

**82%**

2013: 79%

**ENGAGEMENT INDEX**

**69%**

2013: 64%

**WORKPLACE CULTURE INDEX**

**76**

2013: 66

**ACTUAL RESPONSES**

**78%**

2013: 93%  
4% Confidence Interval

**ESTIMATED RESPONSE RATE**

## Employee Engagement Index

### Say

*% Positive*      *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	<b>88</b>	<b>+5</b>
45.	I would recommend my workplace as a good place to work	<b>82</b>	<b>+6</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>75</b>	<b>+6</b>
48.	Overall I am satisfied to be working here at the present time	<b>82</b>	<b>+4</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>82</b>	<b>-2</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>83</b>	<b>-3</b>

## Key Questions to focus on

Questions which have been identified by statistical analysis as the most important for your team

	<i>% Positive</i>	<i>Variance from 2013</i>
18b. The senior managers at my workplace have a clear direction for the future	<b>63</b>	<b>+2</b>
24. I have a say in decisions which affect my work	<b>62</b>	<b>+3</b>
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>46</b>	<b>+19</b>
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>72</b>	<b>+8</b>
18a. The senior managers at my workplace are aware of the issues I face in my job	<b>66</b>	<b>+6</b>
50. There is a positive culture in my workplace	<b>74</b>	<b>-</b>

## In this report

### HEADLINES

A top line summary of key insights

### COMPARISONS

Score summary against selected comparators

### ALL QUESTIONS

Detailed results for the entire question set

### GUIDE

A guide on how to interpret the results

### ACTION

Initiatives for maintaining and improving engagement

## 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
Service Delivery	80
Your Job	80
Your Line Manager	79

Questions	% Positive
40. In my workplace patient safety is at the centre of all decision making	96
44. Overall I am proud to be a part of this workplace	88
15d. My line manager treats me with respect	84
32. I am able to achieve a healthy work/life balance most of the time	84
5. I have sufficient control over my work so I can do my job well	83

### Lowlights

Sections	% Positive
Work Environment	67
Senior Managers	69
Communication	71

Questions	% Positive
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47
26. Where I work, we share the lessons learnt when mistakes are made	61
33. There are mechanisms in place to support me if I experience stress or pressure	62
24. I have a say in decisions which affect my work	62

## Most Improved and Least Improved since 2013

This section shows the three most improved sections and five most improved questions since 2013. It also shows the three sections and five questions that have least improved since 2013.

### Most improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	75	+11
Work Environment	67	+11
Service Delivery	80	+8

Questions	% Positive	Variance from 2013
23. I am kept well informed about what is happening in my workplace	70	+23
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	+19
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	+19
19. There is a positive relationship between senior management and staff in my workplace	75	+17
39. My work environment allows me to deliver the best possible services (patient care or support services)	82	+16

### Least improved

Sections	% Positive	Variance from 2013
Your Team	73	+2
Your Job	80	+3
Your Line Manager	79	+3




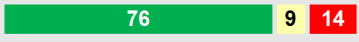
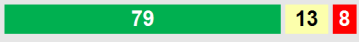
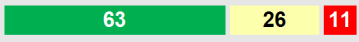









Questions	% Positive	Variance from 2013
15a. My line manager recognises and acknowledges when I have done my job well	79	-9
9. People in my team are honest and open	68	-7
1. My job makes good use of my skills and abilities	80	-5
46. I feel motivated to contribute more than what is normally required at work	83	-3
3. Working here makes me want to do the best job I can	82	-2

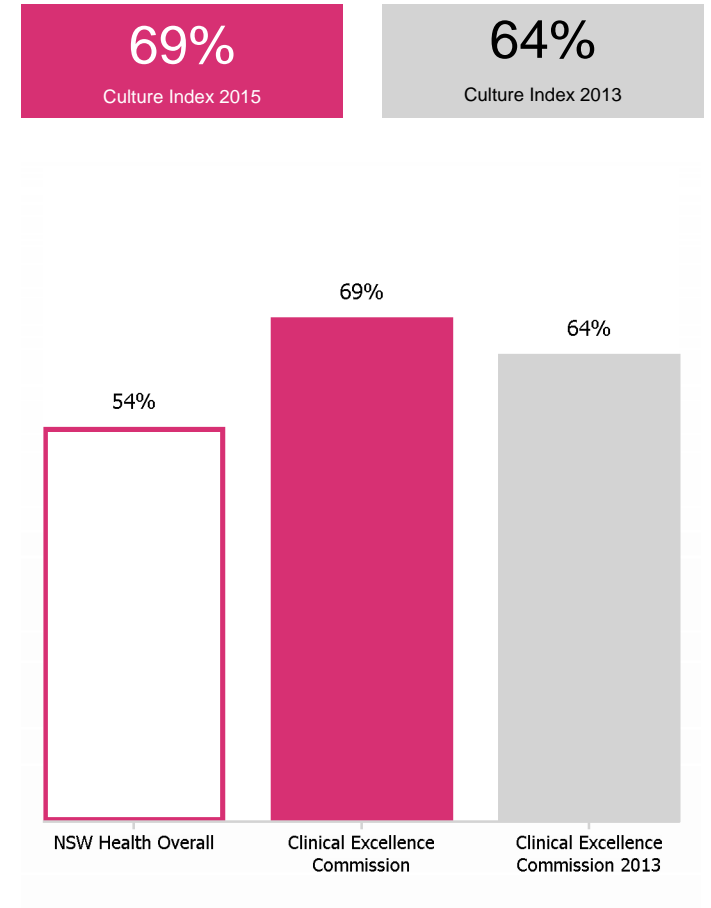
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# 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 is an average of the following scores:

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		70	16	14	+5
12. I believe I am valued for what I can offer at my workplace		78	9	13	+2
13. In my workplace, we recognise our successes and innovations		78	14	8	+2
14. Staff are treated respectfully regardless of their job		76	9	14	+16
17. Overall, I have confidence in the decisions made by my line manager		79	13	8	0
18b. The senior managers at my workplace have a clear direction for the future		63	26	11	+2
18c. The senior managers at my workplace lead by example in creating a positive workplace		72	14	13	+8
20. Overall, I have confidence in the decisions made by my senior managers		74	18	8	+3
24. I have a say in decisions which affect my work		62	20	18	+3
25. I think it is safe to speak up and challenge the way things are done		70	11	20	+1
26. Where I work, we share the lessons learnt when mistakes are made		61	18	21	+7
31. I have confidence in the processes that my workplace uses to resolve staff conflict		46	33	21	+19
41. My team's objectives/ work plans are clearly outlined		79	8	13	+8
42. Our objectives/work plans help us to deliver a quality service		79	13	8	-1
51. Overall, I believe the culture at my workplace has improved in the last 12 months		47	41	12	+8



# Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



- 82% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 4% ■ Proportion of questions in line with 2013 scores
- 14% ■ Proportion of questions below 2013 scores by 1 or more percentage points

NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
23. I am kept well informed about what is happening in my workplace	<b>70</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +23
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>83</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +19
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>46</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +19
19. There is a positive relationship between senior management and staff in my workplace	<b>75</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +17
39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>82</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +16
14. Staff are treated respectfully regardless of their job	<b>76</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +16
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>80</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +14
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>80</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +14
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>80</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +13
40. In my workplace patient safety is at the centre of all decision making	<b>96</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +11
28. I have received the appropriate training and development to do my job effectively	<b>74</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +10
32. I am able to achieve a healthy work/life balance most of the time	<b>84</b>	<span style="background-color: #92d050; display: inline-block; width: 20px; height: 10px;"></span> +10

# Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



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	<i>% Positive</i>	<i>Variance from 2013</i>
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>67</b>	<span style="color: green;">■</span> +10
16. I receive regular and constructive feedback on my performance	<b>72</b>	<span style="color: green;">■</span> +9
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>72</b>	<span style="color: green;">■</span> +9
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>47</b>	<span style="color: green;">■</span> +8
10. My team resolves conflict quickly when it arises	<b>70</b>	<span style="color: green;">■</span> +8
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>72</b>	<span style="color: green;">■</span> +8
41. My team's objectives/ work plans are clearly outlined	<b>79</b>	<span style="color: green;">■</span> +8
4. The right amount of approvals are required for routine decisions	<b>72</b>	<span style="color: green;">■</span> +7
26. Where I work, we share the lessons learnt when mistakes are made	<b>61</b>	<span style="color: green;">■</span> +7
47. I have a strong sense of belonging to my workplace	<b>75</b>	<span style="color: green;">■</span> +6
15b. My line manager treats all staff in my team fairly	<b>80</b>	<span style="color: green;">■</span> +6
34. Reasonable expectations are placed on staff according to their position	<b>68</b>	<span style="color: green;">■</span> +6
45. I would recommend my workplace as a good place to work	<b>82</b>	<span style="color: green;">■</span> +6

# Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



82% ■ Proportion of questions above 2013 scores by 1 or more percentage points

4% ■ Proportion of questions in line with 2013 scores

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NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>66</b>	<span style="color: green;">■</span> +6
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	<b>66</b>	<span style="color: green;">■</span> +5
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	<b>76</b>	<span style="color: green;">■</span> +5
<b>44.</b> Overall I am proud to be a part of this workplace	<b>88</b>	<span style="color: green;">■</span> +5
<b>11.</b> Morale is good in my team	<b>70</b>	<span style="color: green;">■</span> +5
<b>48.</b> Overall I am satisfied to be working here at the present time	<b>82</b>	<span style="color: green;">■</span> +4
<b>5.</b> I have sufficient control over my work so I can do my job well	<b>83</b>	<span style="color: green;">■</span> +4
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>74</b>	<span style="color: green;">■</span> +3
<b>24.</b> I have a say in decisions which affect my work	<b>62</b>	<span style="color: green;">■</span> +3
<b>12.</b> I believe I am valued for what I can offer at my workplace	<b>78</b>	<span style="color: green;">■</span> +2
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>78</b>	<span style="color: green;">■</span> +2
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	<b>79</b>	<span style="color: green;">■</span> +2
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>63</b>	<span style="color: green;">■</span> +2

# Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



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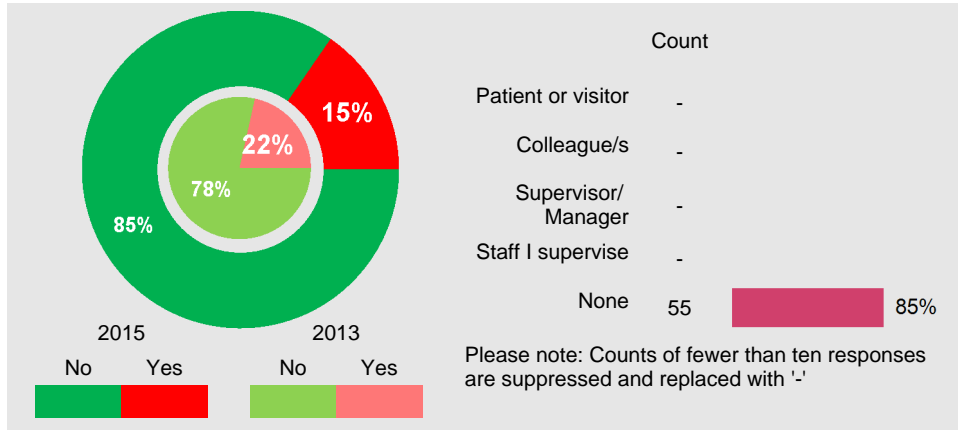
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>80</b>	+1
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>82</b>	+1
<b>33.</b> There are mechanisms in place to support me if I experience stress or pressure	<b>62</b>	+1
<b>25.</b> I think it is safe to speak up and challenge the way things are done	<b>70</b>	+1
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>79</b>	0
<b>15d.</b> My line manager treats me with respect	<b>84</b>	0
<b>42.</b> Our objectives/work plans help us to deliver a quality service	<b>79</b>	-1
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	<b>82</b>	-2
<b>3.</b> Working here makes me want to do the best job I can	<b>82</b>	-2
<b>46.</b> I feel motivated to contribute more than what is normally required at work	<b>83</b>	-3
<b>1.</b> My job makes good use of my skills and abilities	<b>80</b>	-5
<b>9.</b> People in my team are honest and open	<b>68</b>	-7
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	<b>79</b>	-9

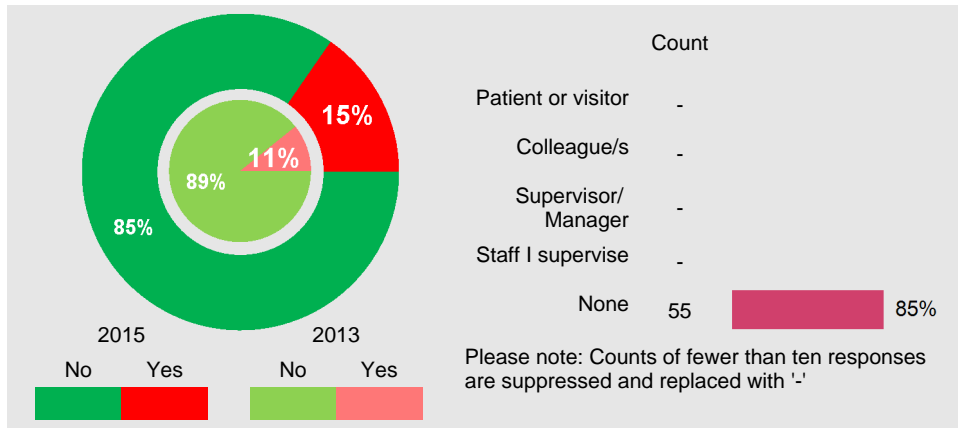
# Unacceptable Behaviour

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

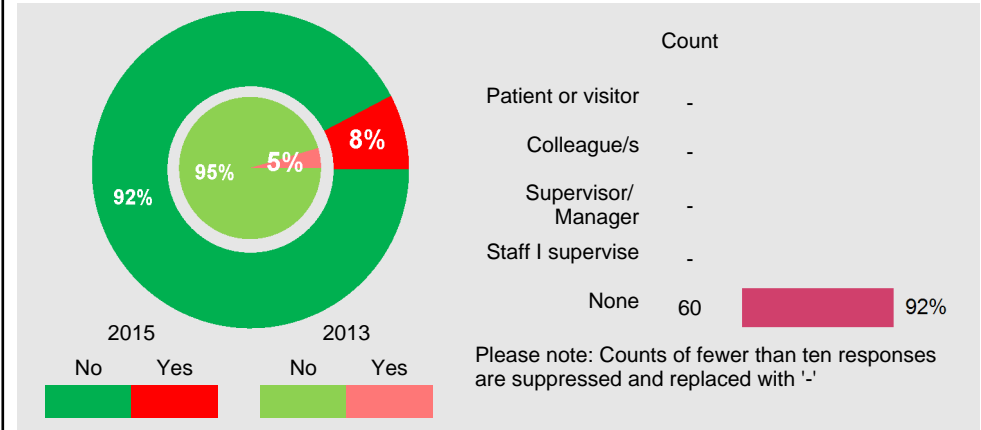
37a. In the last 12 months, I have been verbally abused by a ...



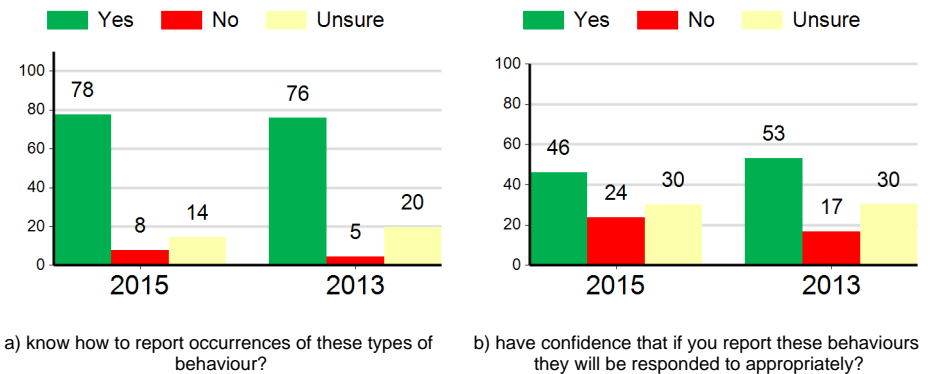
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



37c. 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 ...



38. Do you currently ...





# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
1. My job makes good use of my skills and abilities	80	5	14	80	85	81
2. I feel I am able to suggest ideas to improve our ways of doing things	82	14	4	82	83	69
3. Working here makes me want to do the best job I can	82	12	7	82	83	72
4. The right amount of approvals are required for routine decisions	72	14	13	72	65	52
5. I have sufficient control over my work so I can do my job well	83	11	7	83	79	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	80	13	7	80	67	62

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator

■ At least 1 percentage point less than comparator

## Your Team

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	12	12	76	71	69
8.	In my team we generally acknowledge one another's efforts and achievements	79	12	9	79	77	70
9.	People in my team are honest and open	68	17	14	68	76	64
10.	My team resolves conflict quickly when it arises	70	16	14	70	62	53
11.	Morale is good in my team	70	16	14	70	65	53

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>12.</b> I believe I am valued for what I can offer at my workplace	78	9	13	78	76	63
<b>13.</b> In my workplace, we recognise our successes and innovations	78	14	8	78	76	57
<b>14.</b> Staff are treated respectfully regardless of their job	76	9	14	76	61	62

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Your Line Manager

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>15a.</b>	My line manager recognises and acknowledges when I have done my job well	79	16	5	79	88	65
<b>15b.</b>	My line manager treats all staff in my team fairly	80	11	9	80	74	62
<b>15c.</b>	My line manager ensures that when issues are raised in the team, they are addressed	80	9	11	80	67	61
<b>15d.</b>	My line manager treats me with respect	84	9	7	84	85	76
<b>16.</b>	I receive regular and constructive feedback on my performance	72	12	16	72	64	52
<b>17.</b>	Overall, I have confidence in the decisions made by my line manager	79	13	8	79	79	63

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>Senior Managers</b>							
<b>K</b>	<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	66	21	13	66	60	46
<b>K</b>	<b>18b.</b> The senior managers at my workplace have a clear direction for the future	63	26	11	63	62	45
<b>K</b>	<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	72	14	13	72	65	45
	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	75	16	9	75	58	42
	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	74	18	8	74	71	46
	<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	16	20	64	-	39
	<b>22.</b> My organisation is making the necessary decisions to meet our future challenges	67	25	8	67	-	43

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Communication

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
	<b>23.</b> I am kept well informed about what is happening in my workplace	70	14	16	70	47	50
<b>K</b>	<b>24.</b> I have a say in decisions which affect my work	62	20	18	62	59	46
	<b>25.</b> I think it is safe to speak up and challenge the way things are done	70	11	20	70	69	51
	<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	61	18	21	61	54	59
	<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	82	13	5	82	80	58
	<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	80	13	7	80	79	62

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Training and Development Opportunities

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>28.</b>	I have received the appropriate training and development to do my job effectively	74	21	5	74	64	73
<b>29.</b>	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	80	16	4	80	67	68
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	72	12	16	72	64	60

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Work Environment

		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>K</b>	31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	33	21	46	27	44
	32. I am able to achieve a healthy work/life balance most of the time	84	9	7	84	74	65
	33. There are mechanisms in place to support me if I experience stress or pressure	62	24	14	62	61	56
	34. Reasonable expectations are placed on staff according to their position	68	20	12	68	62	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	29	4	67	58	69
	36. My workplace enables strong professional leadership	74	16	11	74	-	52

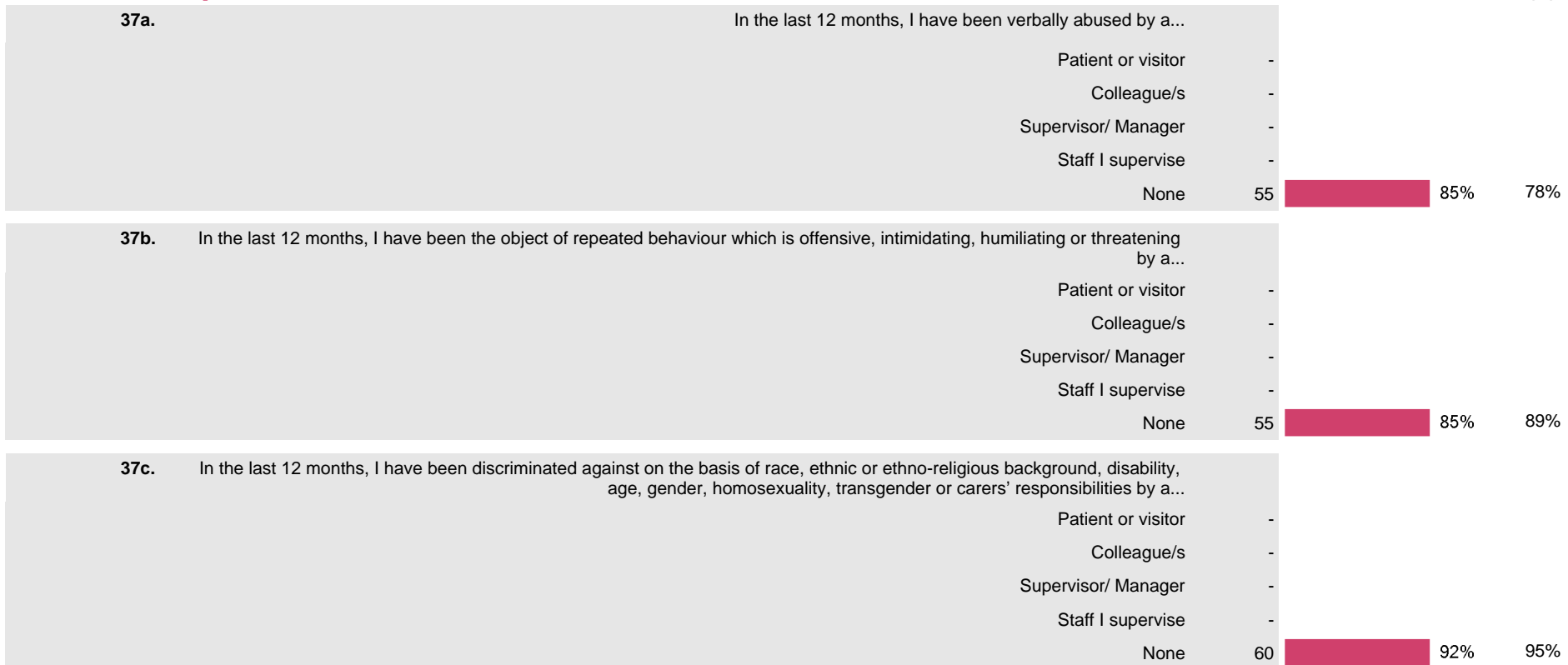


# All Questions

This section shows the breakdown of the responses to each question.

## Unacceptable Behaviour

Clinical Excellence  
Commission 2013



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

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Unacceptable Behaviour

	% Yes	% Unsure	% No	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	78	14	8	78	76	85
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	46	30	24	46	53	47

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	82	11	8	82	65	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	96			96	85	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	79	8	13	79	71	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	79	13	8	79	80	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	66	24	11	66	61	54

# All Questions

This section shows the breakdown of the responses to each question.

**Key** **K** Key Driver Question

■ At least 1 percentage point greater than comparator  
■ At least 1 percentage point less than comparator

## Your Workplace

	% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
44. Overall I am proud to be a part of this workplace	88	5	7	88	83	73
45. I would recommend my workplace as a good place to work	82	12	7	82	76	64
46. I feel motivated to contribute more than what is normally required at work	83	11	7	83	86	67
47. I have a strong sense of belonging to my workplace	75	20	5	75	68	65
48. Overall I am satisfied to be working here at the present time	82	11	8	82	77	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	8	9	83	64	59
<b>K</b> 50. There is a positive culture in my workplace	74	16	11	74	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	41	12	47	38	39

# Guide to 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 30th March to 24th April 2015. Paper surveys were accepted until the 1st of May 2015. 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.

## Comparative data

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

## 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%.

## 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 fifty respondents from each demographic.

## 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.

## Rounding

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at April 2015. 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).

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

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

$$\frac{18750 + 1175}{29474} \times 31493 = 21290 \text{ Estimated Full Time responses}$$

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.

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

# Action Planning

Asking our employees for their feedback is the first step towards improving the employee experience. The next step is to implement changes. Please use the information in this report to help decide what you and your team need to change.

This simple form is one way you can record the actions and changes you plan to make within your team.

## Top 3 areas to focus on


## Celebrate!

## What three things are working well?

1. _____ _____
2. _____ _____
3. _____ _____

## What needs to be improved?

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## How will this be achieved?

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## Who is going to make this happen?

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## When will this be achieved?

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