

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

ACTUAL RESPONSES

21%

2% Confidence Interval

ESTIMATED RESPONSE RATE

65%

2011: 60%

ENGAGEMENT INDEX

52%

2011: 46%

WORKPLACE CULTURE INDEX

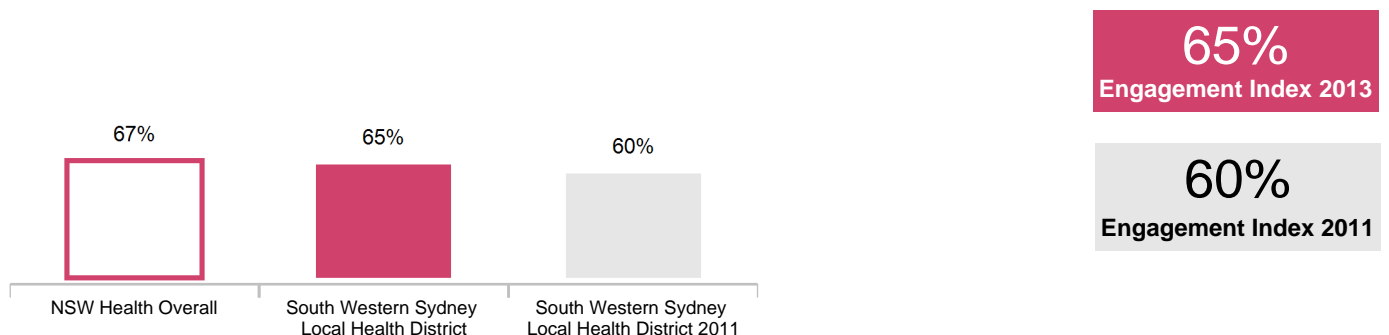
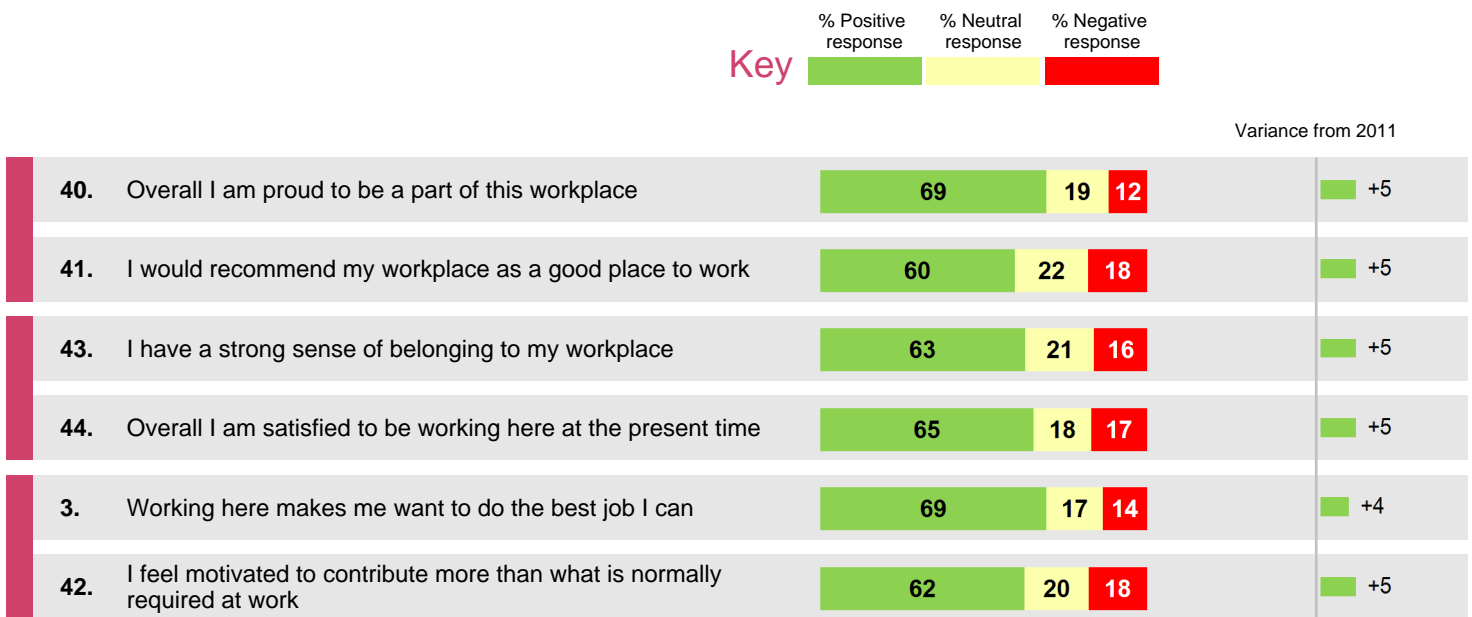
Employee Engagement Index

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:

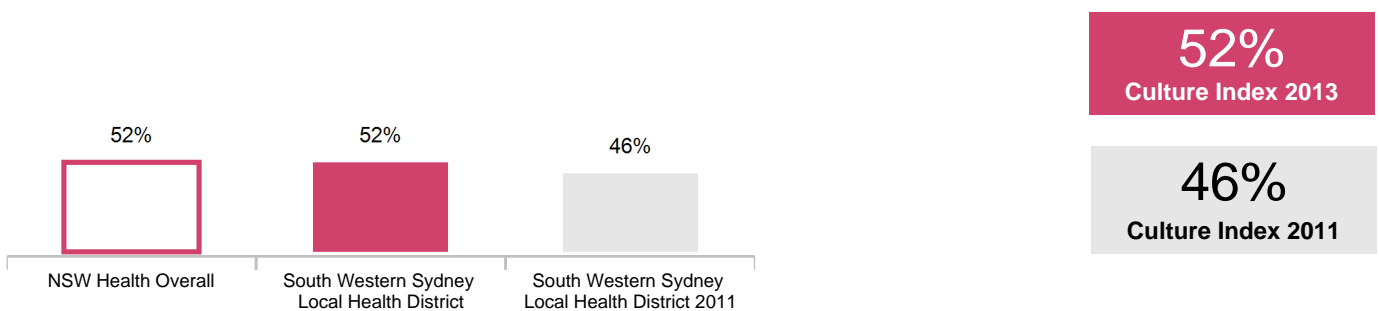


Employee Workplace Culture Index

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

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.



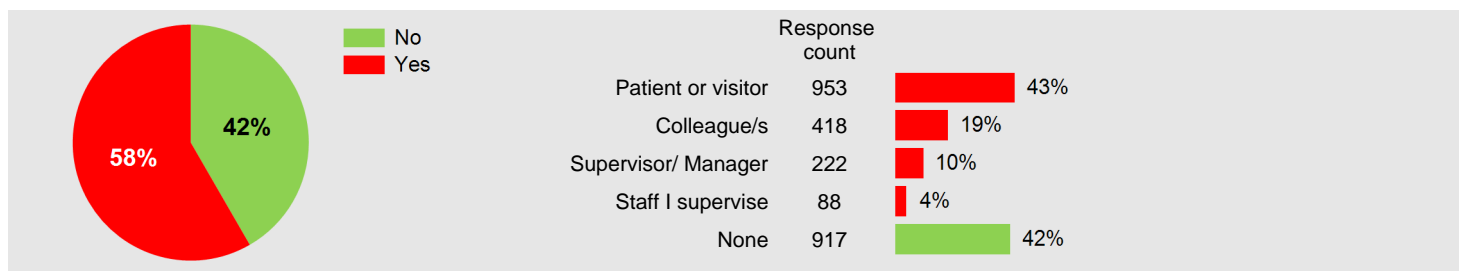
- 16% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 78% ■ Proportion of questions below the benchmark by 1 or more percentage points

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

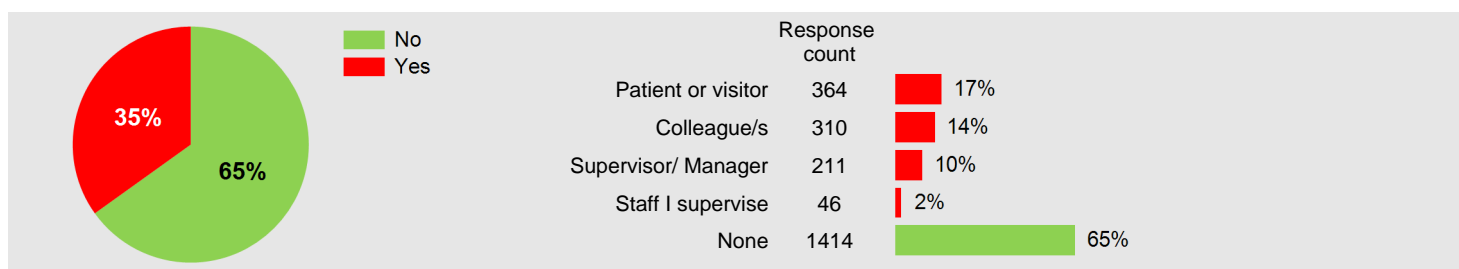
Unacceptable Behaviour

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

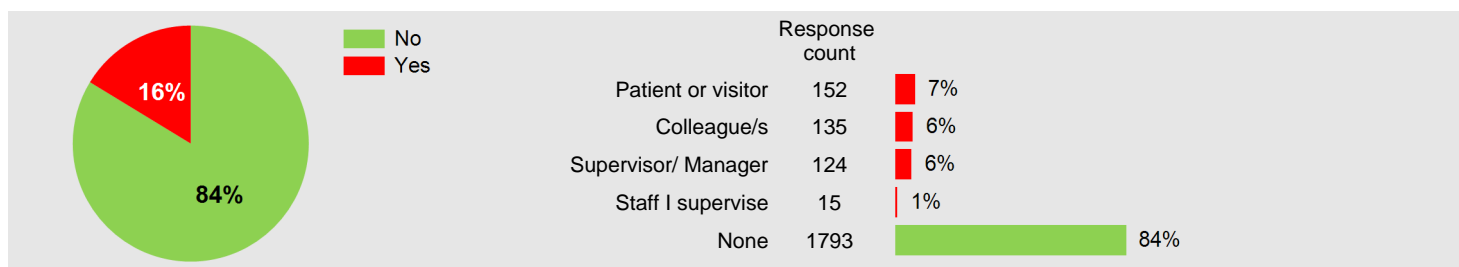
33a. In the last 12 months, I have been verbally abused by a ...



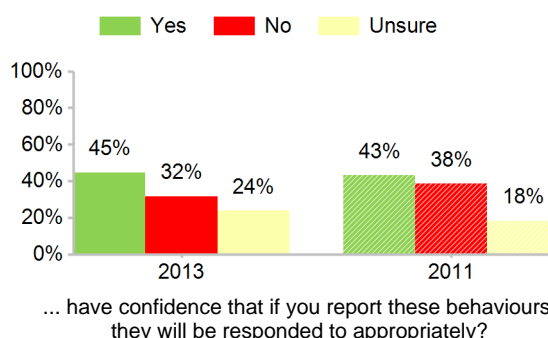
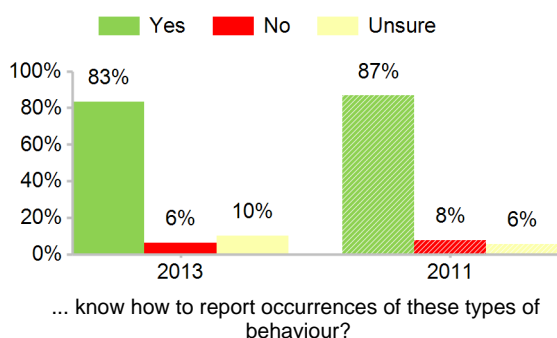
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	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	62	68	68
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				
Key A question identified as being a key driver of employee engagement							
Being valued				58	52	59	63
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				
Key A question identified as being a key driver of employee engagement							
					At least 1% greater than comparator		At least 1% less than comparator
Your Line Manager				60	57	62	60
15a. My line manager ... recognises and acknowledges when I have done my job well	62	18	20	62	59	64	62
15b. My line manager ... treats all staff in my team fairly	60	17	23	60	57	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	59	19	23	59	56	60	60
15d. My line manager ... treats me with respect	74	14	12	74	71	75	74
16. I receive regular and constructive feedback on my performance	50	24	27	50	45	49	49
17. 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				
Key	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
Senior Managers								
	18a. The senior managers at my workplace ... are aware of the issues I face in my job	48	22	30	48	39	46	44
	18b. The senior managers at my workplace ... have a clear direction for the future	41	33	26	41	33	40	44
	18c. The senior managers at my workplace ... lead by example in creating a positive workplace	43	27	29	43	35	41	38
K	19. There is a positive relationship between senior management and staff in my workplace	42	27	31	42	32	40	36
K	20. Overall, I have confidence in the decisions made by my senior managers	44	29	27	44	35	42	40

All Questions

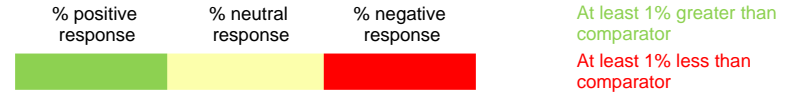
This section shows the breakdown of responses to each question

	% positive response	% neutral response	% negative response				
Key A question identified as being a key driver of employee engagement					At least 1% greater than comparator	At least 1% less than comparator	
				% Positive Score	South Western Sydney Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Communication				54	47	53	55
21. I am kept well informed about what is happening in my workplace				51	46	50	49
22. I have a say in decisions which affect my work				46	41	46	42
23. I think it is safe to speak up and challenge the way things are done				50	46	51	53
24a. Where I work, we share the lessons learnt when mistakes are made				58	54	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for				56		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation				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
25. I have received the appropriate training and development to do my job effectively	77	13	11	77	67	69	73
26. 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
27. 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
K	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

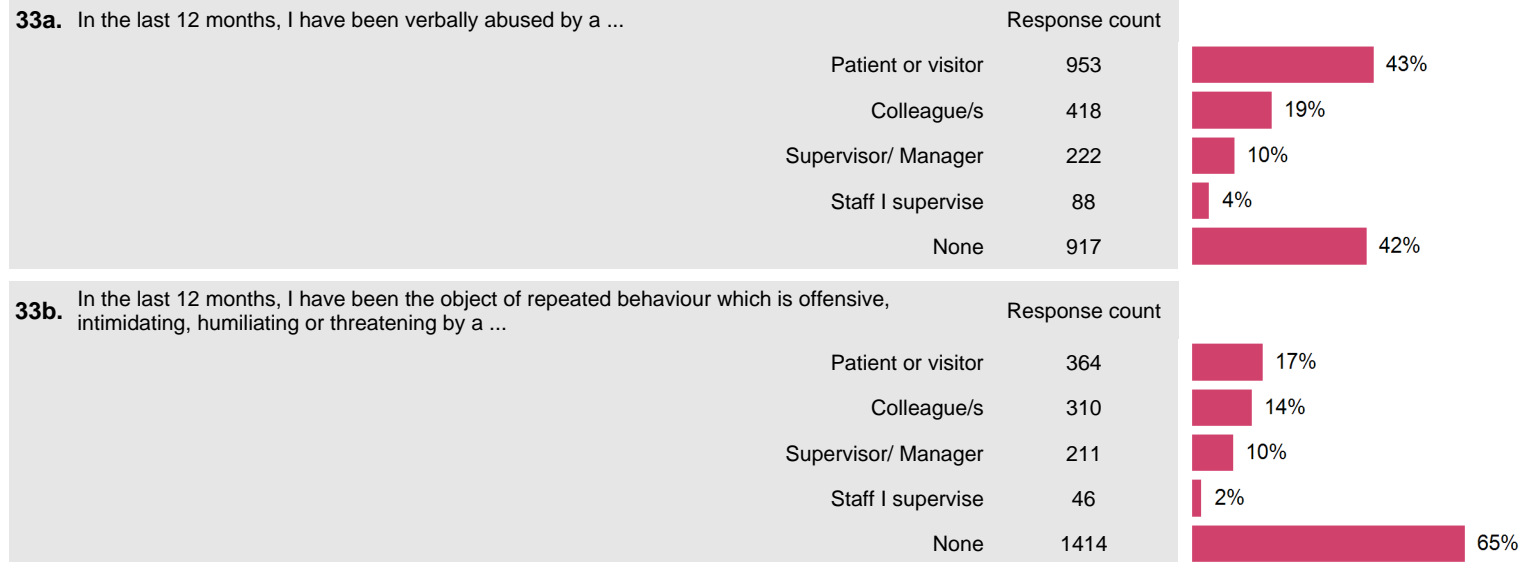
All Questions

This section shows the breakdown of responses to each question

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

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

Unacceptable Behaviour



All Questions

This section shows the breakdown of responses to each question

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

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

Unacceptable Behaviour

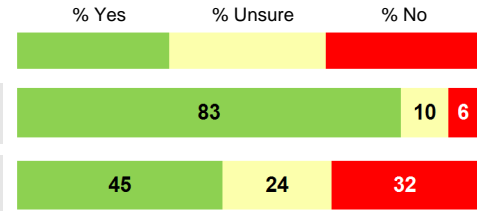
33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

Response	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

	% positive response	% neutral response	% negative response	% 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

Key	A question identified as being a key driver of employee engagement	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				
Your Workplace					59	54	60	62
	40. Overall I am proud to be a part of this workplace	69	19	12	69	64	71	73
	41. I would recommend my workplace as a good place to work	60	22	18	60	55	62	63
	42. I feel motivated to contribute more than what is normally required at work	62	20	18	62	57	65	64
	43. I have a strong sense of belonging to my workplace	63	21	16	63	58	64	66
	44. Overall I am satisfied to be working here at the present time	65	18	17	65	60	67	71
K	45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	54	29	17	54		56	58
K	46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	30	36	29	36	38

Guide to using this report

Methodology

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

Questionnaire design

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

Data collection

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

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

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

Estimated Response Rate Calculation

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

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

Example calculation for NSW Health Overall:

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

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

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

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

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

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

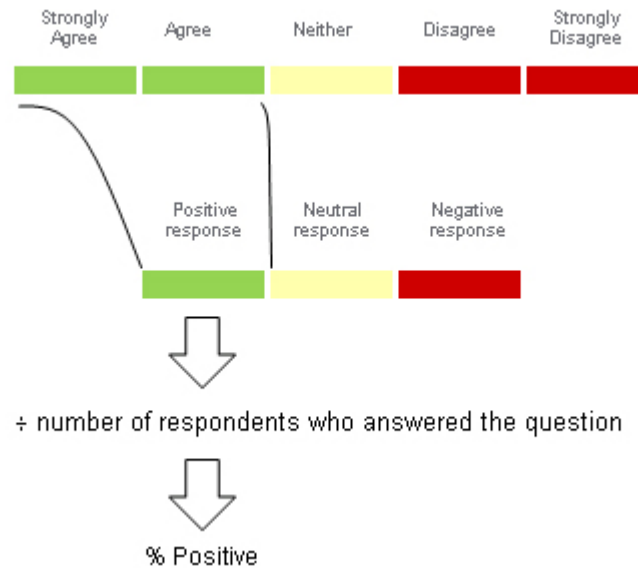
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

Guide to using this report

% Positive

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



Index and Section Scores

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

Rounding

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

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

Trend data

Comparisons to the previous survey relate to the results from the 2011 YourSay Workplace Survey. Questions 4 and 39 were negatively worded in 2011 and so are not directly comparable to 2013 results. Questions 33a and 33b specifically excluded patients and visitors from the inappropriate behaviour and are not directly comparable to 2013 results. Questions 24b, 24c and 33c were introduced to the survey in 2013 and therefore do not have trend data.

Benchmark data

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