

**66%**

2013: 66%

**ENGAGEMENT INDEX**

**50%**

2013: 50%

**WORKPLACE CULTURE INDEX**

**3,575**

2013: 3057

**ACTUAL RESPONSES**

**50%**

2013: 46%  
1% 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>71</b>	<b>+1</b>
45.	I would recommend my workplace as a good place to work	<b>62</b>	<b>+1</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>62</b>	<b>0</b>
48.	Overall I am satisfied to be working here at the present time	<b>66</b>	<b>+1</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>70</b>	<b>0</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>64</b>	<b>-1</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>	
50.	There is a positive culture in my workplace	<b>49</b>	<b>-</b>
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	<b>41</b>	<b>0</b>
36.	My workplace enables strong professional leadership	<b>49</b>	<b>-</b>
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>36</b>	<b>-</b>
24.	I have a say in decisions which affect my work	<b>42</b>	<b>-1</b>
19.	There is a positive relationship between senior management and staff in my workplace	<b>38</b>	<b>+3</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
Training and Development Opportunities	64
Your Job	63
Service Delivery	60

Questions	% Positive
1. My job makes good use of my skills and abilities	78
15d. My line manager treats me with respect	73
28. I have received the appropriate training and development to do my job effectively	71
44. Overall I am proud to be a part of this workplace	71
3. Working here makes me want to do the best job I can	70

### Lowlights

Sections	% Positive
Senior Managers	40
Communication	50
Work Environment	55

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37
19. There is a positive relationship between senior management and staff in my workplace	38
22. My organisation is making the necessary decisions to meet our future challenges	40
31. I have confidence in the processes that my workplace uses to resolve staff conflict	41

## 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
Senior Managers	40	+3
Service Delivery	60	+1
Your Job	63	0

Questions	% Positive	Variance from 2013
18b. The senior managers at my workplace have a clear direction for the future	42	+7
20. Overall, I have confidence in the decisions made by my senior managers	43	+6
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	+5
19. There is a positive relationship between senior management and staff in my workplace	38	+3
39. My work environment allows me to deliver the best possible services (patient care or support services)	58	+2

### Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	64	-4
Your Line Manager	59	-2
Your Team	58	-2

Questions	% Positive	Variance from 2013
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	64	-12
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	-3
8. In my team we generally acknowledge one another's efforts and achievements	65	-3
15b. My line manager treats all staff in my team fairly	58	-2
10. My team resolves conflict quickly when it arises	48	-2

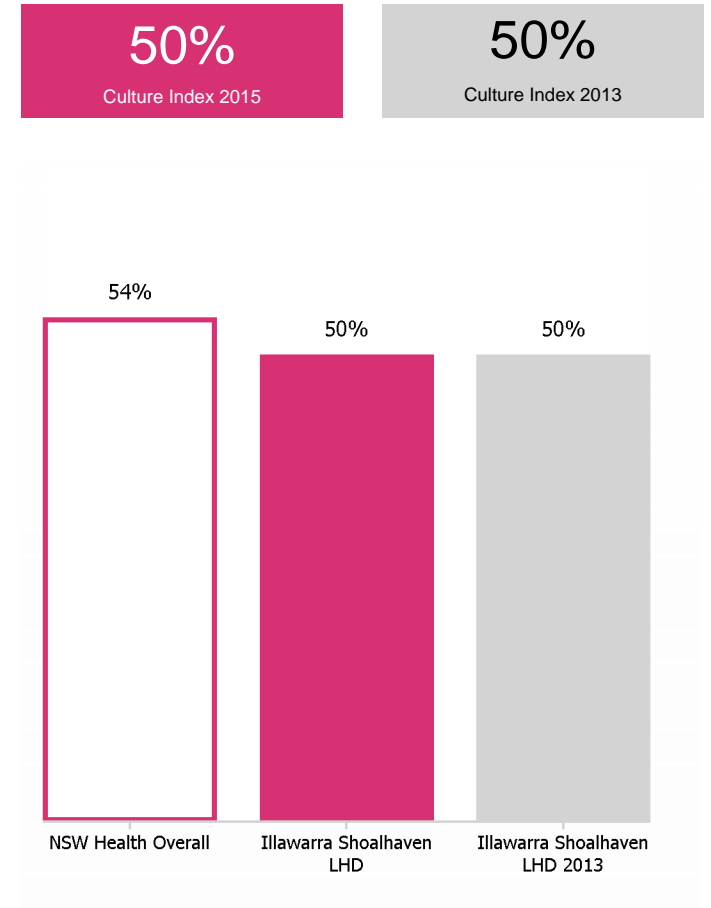
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# 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		49	20	31	-1
12. I believe I am valued for what I can offer at my workplace		60	16	23	0
13. In my workplace, we recognise our successes and innovations		53	24	23	-1
14. Staff are treated respectfully regardless of their job		58	17	25	-2
17. Overall, I have confidence in the decisions made by my line manager		60	18	22	-1
18b. The senior managers at my workplace have a clear direction for the future		42	33	26	+7
18c. The senior managers at my workplace lead by example in creating a positive workplace		42	28	30	+5
20. Overall, I have confidence in the decisions made by my senior managers		43	28	28	+6
24. I have a say in decisions which affect my work		42	25	33	-1
25. I think it is safe to speak up and challenge the way things are done		46	21	33	-1
26. Where I work, we share the lessons learnt when mistakes are made		57	21	22	-1
31. I have confidence in the processes that my workplace uses to resolve staff conflict		41	28	31	0
41. My team's objectives/ work plans are clearly outlined		62	21	17	0
42. Our objectives/work plans help us to deliver a quality service		63	21	16	0
51. Overall, I believe the culture at my workplace has improved in the last 12 months		37	32	31	+2



# Trend Comparison

This section shows comparisons between Illawarra Shoalhaven LHD and the 2013 survey results for Illawarra Shoalhaven Local Health District



- 31% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 24% ■ Proportion of questions in line with 2013 scores
- 45% ■ 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
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>42</b>	<span style="color: green;">■</span> +7
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>43</b>	<span style="color: green;">■</span> +6
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>42</b>	<span style="color: green;">■</span> +5
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>38</b>	<span style="color: green;">■</span> +3
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>58</b>	<span style="color: green;">■</span> +2
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	<b>51</b>	<span style="color: green;">■</span> +2
<b>51.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>37</b>	<span style="color: green;">■</span> +2
<b>34.</b> Reasonable expectations are placed on staff according to their position	<b>54</b>	<span style="color: green;">■</span> +2
<b>4.</b> The right amount of approvals are required for routine decisions	<b>46</b>	<span style="color: green;">■</span> +2
<b>28.</b> I have received the appropriate training and development to do my job effectively	<b>71</b>	<span style="color: green;">■</span> +1
<b>49.</b> Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>57</b>	<span style="color: green;">■</span> +1
<b>44.</b> Overall I am proud to be a part of this workplace	<b>71</b>	<span style="color: green;">■</span> +1

# Trend Comparison

This section shows comparisons between Illawarra Shoalhaven LHD and the 2013 survey results for Illawarra Shoalhaven Local Health District



31% ■ Proportion of questions above 2013 scores by 1 or more percentage points

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	% Positive	Variance from 2013
45. I would recommend my workplace as a good place to work	<b>62</b>	+1
23. I am kept well informed about what is happening in my workplace	<b>48</b>	+1
40. In my workplace patient safety is at the centre of all decision making	<b>68</b>	+1
48. Overall I am satisfied to be working here at the present time	<b>66</b>	+1
33. There are mechanisms in place to support me if I experience stress or pressure	<b>53</b>	0
5. I have sufficient control over my work so I can do my job well	<b>62</b>	0
12. I believe I am valued for what I can offer at my workplace	<b>60</b>	0
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>41</b>	0
42. Our objectives/work plans help us to deliver a quality service	<b>63</b>	0
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>68</b>	0
47. I have a strong sense of belonging to my workplace	<b>62</b>	0
41. My team's objectives/ work plans are clearly outlined	<b>62</b>	0
3. Working here makes me want to do the best job I can	<b>70</b>	0

# Trend Comparison

This section shows comparisons between Illawarra Shoalhaven LHD and the 2013 survey results for Illawarra Shoalhaven Local Health District



31% ■ Proportion of questions above 2013 scores by 1 or more percentage points

24% ■ Proportion of questions in line with 2013 scores

45% ■ 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
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>41</b>	0
<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>66</b>	0
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>54</b>	0
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>53</b>	-1
<b>16.</b> I receive regular and constructive feedback on my performance	<b>47</b>	-1
<b>46.</b> I feel motivated to contribute more than what is normally required at work	<b>64</b>	-1
<b>1.</b> My job makes good use of my skills and abilities	<b>78</b>	-1
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>60</b>	-1
<b>9.</b> People in my team are honest and open	<b>61</b>	-1
<b>6.</b> At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>58</b>	-1
<b>32.</b> I am able to achieve a healthy work/life balance most of the time	<b>63</b>	-1
<b>11.</b> Morale is good in my team	<b>49</b>	-1
<b>15d.</b> My line manager treats me with respect	<b>73</b>	-1

# Trend Comparison

This section shows comparisons between Illawarra Shoalhaven LHD and the 2013 survey results for Illawarra Shoalhaven Local Health District



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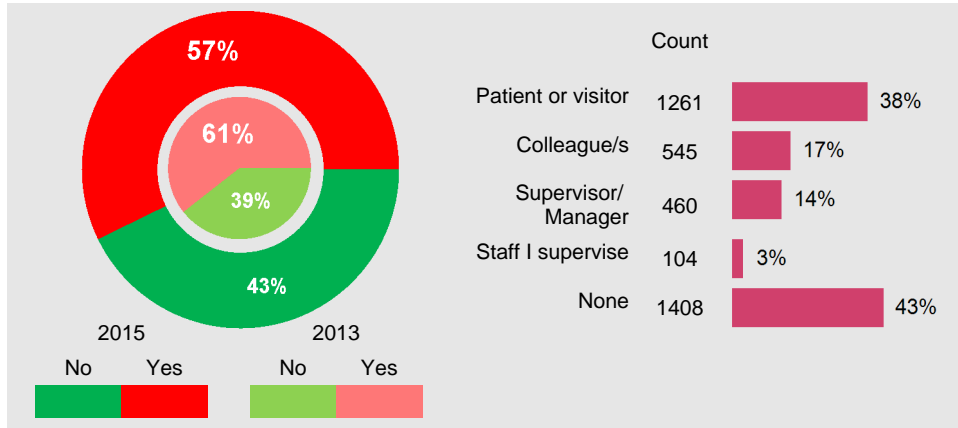
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
25. I think it is safe to speak up and challenge the way things are done	46	-1 <span style="color: red;">■</span>
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	-1 <span style="color: red;">■</span>
26. Where I work, we share the lessons learnt when mistakes are made	57	-1 <span style="color: red;">■</span>
24. I have a say in decisions which affect my work	42	-1 <span style="color: red;">■</span>
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	-1 <span style="color: red;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	67	-2 <span style="color: red;">■</span>
14. Staff are treated respectfully regardless of their job	58	-2 <span style="color: red;">■</span>
15a. My line manager recognises and acknowledges when I have done my job well	60	-2 <span style="color: red;">■</span>
10. My team resolves conflict quickly when it arises	48	-2 <span style="color: red;">■</span>
15b. My line manager treats all staff in my team fairly	58	-2 <span style="color: red;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	65	-3 <span style="color: red;">■</span>
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	-3 <span style="color: red;">■</span>
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	64	-12 <span style="color: red;">■</span>

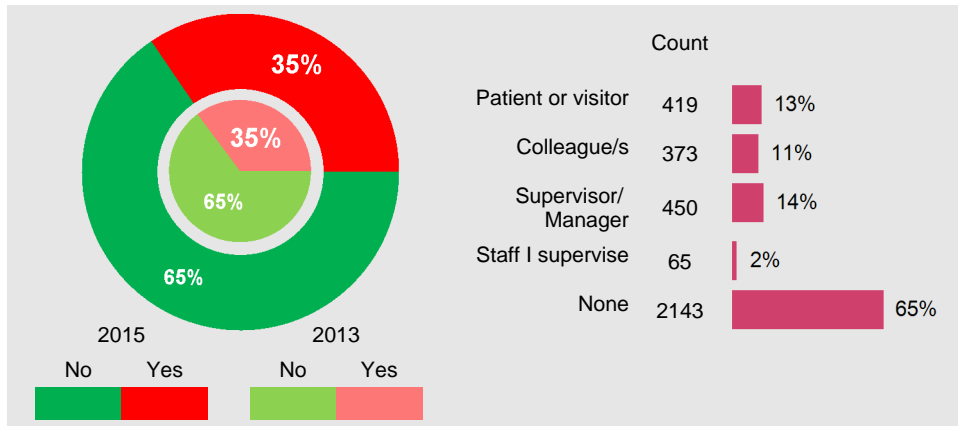
# Unacceptable Behaviour

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

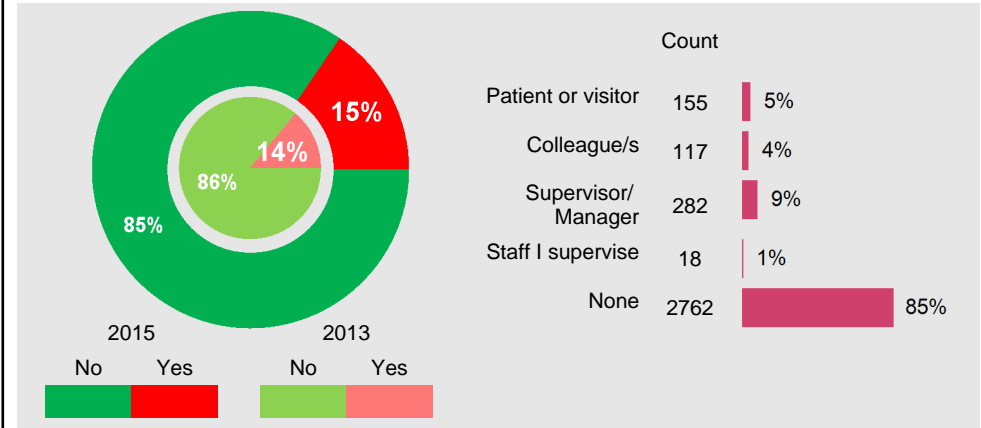
37a. In the last 12 months, I have been verbally abused by a ...



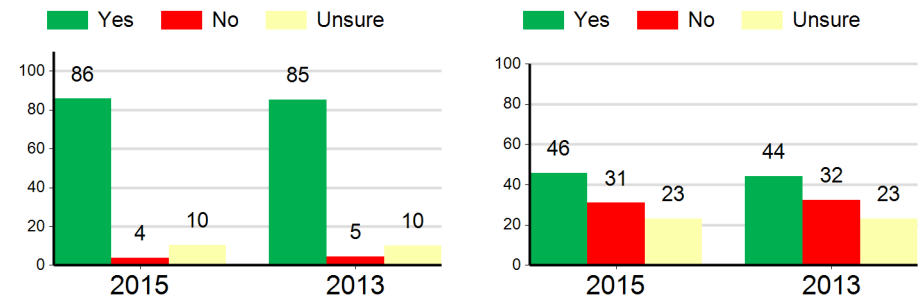
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 ...



a) know how to report occurrences of these types of behaviour?

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



# 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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	78	8	14	78	79	76	81
2. I feel I am able to suggest ideas to improve our ways of doing things	67	13	21	67	68	64	69
3. Working here makes me want to do the best job I can	70	16	14	70	70	67	72
4. The right amount of approvals are required for routine decisions	46	25	30	46	44	-	52
5. I have sufficient control over my work so I can do my job well	62	15	23	62	61	61	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	58	19	22	58	59	58	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	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	66	15	19	66	66	63	69
8.	In my team we generally acknowledge one another's efforts and achievements	65	16	18	65	69	68	70
9.	People in my team are honest and open	61	20	18	61	62	62	64
10.	My team resolves conflict quickly when it arises	48	26	26	48	50	49	53
11.	Morale is good in my team	49	20	31	49	50	43	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	60	16	23	60	60	56	63
13. In my workplace, we recognise our successes and innovations	53	24	23	53	53	51	57
14. Staff are treated respectfully regardless of their job	58	17	25	58	59	56	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	60	18	22	60	62	58	65
<b>15b.</b> My line manager treats all staff in my team fairly	58	17	24	58	61	57	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	57	19	24	57	60	55	61
<b>15d.</b> My line manager treats me with respect	73	13	14	73	74	73	76
<b>16.</b> I receive regular and constructive feedback on my performance	47	23	29	47	48	41	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	60	18	22	60	61	54	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

## Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	41	26	33	41	41	36	46
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	42	33	26	42	35	28	45
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	42	28	30	42	37	31	45
<b>K 19.</b>	There is a positive relationship between senior management and staff in my workplace	38	29	33	38	35	30	42
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	43	28	28	43	38	34	46
<b>K 21.</b>	Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	33	32	36	-	-	39
<b>22.</b>	My organisation is making the necessary decisions to meet our future challenges	40	35	25	40	-	-	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
	<b>23.</b>				<b>48</b>	<b>48</b>	<b>44</b>	<b>50</b>
<b>K</b>	<b>24.</b>				<b>42</b>	<b>44</b>	<b>42</b>	<b>46</b>
	<b>25.</b>				<b>46</b>	<b>47</b>	<b>42</b>	<b>51</b>
	<b>26.</b>				<b>57</b>	<b>58</b>	<b>50</b>	<b>59</b>
	<b>27a.</b>				<b>54</b>	<b>54</b>	-	<b>58</b>
	<b>27b.</b>				<b>55</b>	<b>56</b>	-	<b>62</b>

# 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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
<b>28.</b>	I have received the appropriate training and development to do my job effectively	71	15	14	71	70	71	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	64	13	23	64	76	82	68
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	56	21	23	56	57	51	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
<b>K</b>	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	41	28	31	41	40	37	44
	32.	I am able to achieve a healthy work/life balance most of the time	63	17	19	63	64	65	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	53	23	24	53	53	52	56
	34.	Reasonable expectations are placed on staff according to their position	54	18	28	54	52	50	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	17	16	68	68	70	69
<b>K</b>	36.	My workplace enables strong professional leadership	49	27	24	49	-	-	52

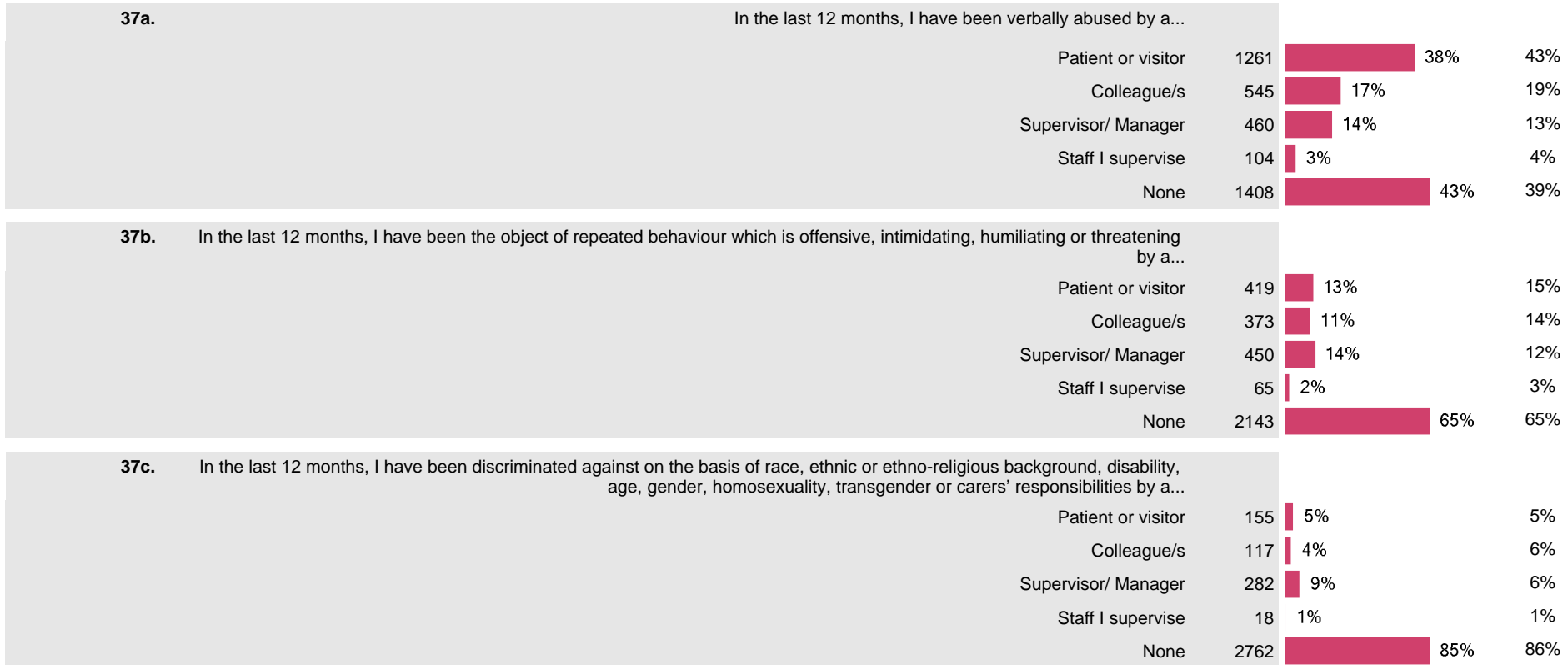


# All Questions

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

Illawarra Shoalhaven Local Health District 2013

## Unacceptable Behaviour



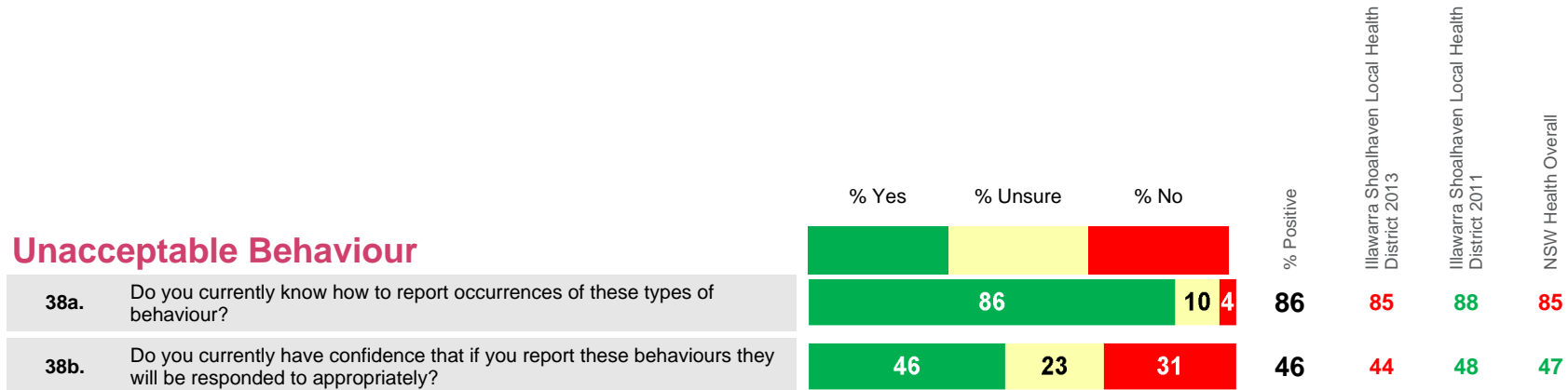
# All Questions

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



# 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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	58	19	23	58	56	56	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	68	17	15	68	68	66	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	62	21	17	62	62	60	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	63	21	16	63	63	60	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	51	28	22	51	48	-	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	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	71	16	13	71	70	71	73
45. I would recommend my workplace as a good place to work	62	18	19	62	61	58	64
46. I feel motivated to contribute more than what is normally required at work	64	17	19	64	64	63	67
47. I have a strong sense of belonging to my workplace	62	19	19	62	62	62	65
48. Overall I am satisfied to be working here at the present time	66	15	19	66	66	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	23	20	57	56	-	59
<b>K</b> 50. There is a positive culture in my workplace	49	22	28	49	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	32	31	37	35	31	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:	Count	Calculation
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486$ 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.

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

# 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?

## How will this be achieved?

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## Who is going to make this happen?

## When will this be achieved?

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