honest and open	<b>60</b>	<b>70</b>	57	62	<b>79</b>	<b>82</b>	<b>92</b>	59	61	<b>74</b>	(r)	61	<b>92</b>	63	60	<b>42</b>
10. My team resolves conflict quickly when it arises	<b>53</b>	<b>65</b>	49	55	<b>77</b>	<b>70</b>	<b>96</b>	53	49	<b>69</b>	(r)	<b>48</b>	<b>75</b>	55	53	<b>35</b>
11. Morale is good in my team	<b>51</b>	<b>59</b>	48	49	<b>69</b>	<b>70</b>	<b>92</b>	50	48	<b>65</b>	(r)	50	<b>92</b>	52	52	<b>24</b>

# Results by Demographic

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Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## 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>65</b>	<b>75</b>	68	<b>60</b>	62	63	<b>70</b>	<b>72</b>	65	67	65	61	64	62	67	69	<b>55</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>68</b>	<b>76</b>	64	<b>62</b>	65	68	<b>74</b>	<b>74</b>	68	68	70	66	68	70	68	69	<b>45</b>
9. People in my team are honest and open	<b>60</b>	<b>68</b>	<b>70</b>	59	56	57	<b>65</b>	<b>72</b>	62	63	60	61	60	61	56	63	<b>43</b>
10. My team resolves conflict quickly when it arises	<b>53</b>	<b>58</b>	57	52	50	51	56	<b>65</b>	51	57	53	56	53	53	<b>48</b>	55	<b>40</b>
11. Morale is good in my team	<b>51</b>	<b>67</b>	<b>56</b>	51	50	47	52	<b>66</b>	51	<b>61</b>	52	50	49	52	<b>45</b>	50	<b>28</b>

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Respondents	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Being valued

<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>60</b>	58	56	<b>52</b>	<b>66</b>	<b>69</b>	<b>73</b>	56	<b>55</b>	(r)	61	63	<b>50</b>	63
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>54</b>	51	53	<b>45</b>	56	<b>68</b>	<b>64</b>	<b>42</b>	<b>48</b>	(r)	<b>61</b>	<b>48</b>	<b>31</b>	52
<b>14.</b> Staff are treated respectfully regardless of their job	<b>58</b>	61	54	<b>51</b>	<b>65</b>	<b>68</b>	<b>66</b>	<b>53</b>	<b>48</b>	(r)	<b>74</b>	<b>50</b>	<b>31</b>	58



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Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Being valued

<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>60</b>	<b>67</b>	58	64	<b>70</b>	<b>67</b>	<b>88</b>	59	60	<b>74</b>	(r)	<b>66</b>	<b>92</b>	59	62	<b>37</b>
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>54</b>	<b>65</b>	51	58	<b>72</b>	<b>70</b>	<b>91</b>	53	54	<b>72</b>	(r)	54	<b>75</b>	51	56	<b>36</b>
<b>14.</b> Staff are treated respectfully regardless of their job	<b>58</b>	<b>69</b>	55	<b>63</b>	<b>79</b>	<b>67</b>	<b>88</b>	56	59	<b>74</b>	(r)	<b>65</b>	<b>83</b>	59	59	<b>41</b>

# Results by Demographic

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Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Being valued

12. I believe I am valued for what I can offer at my workplace	<b>60</b>	<b>74</b>	<b>67</b>	59	60	58	60	<b>71</b>	60	64	60	59	<b>54</b>	63	59	<b>67</b>	<b>34</b>
13. In my workplace, we recognise our successes and innovations	<b>54</b>	<b>69</b>	58	56	54	51	55	<b>72</b>	57	<b>59</b>	57	52	<b>49</b>	56	51	57	<b>29</b>
14. Staff are treated respectfully regardless of their job	<b>58</b>	<b>68</b>	<b>67</b>	59	60	<b>53</b>	59	<b>67</b>	59	<b>64</b>	60	58	55	56	60	60	<b>39</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

	South Western Sydney 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	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>62</b>	60	<b>55</b>	<b>56</b>	66	<b>71</b>	<b>76</b>	<b>54</b>	<b>74</b>	(r)	<b>80</b>	65	<b>56</b>	<b>71</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>60</b>	61	<b>53</b>	<b>53</b>	<b>66</b>	<b>71</b>	<b>69</b>	<b>49</b>	<b>69</b>	(r)	<b>87</b>	<b>50</b>	<b>38</b>	59
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>59</b>	57	<b>54</b>	<b>52</b>	63	<b>68</b>	<b>67</b>	<b>52</b>	<b>53</b>	(r)	<b>77</b>	<b>52</b>	<b>31</b>	<b>67</b>
<b>15d.</b> My line manager ... treats me with respect	<b>74</b>	<b>67</b>	70	<b>67</b>	<b>81</b>	<b>83</b>	<b>82</b>	<b>59</b>	72	(r)	<b>93</b>	<b>79</b>	<b>63</b>	73
<b>16.</b> I receive regular and constructive feedback on my performance	<b>50</b>	<b>44</b>	47	47	52	<b>59</b>	<b>58</b>	<b>39</b>	51	(r)	<b>67</b>	<b>41</b>	<b>25</b>	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>59</b>	60	55	<b>52</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>48</b>	59	(r)	<b>80</b>	<b>50</b>	<b>44</b>	<b>68</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

	South Western Sydney 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	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>62</b>	<b>70</b>	59	66	<b>75</b>	<b>70</b>	<b>92</b>	61	60	<b>74</b>	(r)	65	<b>82</b>	62	63	<b>43</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>60</b>	<b>68</b>	57	61	<b>78</b>	<b>74</b>	<b>92</b>	58	58	<b>76</b>	(r)	<b>65</b>	<b>82</b>	60	60	<b>42</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>59</b>	<b>66</b>	56	63	<b>69</b>	<b>64</b>	<b>92</b>	57	57	<b>76</b>	(r)	62	<b>73</b>	58	60	<b>36</b>
<b>15d.</b> My line manager ... treats me with respect	<b>74</b>	<b>80</b>	72	75	<b>88</b>	<b>82</b>	<b>96</b>	72	75	<b>85</b>	(r)	<b>81</b>	<b>91</b>	72	75	<b>51</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>50</b>	<b>55</b>	48	52	<b>58</b>	52	<b>91</b>	50	46	<b>62</b>	(r)	49	<b>55</b>	47	51	<b>39</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>59</b>	<b>66</b>	56	63	<b>71</b>	<b>66</b>	<b>96</b>	57	57	<b>78</b>	(r)	<b>70</b>	<b>82</b>	57	60	<b>37</b>

# Results by Demographic

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Respondents	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Your Line Manager

<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well	<b>62</b>	<b>74</b>	<b>73</b>	59	62	<b>56</b>	65	<b>75</b>	63	<b>69</b>	60	58	58	63	59	<b>67</b>	<b>40</b>
<b>15b.</b> My line manager ... treats all staff in my team fairly	<b>60</b>	<b>82</b>	<b>73</b>	60	57	<b>55</b>	58	<b>76</b>	<b>66</b>	<b>70</b>	60	59	<b>54</b>	58	<b>51</b>	61	<b>40</b>
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed	<b>59</b>	<b>76</b>	<b>73</b>	63	58	<b>53</b>	56	<b>81</b>	<b>65</b>	<b>68</b>	59	58	<b>52</b>	57	<b>51</b>	63	<b>31</b>
<b>15d.</b> My line manager ... treats me with respect	<b>74</b>	<b>89</b>	<b>90</b>	76	71	70	73	<b>92</b>	78	<b>82</b>	71	70	<b>66</b>	75	73	78	<b>51</b>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>50</b>	<b>57</b>	<b>59</b>	53	50	<b>45</b>	49	<b>67</b>	54	<b>59</b>	48	<b>44</b>	<b>45</b>	49	48	49	<b>32</b>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>59</b>	<b>79</b>	<b>73</b>	60	59	<b>53</b>	58	<b>78</b>	63	<b>68</b>	57	57	<b>53</b>	56	56	61	<b>38</b>

# Results by Demographic

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		South Western Sydney Local Health District	Role													
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Respondents		2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index		65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Senior Managers

<b>18a.</b>	The senior managers at my workplace ... are aware of the issues I face in my job	<b>48</b>	49	<b>42</b>	48	<b>57</b>	50	<b>55</b>	44	<b>59</b>	(r)	<b>60</b>	47	<b>19</b>	48
<b>18b.</b>	The senior managers at my workplace ... have a clear direction for the future	<b>41</b>	<b>34</b>	38	<b>36</b>	<b>52</b>	44	<b>50</b>	39	44	(r)	<b>53</b>	40	<b>6</b>	42
<b>18c.</b>	The senior managers at my workplace ... lead by example in creating a positive workplace	<b>43</b>	<b>38</b>	39	43	<b>54</b>	<b>48</b>	<b>48</b>	<b>34</b>	<b>49</b>	(r)	<b>63</b>	<b>36</b>	<b>6</b>	45
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	<b>42</b>	38	<b>35</b>	41	<b>54</b>	<b>48</b>	<b>52</b>	<b>35</b>	41	(r)	<b>60</b>	<b>36</b>	<b>6</b>	46
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	<b>44</b>	41	<b>37</b>	<b>39</b>	<b>54</b>	<b>51</b>	<b>50</b>	47	<b>33</b>	(r)	<b>59</b>	<b>37</b>	<b>13</b>	43

# Results by Demographic

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Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>48</b>	<b>55</b>	45	49	<b>61</b>	<b>63</b>	<b>78</b>	48	<b>43</b>	<b>63</b>	(r)	44	<b>75</b>	48	48	<b>38</b>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>41</b>	<b>50</b>	38	44	<b>54</b>	<b>52</b>	<b>96</b>	41	40	<b>49</b>	(r)	40	<b>58</b>	39	42	<b>29</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>43</b>	<b>51</b>	41	42	<b>61</b>	<b>53</b>	<b>96</b>	44	<b>36</b>	<b>60</b>	(r)	45	<b>67</b>	42	45	<b>25</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>42</b>	<b>48</b>	40	38	<b>60</b>	<b>55</b>	<b>83</b>	41	<b>37</b>	<b>62</b>	(r)	41	<b>75</b>	42	43	<b>19</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>44</b>	<b>50</b>	42	42	<b>58</b>	<b>56</b>	<b>83</b>	43	<b>37</b>	<b>64</b>	(r)	48	<b>67</b>	44	44	<b>20</b>

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Respondents	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Senior Managers

<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job	<b>48</b>	<b>58</b>	<b>56</b>	49	47	45	46	<b>56</b>	46	<b>55</b>	52	50	44	47	<b>42</b>	50	<b>31</b>
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future	<b>41</b>	<b>53</b>	<b>48</b>	43	40	39	41	<b>53</b>	42	<b>53</b>	40	44	41	<b>36</b>	38	40	<b>30</b>
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace	<b>43</b>	<b>60</b>	<b>50</b>	47	42	39	42	<b>55</b>	46	<b>52</b>	45	47	42	40	<b>38</b>	40	<b>24</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>42</b>	<b>62</b>	<b>50</b>	<b>48</b>	43	<b>35</b>	39	<b>55</b>	<b>49</b>	<b>52</b>	45	42	40	38	<b>35</b>	38	<b>22</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>44</b>	<b>65</b>	<b>54</b>	<b>49</b>	43	<b>38</b>	40	<b>60</b>	<b>50</b>	<b>53</b>	44	46	42	<b>39</b>	<b>38</b>	<b>39</b>	<b>22</b>



# Results by Demographic

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		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	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>51</b>	<b>42</b>	50	<b>40</b>	<b>58</b>	<b>62</b>	<b>57</b>	<b>45</b>	<b>36</b>	(r)	<b>73</b>	<b>46</b>	<b>6</b>	<b>45</b>
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	<b>40</b>	42	<b>40</b>	<b>53</b>	<b>52</b>	<b>57</b>	<b>40</b>	<b>28</b>	(r)	<b>77</b>	<b>36</b>	<b>38</b>	44
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	<b>44</b>	49	<b>41</b>	<b>56</b>	<b>56</b>	52	51	<b>38</b>	(r)	<b>62</b>	<b>40</b>	<b>44</b>	47
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>58</b>	<b>53</b>	59	<b>47</b>	61	<b>65</b>	54	56	56	(r)	<b>53</b>	<b>48</b>	<b>44</b>	60
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>56</b>	<b>45</b>	54	<b>50</b>	<b>61</b>	58	<b>70</b>	59	54	(r)	<b>73</b>	52	<b>13</b>	54
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>61</b>	<b>48</b>	57	65	<b>70</b>	61	<b>75</b>	63	64	(r)	<b>76</b>	59	<b>38</b>	58

# 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

	South Western Sydney Local Health District	Manage staff		Management responsibility				Employment status						Gender		
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Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>51</b>	<b>59</b>	49	54	<b>67</b>	53	<b>83</b>	50	50	<b>66</b>	(r)	47	<b>67</b>	50	53	<b>26</b>
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	<b>56</b>	42	49	<b>65</b>	<b>60</b>	<b>92</b>	46	43	<b>54</b>	(r)	<b>36</b>	<b>75</b>	44	47	<b>19</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	<b>59</b>	47	<b>56</b>	<b>61</b>	<b>63</b>	<b>88</b>	49	51	<b>55</b>	(r)	49	<b>83</b>	47	52	<b>24</b>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>58</b>	<b>66</b>	55	<b>64</b>	<b>67</b>	<b>67</b>	<b>96</b>	57	56	<b>75</b>	(r)	58	<b>67</b>	58	59	<b>39</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>56</b>	<b>66</b>	52	<b>63</b>	<b>69</b>	<b>64</b>	<b>92</b>	58	<b>50</b>	60	(r)	<b>44</b>	58	<b>51</b>	58	<b>37</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>61</b>	<b>70</b>	58	65	<b>76</b>	<b>68</b>	<b>100</b>	63	<b>53</b>	63	(r)	59	<b>67</b>	60	62	<b>45</b>

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Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Communication

<b>21.</b> I am kept well informed about what is happening in my workplace	<b>51</b>	<b>61</b>	<b>65</b>	<b>56</b>	49	<b>46</b>	51	<b>70</b>	51	<b>65</b>	50	50	50	49	51	<b>46</b>	<b>26</b>
<b>22.</b> I have a say in decisions which affect my work	<b>46</b>	49	44	47	45	42	50	48	46	50	45	42	47	46	48	50	<b>22</b>
<b>23.</b> I think it is safe to speak up and challenge the way things are done	<b>50</b>	53	<b>57</b>	53	49	46	51	<b>64</b>	50	<b>57</b>	51	<b>45</b>	49	52	47	54	<b>22</b>
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	<b>58</b>	<b>66</b>	<b>65</b>	62	59	54	57	<b>77</b>	62	<b>66</b>	62	55	<b>53</b>	61	54	<b>52</b>	<b>35</b>
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>56</b>	59	54	60	52	56	56	<b>62</b>	<b>50</b>	<b>62</b>	56	55	56	57	57	53	<b>37</b>
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>61</b>	65	63	65	57	61	61	<b>74</b>	<b>52</b>	65	64	59	59	65	61	63	<b>40</b>

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Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>77</b>	80	77	73	74	<b>82</b>	79	<b>71</b>	<b>69</b>	(r)	<b>83</b>	<b>86</b>	<b>38</b>	<b>68</b>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>76</b>	<b>65</b>	<b>66</b>	78	<b>81</b>	<b>90</b>	<b>89</b>	78	<b>50</b>	(r)	<b>83</b>	<b>88</b>	<b>69</b>	80
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>59</b>	57	62	<b>46</b>	58	<b>70</b>	63	<b>47</b>	<b>32</b>	(r)	<b>77</b>	55	<b>0</b>	55

# 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

	South Western Sydney 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	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>77</b>	80	76	77	81	<b>84</b>	<b>92</b>	76	77	78	(r)	76	<b>83</b>	74	78	<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>76</b>	76	76	72	<b>82</b>	78	<b>92</b>	77	75	76	(r)	<b>66</b>	<b>58</b>	75	77	<b>62</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>59</b>	<b>69</b>	56	<b>64</b>	<b>76</b>	<b>71</b>	<b>92</b>	59	57	<b>72</b>	(r)	<b>53</b>	58	56	61	<b>37</b>

# Results by Demographic

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Respondents	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Training and Development Opportunities

25. I have received the appropriate training and development to do my job effectively	<b>77</b>	77	80	76	77	75	77	<b>82</b>	79	<b>83</b>	73	74	75	77	80	77	<b>59</b>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	<b>76</b>	77	80	79	76	75	74	<b>81</b>	72	80	73	78	72	77	75	78	<b>61</b>
27. I am encouraged to take opportunities to learn new skills and have new experiences	<b>59</b>	<b>70</b>	63	59	61	<b>54</b>	61	<b>77</b>	<b>66</b>	<b>64</b>	60	57	58	60	58	55	<b>24</b>

# Results by Demographic

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	South Western Sydney 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	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>43</b>	<b>31</b>	41	<b>35</b>	<b>50</b>	<b>53</b>	46	<b>33</b>	41	(r)	<b>50</b>	44	<b>19</b>	41
29. I am able to achieve a healthy work/life balance most of the time	<b>61</b>	<b>49</b>	<b>56</b>	61	64	<b>67</b>	<b>73</b>	64	<b>54</b>	(r)	<b>80</b>	57	<b>56</b>	63
30. There are mechanisms in place to support me if I experience stress or pressure	<b>53</b>	<b>40</b>	52	<b>48</b>	53	<b>68</b>	<b>63</b>	<b>41</b>	<b>41</b>	(r)	<b>70</b>	54	50	<b>47</b>
31. Reasonable expectations are placed on staff according to their position	<b>53</b>	55	50	50	55	<b>61</b>	<b>59</b>	56	51	(r)	57	54	<b>44</b>	52
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>66</b>	67	<b>59</b>	<b>56</b>	<b>71</b>	<b>79</b>	<b>76</b>	62	<b>79</b>	(r)	<b>73</b>	68	<b>50</b>	66

# Results by Demographic

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Respondents	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>43</b>	<b>49</b>	41	46	47	<b>53</b>	<b>83</b>	43	39	<b>53</b>	(r)	<b>48</b>	<b>75</b>	43	44	<b>24</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>61</b>	59	61	61	58	62	<b>38</b>	57	<b>69</b>	64	(r)	<b>72</b>	<b>92</b>	<b>52</b>	63	<b>40</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>53</b>	<b>58</b>	52	56	<b>62</b>	53	<b>75</b>	52	54	<b>59</b>	(r)	53	<b>75</b>	50	55	<b>29</b>
31. Reasonable expectations are placed on staff according to their position	<b>53</b>	56	53	56	<b>58</b>	57	<b>63</b>	51	<b>58</b>	<b>62</b>	(r)	50	<b>83</b>	52	55	<b>31</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>66</b>	70	64	68	70	<b>75</b>	<b>96</b>	64	68	<b>76</b>	(r)	<b>59</b>	<b>83</b>	66	67	<b>43</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

	South Western Sydney Local Health District	Length of Service at NSW Health						Age Group										
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Respondents	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Work Environment

28. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>43</b>	<b>52</b>	<b>48</b>	<b>49</b>	44	39	39	<b>64</b>	47	<b>50</b>	45	44	<b>37</b>	<b>38</b>	<b>38</b>	42	<b>27</b>
29. I am able to achieve a healthy work/life balance most of the time	<b>61</b>	64	60	62	59	60	62	65	<b>50</b>	<b>68</b>	57	61	59	63	65	<b>68</b>	<b>33</b>
30. There are mechanisms in place to support me if I experience stress or pressure	<b>53</b>	<b>59</b>	<b>62</b>	55	53	50	53	<b>62</b>	52	<b>61</b>	53	54	55	51	52	56	<b>29</b>
31. Reasonable expectations are placed on staff according to their position	<b>53</b>	<b>67</b>	<b>65</b>	55	56	50	<b>48</b>	<b>70</b>	51	<b>64</b>	51	54	53	49	53	56	<b>29</b>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	<b>66</b>	<b>73</b>	<b>74</b>	68	64	65	63	<b>77</b>	67	69	65	69	64	64	65	65	<b>43</b>

# Results by Demographic

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		South Western Sydney 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		2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68
Employee Engagement Index		65	58	61	63	69	72	70	57	54	(r)	82	62	58	71
<b>Unacceptable Behaviour</b>															
<b>34a.</b>	Do you currently ... know how to report occurrences of these types of behaviour?	<b>83</b>	<span style="color: red;">59</span>	<span style="color: green;">89</span>	81	85	87	<span style="color: red;">73</span>	<span style="color: red;">65</span>	<span style="color: green;">90</span>	(r)	87	84	<span style="color: red;">63</span>	86
<b>34b.</b>	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>45</b>	<span style="color: red;">28</span>	42	<span style="color: red;">39</span>	<span style="color: green;">56</span>	<span style="color: green;">54</span>	41	<span style="color: red;">37</span>	<span style="color: red;">33</span>	(r)	<span style="color: green;">53</span>	48	<span style="color: red;">19</span>	<span style="color: green;">52</span>

# Results by Demographic

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Respondents	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Unacceptable Behaviour

<b>34a.</b> Do you currently ... know how to report occurrences of these types of behaviour?	<b>83</b>	<span style="background-color: green;">92</span>	80	<span style="background-color: green;">93</span>	<span style="background-color: green;">91</span>	<span style="background-color: green;">89</span>	<span style="background-color: green;">100</span>	85	82	<span style="background-color: red;">77</span>	(r)	<span style="background-color: red;">70</span>	<span style="background-color: red;">50</span>	<span style="background-color: red;">77</span>	85	83
<b>34b.</b> Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>45</b>	<span style="background-color: green;">52</span>	42	49	<span style="background-color: green;">51</span>	<span style="background-color: green;">53</span>	<span style="background-color: green;">100</span>	44	44	<span style="background-color: green;">53</span>	(r)	<span style="background-color: red;">32</span>	<span style="background-color: green;">67</span>	42	46	<span style="background-color: red;">31</span>

# Results by Demographic

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Employee Engagement Index		65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	
<b>Unacceptable Behaviour</b>																			
34a.	Do you currently ... know how to report occurrences of these types of behaviour?	<b>83</b>	<b>73</b>	<b>70</b>	<b>78</b>	81	86	<b>90</b>	<b>76</b>	<b>76</b>	80	81	86	82	87	<b>91</b>	83	84	
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?	<b>45</b>	<b>55</b>	48	48	44	41	44	<b>54</b>	45	44	44	46	45	47	<b>39</b>	46	<b>30</b>	

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Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>57</b>	<b>38</b>	55	60	<b>67</b>	53	<b>65</b>	<b>68</b>	<b>63</b>	(r)	<b>63</b>	55	<b>44</b>	61
36. In my workplace patient safety is at the centre of all decision making	<b>67</b>	63	66	63	69	<b>73</b>	<b>57</b>	65	<b>76</b>	(r)	<b>57</b>	66	<b>38</b>	70
37. My team's objectives/work plans are clearly outlined	<b>66</b>	65	64	<b>60</b>	68	<b>73</b>	<b>75</b>	66	<b>53</b>	(r)	<b>87</b>	<b>59</b>	<b>31</b>	<b>57</b>
38. Our objectives/work plans help us to deliver a quality service	<b>65</b>	62	63	<b>57</b>	69	<b>71</b>	<b>70</b>	69	<b>53</b>	(r)	<b>73</b>	<b>55</b>	<b>38</b>	<b>59</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>52</b>	<b>43</b>	<b>47</b>	49	<b>60</b>	<b>57</b>	<b>70</b>	54	<b>42</b>	(r)	<b>69</b>	54	<b>19</b>	48

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Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Service Delivery

35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>57</b>	56	58	56	57	53	<b>75</b>	57	56	<b>62</b>	(r)	<b>62</b>	<b>75</b>	<b>51</b>	60	<b>38</b>
36. In my workplace patient safety is at the centre of all decision making	<b>67</b>	<b>72</b>	65	70	<b>74</b>	68	<b>100</b>	68	63	69	(r)	70	<b>75</b>	67	68	<b>47</b>
37. My team's objectives/work plans are clearly outlined	<b>66</b>	<b>76</b>	62	<b>71</b>	<b>84</b>	<b>72</b>	<b>92</b>	66	62	<b>79</b>	(r)	<b>60</b>	<b>75</b>	67	66	<b>47</b>
38. Our objectives/work plans help us to deliver a quality service	<b>65</b>	<b>72</b>	62	67	<b>82</b>	69	<b>92</b>	64	62	<b>75</b>	(r)	68	<b>83</b>	63	66	<b>40</b>
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>52</b>	<b>60</b>	49	56	<b>66</b>	<b>60</b>	<b>79</b>	52	50	<b>66</b>	(r)	52	<b>42</b>	50	53	<b>32</b>

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Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	
<b>Service Delivery</b>																		
35. My work environment allows me to deliver the best possible services (patient care or support services)	<b>57</b>	<b>63</b>	<b>67</b>	55	56	56	58	<b>68</b>	<b>51</b>	61	54	54	56	60	58	<b>62</b>	<b>38</b>	
36. In my workplace patient safety is at the centre of all decision making	<b>67</b>	70	<b>72</b>	66	64	68	66	<b>76</b>	63	66	65	67	63	<b>73</b>	67	71	<b>49</b>	
37. My team's objectives/work plans are clearly outlined	<b>66</b>	<b>73</b>	<b>77</b>	64	66	63	66	<b>77</b>	69	69	68	65	66	70	<b>57</b>	66	<b>42</b>	
38. Our objectives/work plans help us to deliver a quality service	<b>65</b>	<b>73</b>	<b>74</b>	61	65	62	66	<b>80</b>	65	67	66	61	64	66	61	<b>70</b>	<b>46</b>	
39. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>52</b>	<b>61</b>	<b>62</b>	50	52	50	50	<b>61</b>	55	56	49	51	50	54	49	54	<b>33</b>	

# Results by Demographic

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Respondents	2293	136	821	223	303	396	85	115	40	(r)	31	56	16	68	
Employee Engagement Index	65	58	61	63	69	72	70	57	54	(r)	82	62	58	71	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>69</b>	<b>62</b>	65	68	72	<b>78</b>	<b>75</b>	<b>63</b>	66	(r)	<b>90</b>	<b>64</b>	69	<b>75</b>
41. I would recommend my workplace as a good place to work	<b>60</b>	<b>55</b>	56	56	62	<b>70</b>	61	<b>54</b>	<b>45</b>	(r)	<b>80</b>	<b>55</b>	63	<b>65</b>
42. I feel motivated to contribute more than what is normally required at work	<b>62</b>	61	<b>57</b>	62	<b>68</b>	<b>69</b>	<b>71</b>	58	<b>47</b>	(r)	<b>83</b>	58	<b>38</b>	<b>72</b>
43. I have a strong sense of belonging to my workplace	<b>63</b>	<b>55</b>	61	60	67	<b>68</b>	67	<b>55</b>	<b>53</b>	(r)	<b>73</b>	60	<b>56</b>	67
44. Overall I am satisfied to be working here at the present time	<b>65</b>	<b>59</b>	61	64	<b>71</b>	<b>73</b>	<b>76</b>	<b>56</b>	<b>55</b>	(r)	<b>80</b>	64	69	<b>70</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>54</b>	<b>45</b>	53	<b>45</b>	58	<b>64</b>	<b>65</b>	<b>41</b>	50	(r)	57	51	<b>44</b>	53
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>36</b>	32	37	32	<b>43</b>	36	<b>41</b>	<b>22</b>	<b>29</b>	(r)	<b>43</b>	36	<b>13</b>	39



# Results by Demographic

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	South Western Sydney 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	2293	579	1686	310	163	73	24	1573	500	136	(r)	63	12	423	1775	79
Employee Engagement Index	65	70	63	66	73	75	90	63	65	79	(r)	72	82	62	67	36

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>69</b>	<b>75</b>	67	71	<b>78</b>	<b>79</b>	<b>96</b>	67	70	<b>80</b>	(r)	<b>80</b>	<b>92</b>	66	71	<b>39</b>
41. I would recommend my workplace as a good place to work	<b>60</b>	<b>65</b>	58	60	<b>67</b>	<b>78</b>	<b>83</b>	57	61	<b>78</b>	(r)	<b>69</b>	<b>83</b>	57	62	<b>26</b>
42. I feel motivated to contribute more than what is normally required at work	<b>62</b>	<b>69</b>	60	63	<b>74</b>	<b>75</b>	<b>92</b>	60	62	<b>81</b>	(r)	<b>69</b>	<b>75</b>	61	64	<b>38</b>
43. I have a strong sense of belonging to my workplace	<b>63</b>	<b>69</b>	61	67	<b>68</b>	<b>70</b>	<b>92</b>	62	61	<b>72</b>	(r)	64	<b>75</b>	60	64	<b>36</b>
44. Overall I am satisfied to be working here at the present time	<b>65</b>	66	65	62	<b>71</b>	<b>71</b>	<b>79</b>	63	66	<b>80</b>	(r)	<b>75</b>	<b>83</b>	62	67	<b>39</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>54</b>	<b>60</b>	52	57	<b>63</b>	<b>60</b>	<b>96</b>	53	53	<b>67</b>	(r)	57	<b>73</b>	50	56	<b>31</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>36</b>	<b>42</b>	34	38	<b>43</b>	<b>47</b>	<b>88</b>	37	<b>31</b>	<b>42</b>	(r)	36	33	36	37	<b>18</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

	South Western Sydney 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	2293	137	126	311	488	684	533	110	223	242	236	257	264	357	285	195	88	
Employee Engagement Index	65	79	76	63	63	61	66	80	61	67	64	62	64	67	65	71	38	

## Your Workplace

40. Overall I am proud to be a part of this workplace	<b>69</b>	<b>82</b>	<b>79</b>	67	66	67	69	<b>85</b>	67	73	67	67	68	71	68	<b>75</b>	<b>40</b>
41. I would recommend my workplace as a good place to work	<b>60</b>	<b>78</b>	<b>69</b>	60	57	56	60	<b>74</b>	57	64	63	56	57	63	57	<b>65</b>	<b>29</b>
42. I feel motivated to contribute more than what is normally required at work	<b>62</b>	<b>78</b>	<b>80</b>	59	61	58	63	<b>84</b>	<b>57</b>	63	62	60	63	62	62	<b>70</b>	<b>37</b>
43. I have a strong sense of belonging to my workplace	<b>63</b>	<b>69</b>	<b>74</b>	59	60	60	66	<b>75</b>	<b>57</b>	65	63	61	63	65	63	<b>68</b>	<b>36</b>
44. Overall I am satisfied to be working here at the present time	<b>65</b>	<b>79</b>	<b>78</b>	66	65	61	65	<b>84</b>	64	65	63	63	63	68	66	<b>70</b>	<b>38</b>
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>54</b>	<b>66</b>	<b>64</b>	55	53	51	53	<b>66</b>	55	<b>59</b>	56	54	50	55	<b>49</b>	<b>61</b>	<b>31</b>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>36</b>	34	<b>46</b>	36	37	34	37	39	32	<b>44</b>	34	40	37	39	<b>31</b>	35	<b>22</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	Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).
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

$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
$\frac{7753}{18750 + 7753} \times 1661 = 486$ 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:

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

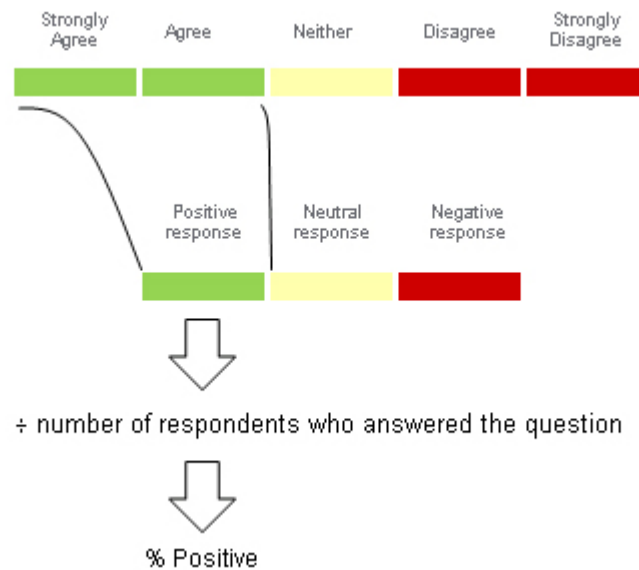
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

# 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.