| 70% 2013: 74% | 55% 2013: 60% | 1,755 2013: 1601 | 45% 2013: 41% 2% Confidence Interval |
|---|---|---|---|
| **ENGAGEMENT INDEX** | **WORKPLACE CULTURE INDEX** | **ACTUAL RESPONSES** | **ESTIMATED RESPONSE RATE** |

## Employee Engagement Index

### Say

| | | % Positive | Variance from 2013 |
|---|---|---|---|
| 44. | Overall I am proud to be a part of this workplace | 74 | -3 |
| 45. | I would recommend my workplace as a good place to work | 64 | -5 |

### Stay

| | | | |
|---|---|---|---|
| 47. | I have a strong sense of belonging to my workplace | 67 | -2 |
| 48. | Overall I am satisfied to be working here at the present time | 71 | -4 |

### Strive

| | | | |
|---|---|---|---|
| 3. | Working here makes me want to do the best job I can | 75 | -3 |
| 46. | I feel motivated to contribute more than what is normally required at work | 69 | -3 |

## Key Questions to focus on

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

| | | % Positive | Variance from 2013 |
|---|---|---|---|
| 50. | There is a positive culture in my workplace | 50 | - |
| 31. | I have confidence in the processes that my workplace uses to resolve staff conflict | 43 | -4 |
| 36. | My workplace enables strong professional leadership | 52 | - |
| 21. | Senior managers in my organisation are honest, open and transparent in their dealings with staff | 42 | - |
| 19. | There is a positive relationship between senior management and staff in my workplace | 45 | -4 |
| 24. | I have a say in decisions which affect my work | 51 | -7 |

### 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 |
|---|---|---|
| | Your Job | 70 |
| | Service Delivery | 68 |
| | Training and Development Opportunities | 64 |

### Questions

| | | % Positive |
|---|---|---|
| 1. | My job makes good use of my skills and abilities | 85 |
| 3. | Working here makes me want to do the best job I can | 75 |
| 15d. | My line manager treats me with respect | 75 |
| 40. | In my workplace patient safety is at the centre of all decision making | 75 |
| 44. | Overall I am proud to be a part of this workplace | 74 |

## Lowlights

### Sections

| | | % Positive |
|---|---|---|
| | Senior Managers | 48 |
| | Communication | 57 |
| | Work Environment | 59 |

### Questions

| | | % Positive |
|---|---|---|
| 51. | Overall, I believe the culture at my workplace has improved in the last 12 months | 39 |
| 21. | Senior managers in my organisation are honest, open and transparent in their dealings with staff | 42 |
| 31. | I have confidence in the processes that my workplace uses to resolve staff conflict | 43 |
| 19. | There is a positive relationship between senior management and staff in my workplace | 45 |
| 22. | My organisation is making the necessary decisions to meet our future challenges | 47 |

# 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 |
|---|---|---|---|
| | Service Delivery | 68 | -3 |
| | Your Job | 70 | -3 |
| | Your Team | 60 | -4 |

### Questions

| | | % Positive | Variance from 2013 |
|---|---|---|---|
| 18b. | The senior managers at my workplace have a clear direction for the future | 49 | 0 |
| 27b. | I am aware of how my work contributes to the overall strategic objectives of my organisation | 66 | -1 |
| 1. | My job makes good use of my skills and abilities | 85 | -1 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 58 | -2 |
| 9. | People in my team are honest and open | 64 | -2 |

## Least improved

### Sections

| | | % Positive | Variance from 2013 |
|---|---|---|---|
| | Training and Development Opportunities | 64 | -8 |
| | Work Environment | 59 | -6 |
| | Communication | 57 | -6 |

### Questions

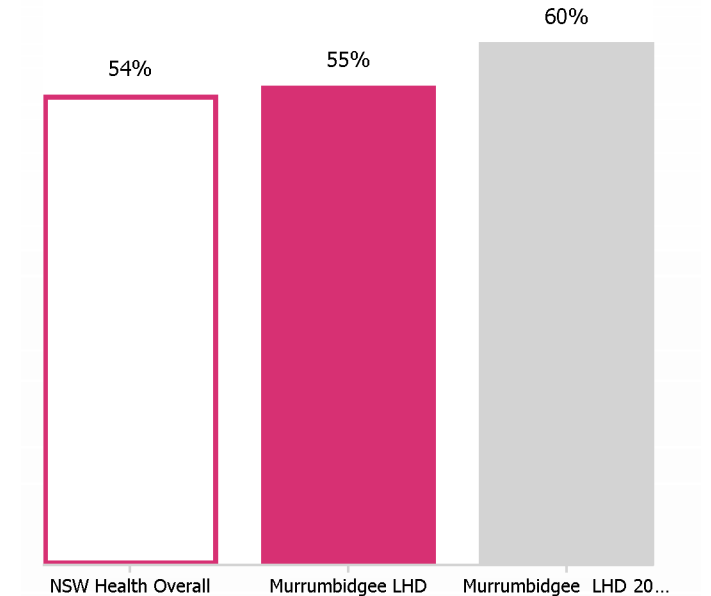| | | % Positive | Variance from 2013 |
|---|---|---|---|
| 29. | I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work | 65 | -13 |
| 23. | I am kept well informed about what is happening in my workplace | 51 | -10 |
| 25. | I think it is safe to speak up and challenge the way things are done | 52 | -8 |
| 30. | I am encouraged to take opportunities to learn new skills and have new experiences | 57 | -8 |
| 24. | I have a say in decisions which affect my work | 51 | -7 |

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.
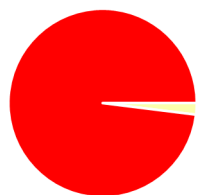
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

| | | % Positive response | % Neutral response | % Negative response | Variance from 2013 |
|---|---|---|---|---|---|
| 11. | Morale is good in my team | 51 | 23 | 27 | -5 |
| 12. | I believe I am valued for what I can offer at my workplace | 63 | 19 | 18 | -5 |
| 13. | In my workplace, we recognise our successes and innovations | 58 | 23 | 18 | -2 |
| 14. | Staff are treated respectfully regardless of their job | 60 | 18 | 21 | -5 |
| 17. | Overall, I have confidence in the decisions made by my line manager | 64 | 19 | 17 | -4 |
| 18b. | The senior managers at my workplace have a clear direction for the future | 49 | 31 | 20 | 0 |
| 18c. | The senior managers at my workplace lead by example in creating a positive workplace | 48 | 27 | 25 | -5 |
| 20. | Overall, I have confidence in the decisions made by my senior managers | 50 | 27 | 23 | -4 |
| 24. | I have a say in decisions which affect my work | 51 | 23 | 26 | -7 |
| 25. | I think it is safe to speak up and challenge the way things are done | 52 | 20 | 28 | -8 |
| 26. | Where I work, we share the lessons learnt when mistakes are made | 59 | 23 | 18 | -5 |
| 31. | I have confidence in the processes that my workplace uses to resolve staff conflict | 43 | 29 | 28 | -4 |
| 41. | My team's objectives/ work plans are clearly outlined | 70 | 19 | 11 | -3 |
| 42. | Our objectives/work plans help us to deliver a quality service | 70 | 19 | 10 | -4 |
| 51. | Overall, I believe the culture at my workplace has improved in the last 12 months | 39 | 34 | 27 | -3 |

**55%** Culture Index 2015

**60%** Culture Index 2013

NSW Health Overall: 54%
Murrumbidgee LHD: 55%
Murrumbidgee LHD 20...: 60%

# Trend Comparison

*This section shows comparisons between Murrumbidgee LHD and the 2013 survey results for Murrumbidgee Local Health District*
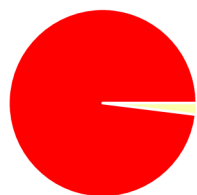
| | | |
|---|---|---|
| 0% | 🟩 | Proportion of questions above 2013 scores by 1 or more percentage points |
| 2% | 🟨 | Proportion of questions in line with 2013 scores |
| 98% | 🟥 | Proportion of questions below 2013 scores by 1 or more percentage points |

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

| | | % Positive | Variance from 2013 |
|---|---|---|---|
| 18b. | The senior managers at my workplace have a clear direction for the future | 49 | 0 |
| 27b. | I am aware of how my work contributes to the overall strategic objectives of my organisation | 66 | -1 |
| 1. | My job makes good use of my skills and abilities | 85 | -1 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 58 | -2 |
| 9. | People in my team are honest and open | 64 | -2 |
| 10. | My team resolves conflict quickly when it arises | 51 | -2 |
| 47. | I have a strong sense of belonging to my workplace | 67 | -2 |
| 4. | The right amount of approvals are required for routine decisions | 55 | -2 |
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 67 | -2 |
| 13. | In my workplace, we recognise our successes and innovations | 58 | -2 |
| 51. | Overall, I believe the culture at my workplace has improved in the last 12 months | 39 | -3 |
| 27a. | I am aware of the strategic objectives and direction of the organisation I work for | 63 | -3 |

# Trend Comparison

*This section shows comparisons between Murrumbidgee LHD and the 2013 survey results for Murrumbidgee Local Health District*
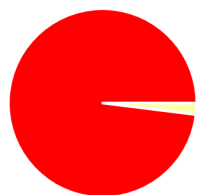


0%  🟩 Proportion of questions above 2013 scores by 1 or more percentage points

2%  🟨 Proportion of questions in line with 2013 scores

98%  🟥 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 | |
|---|---|---|---|---|
| 46. | I feel motivated to contribute more than what is normally required at work | 69 | -3 | 🟥 |
| 41. | My team's objectives/ work plans are clearly outlined | 70 | -3 | 🟥 |
| 3. | Working here makes me want to do the best job I can | 75 | -3 | 🟥 |
| 40. | In my workplace patient safety is at the centre of all decision making | 75 | -3 | 🟥 |
| 5. | I have sufficient control over my work so I can do my job well | 68 | -3 | 🟥 |
| 49. | Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 59 | -3 | 🟥 |
| 33. | There are mechanisms in place to support me if I experience stress or pressure | 62 | -3 | 🟥 |
| 44. | Overall I am proud to be a part of this workplace | 74 | -3 | 🟥 |
| 32. | I am able to achieve a healthy work/life balance most of the time | 67 | -4 | 🟥 |
| 19. | There is a positive relationship between senior management and staff in my workplace | 45 | -4 | 🟥 |
| 31. | I have confidence in the processes that my workplace uses to resolve staff conflict | 43 | -4 | 🟥 |
| 42. | Our objectives/work plans help us to deliver a quality service | 70 | -4 | 🟥 |
| 7. | The people I work with are willing to help each other even if this means doing something outside their usual job | 67 | -4 | 🟥 |

# Trend Comparison

*This section shows comparisons between Murrumbidgee LHD and the 2013 survey results for Murrumbidgee Local Health District*



| | 0% | | Proportion of questions above 2013 scores by 1 or more percentage points |
| | 2% | | Proportion of questions in line with 2013 scores |
| | 98% | | 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* |
|---|---|---|---|
| 28. | I have received the appropriate training and development to do my job effectively | **71** | -4 |
| 48. | Overall I am satisfied to be working here at the present time | **71** | -4 |
| 17. | Overall, I have confidence in the decisions made by my line manager | **64** | -4 |
| 20. | Overall, I have confidence in the decisions made by my senior managers | **50** | -4 |
| 18c. | The senior managers at my workplace lead by example in creating a positive workplace | **48** | -5 |
| 16. | I receive regular and constructive feedback on my performance | **49** | -5 |
| 15a. | My line manager recognises and acknowledges when I have done my job well | **65** | -5 |
| 45. | I would recommend my workplace as a good place to work | **64** | -5 |
| 11. | Morale is good in my team | **51** | -5 |
| 2. | I feel I am able to suggest ideas to improve our ways of doing things | **70** | -5 |
| 26. | Where I work, we share the lessons learnt when mistakes are made | **59** | -5 |
| 14. | Staff are treated respectfully regardless of their job | **60** | -5 |
| 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 | **63** | -5 |

# Trend Comparison

*This section shows comparisons between Murrumbidgee LHD and the 2013 survey results for Murrumbidgee Local Health District*
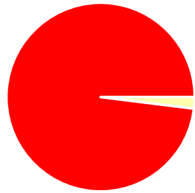


0%  ■ (green) Proportion of questions above 2013 scores by 1 or more percentage points

2%  ■ (yellow) Proportion of questions in line with 2013 scores

98% ■ (red) 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 |
|---|---|---|---|
| 12. | I believe I am valued for what I can offer at my workplace | 63 | -5 |
| 15c. | My line manager ensures that when issues are raised in the team, they are addressed | 58 | -5 |
| 18a. | The senior managers at my workplace are aware of the issues I face in my job | 51 | -6 |
| 15d. | My line manager treats me with respect | 75 | -6 |
| 8. | In my team we generally acknowledge one another's efforts and achievements | 70 | -6 |
| 15b. | My line manager treats all staff in my team fairly | 61 | -6 |
| 34. | Reasonable expectations are placed on staff according to their position | 57 | -7 |
| 35. | My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 71 | -7 |
| 24. | I have a say in decisions which affect my work | 51 | -7 |
| 30. | I am encouraged to take opportunities to learn new skills and have new experiences | 57 | -8 |
| 25. | I think it is safe to speak up and challenge the way things are done | 52 | -8 |
| 23. | I am kept well informed about what is happening in my workplace | 51 | -10 |
| 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 | 65 | -13 |

# Unacceptable Behaviour

*This section shows the results to questions asked regarding unacceptable behaviour.*
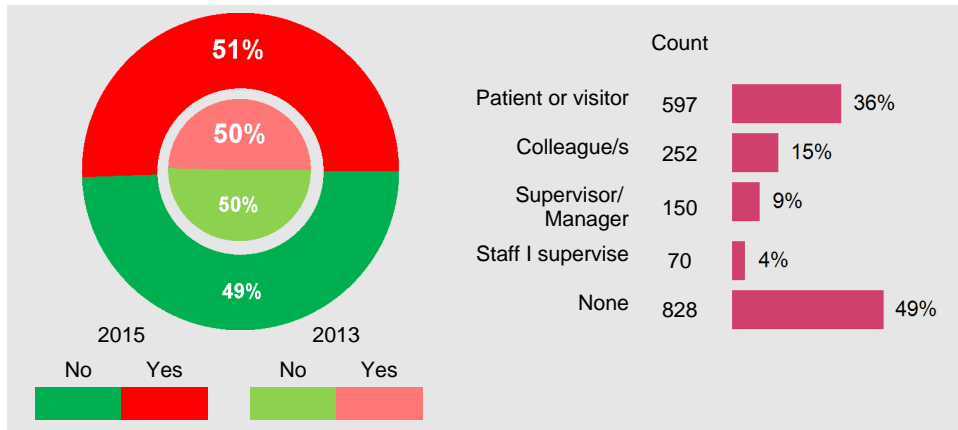
## 37a. In the last 12 months, I have been verbally abused by a ...

51% (2015 No/Yes outer)
50% / 50% (2015 inner)
49% (2015)

2015 No Yes | 2013 No Yes

| | Count | |
|---|---|---|
| Patient or visitor | 597 | 36% |
| Colleague/s | 252 | 15% |
| Supervisor/ Manager | 150 | 9% |
| Staff I supervise | 70 | 4% |
| None | 828 | 49% |

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

31% (2015)
28% (inner)
72% (inner)
69% (2015)

2015 No Yes | 2013 No Yes

| | Count | |
|---|---|---|
| Patient or visitor | 175 | 10% |
| Colleague/s | 221 | 13% |
| Supervisor/ Manager | 155 | 9% |
| Staff I supervise | 48 | 3% |
| None | 1146 | 69% |
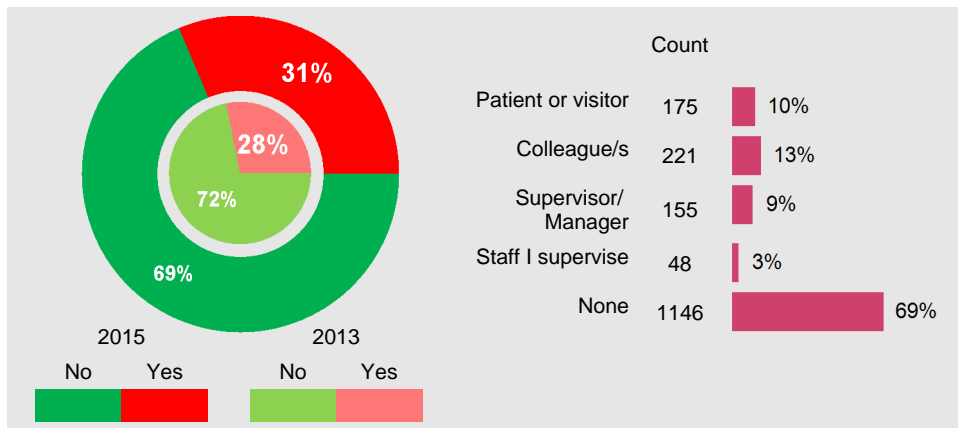
## 37c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religiousbackground, disability, age, homosexuality, transgender or carers responsibilities by a ...

10% (2015)
9% (inner)
91% (inner)
90% (2015)

2015 No Yes | 2013 No Yes

| | Count | |
|---|---|---|
| Patient or visitor | 53 | 3% |
| Colleague/s | 82 | 5% |
| Supervisor/ Manager | 63 | 4% |
| Staff I supervise | - | |
| None | 1492 | 90% |

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

## 38. Do you currently ...

Legend: Yes | No | Unsure

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

| | 2015 | 2013 |
|---|---|---|
| Yes | 89 | 90 |
| No | 3 | 3 |
| Unsure | 8 | 7 |

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

| | 2015 | 2013 |
|---|---|---|
| Yes | 48 | 55 |
| No | 31 | 25 |
| Unsure | 21 | 19 |

# 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 | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|
| **Your Job** | | | | | | |
| 1. | My job makes good use of my skills and abilities | 85 / 7 / 8 | 85 | 86 | 80 | 81 |
| 2. | I feel I am able to suggest ideas to improve our ways of doing things | 70 / 14 / 16 | 70 | 75 | 65 | 69 |
| 3. | Working here makes me want to do the best job I can | 75 / 16 / 9 | 75 | 78 | 71 | 72 |
| 4. | The right amount of approvals are required for routine decisions | 55 / 23 / 21 | 55 | 58 | - | 52 |
| 5. | I have sufficient control over my work so I can do my job well | 68 / 15 / 17 | 68 | 71 | 60 | 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 | 63 / 19 / 18 | 63 | 69 | 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

|  |  | % Positive response | % Neutral response | % Negative response | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| **Your Team** | | | | | | | | |
| 7. | The people I work with are willing to help each other even if this means doing something outside their usual job | 67 | 17 | 16 | **67** | 71 | 63 | 69 |
| 8. | In my team we generally acknowledge one another's efforts and achievements | 70 | 15 | 15 | **70** | 76 | 66 | 70 |
| 9. | People in my team are honest and open | 64 | 21 | 15 | **64** | 66 | 59 | 64 |
| 10. | My team resolves conflict quickly when it arises | 51 | 26 | 23 | **51** | 53 | 42 | 53 |
| 11. | Morale is good in my team | 51 | 23 | 27 | **51** | 56 | 41 | 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 | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| 12. | I believe I am valued for what I can offer at my workplace | 63 | 19 | 18 | 63 | 68 | 59 | 63 |
| 13. | In my workplace, we recognise our successes and innovations | 58 | 23 | 18 | 58 | 61 | 51 | 57 |
| 14. | Staff are treated respectfully regardless of their job | 60 | 18 | 21 | 60 | 65 | 55 | 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

| | | % Positive response | % Neutral response | % Negative response | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| **Your Line Manager** | | | | | | | | |
| 15a. | My line manager recognises and acknowledges when I have done my job well | 65 | 17 | 18 | 65 | 70 | 61 | 65 |
| 15b. | My line manager treats all staff in my team fairly | 61 | 17 | 22 | 61 | 67 | 57 | 62 |
| 15c. | My line manager ensures that when issues are raised in the team, they are addressed | 58 | 21 | 21 | 58 | 63 | 52 | 61 |
| 15d. | My line manager treats me with respect | 75 | 15 | 10 | 75 | 81 | 74 | 76 |
| 16. | I receive regular and constructive feedback on my performance | 49 | 24 | 26 | 49 | 54 | 42 | 52 |
| 17. | Overall, I have confidence in the decisions made by my line manager | 64 | 19 | 17 | 64 | 69 | 58 | 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 | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 18a. | The senior managers at my workplace are aware of the issues I face in my job | 51 | 23 | 25 | 51 | 57 | 45 | 46 |
| | 18b. | The senior managers at my workplace have a clear direction for the future | 49 | 31 | 20 | 49 | 50 | 34 | 45 |
| | 18c. | The senior managers at my workplace lead by example in creating a positive workplace | 48 | 27 | 25 | 48 | 53 | 38 | 45 |
| K | 19. | There is a positive relationship between senior management and staff in my workplace | 45 | 28 | 27 | 45 | 49 | 36 | 42 |
| | 20. | Overall, I have confidence in the decisions made by my senior managers | 50 | 27 | 23 | 50 | 54 | 38 | 46 |
| K | 21. | Senior managers in my organisation are honest, open and transparent in their dealings with staff | 42 | 30 | 28 | 42 | - | - | 39 |
| | 22. | My organisation is making the necessary decisions to meet our future challenges | 47 | 32 | 21 | 47 | - | - | 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 | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|---|
| | 23. | I am kept well informed about what is happening in my workplace | 51 | 23 | 26 | 51 | 60 | 46 | 50 |
| K | 24. | I have a say in decisions which affect my work | 51 | 23 | 26 | 51 | 58 | 45 | 46 |
| | 25. | I think it is safe to speak up and challenge the way things are done | 52 | 20 | 28 | 52 | 60 | 49 | 51 |
| | 26. | Where I work, we share the lessons learnt when mistakes are made | 59 | 23 | 18 | 59 | 64 | 54 | 59 |
| | 27a. | I am aware of the strategic objectives and direction of the organisation I work for | 63 | 22 | 15 | 63 | 66 | - | 58 |
| | 27b. | I am aware of how my work contributes to the overall strategic objectives of my organisation | 66 | 20 | 13 | 66 | 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

## Training and Development Opportunities

| | | % Positive response | % Neutral response | % Negative response | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| 28. | I have received the appropriate training and development to do my job effectively | 71 | 16 | 13 | 71 | 75 | 70 | 73 |
| 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 | 65 | 16 | 20 | 65 | 78 | 73 | 68 |
| 30. | I am encouraged to take opportunities to learn new skills and have new experiences | 57 | 21 | 21 | 57 | 65 | 59 | 60 |

# All Questions

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

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## Work Environment

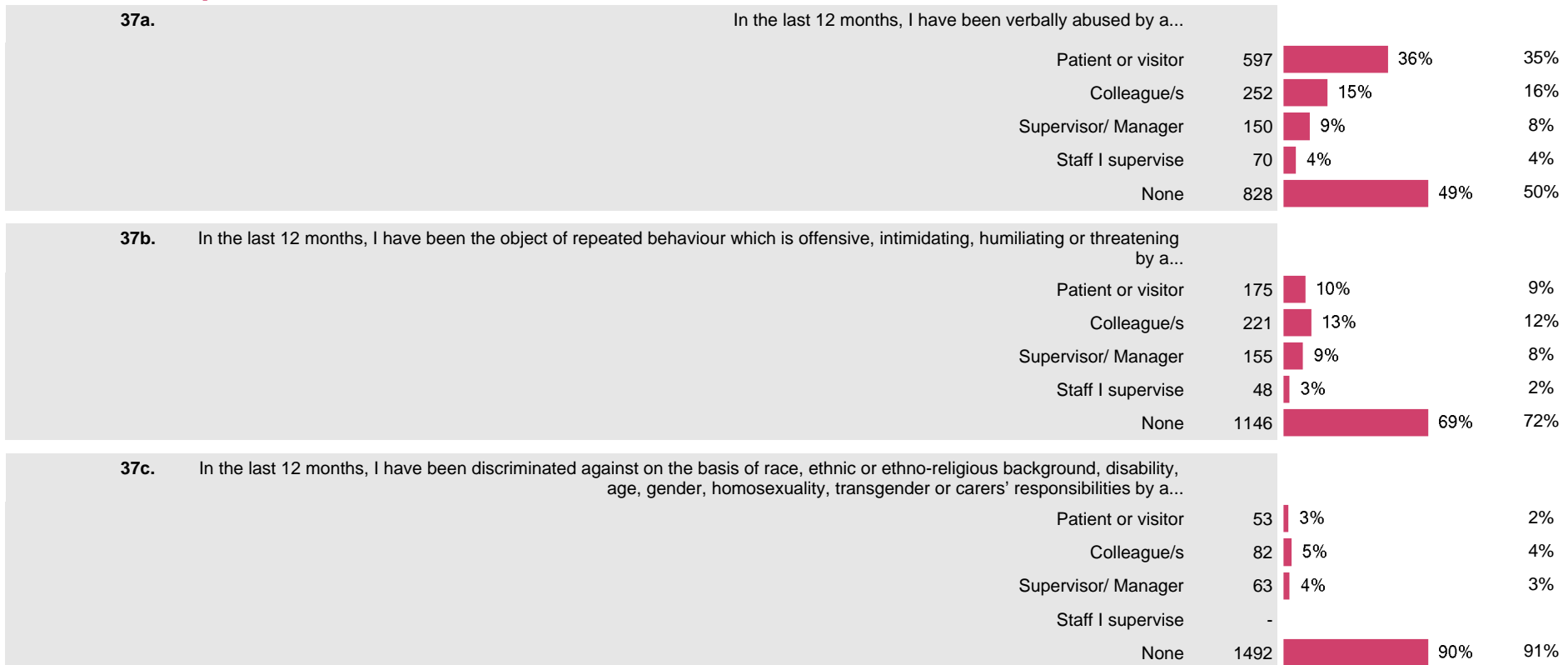| | | | % Positive response / % Neutral response / % Negative response | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|
| K | 31. | I have confidence in the processes that my workplace uses to resolve staff conflict | 43 / 29 / 28 | 43 | 47 | 37 | 44 |
| | 32. | I am able to achieve a healthy work/life balance most of the time | 67 / 17 / 15 | 67 | 71 | 63 | 65 |
| | 33. | There are mechanisms in place to support me if I experience stress or pressure | 62 / 21 / 17 | 62 | 65 | 55 | 56 |
| | 34. | Reasonable expectations are placed on staff according to their position | 57 / 20 / 23 | 57 | 64 | 52 | 57 |
| | 35. | My workplace is proactive in minimising potential violence/ abuse from patients or visitors | 71 / 17 / 11 | 71 | 79 | 72 | 69 |
| K | 36. | My workplace enables strong professional leadership | 52 / 28 / 19 | 52 | - | - | 52 |

# All Questions

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

## Unacceptable Behaviour

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

| | | | |
|---|---:|---:|---:|
| Patient or visitor | 597 | 36% | 35% |
| Colleague/s | 252 | 15% | 16% |
| Supervisor/ Manager | 150 | 9% | 8% |
| Staff I supervise | 70 | 4% | 4% |
| None | 828 | 49% | 50% |

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

| | | | |
|---|---:|---:|---:|
| Patient or visitor | 175 | 10% | 9% |
| Colleague/s | 221 | 13% | 12% |
| Supervisor/ Manager | 155 | 9% | 8% |
| Staff I supervise | 48 | 3% | 2% |
| None | 1146 | 69% | 72% |

**37c.**    In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, gender, homosexuality, transgender or carers' responsibilities by a...

| | | | |
|---|---:|---:|---:|
| Patient or visitor | 53 | 3% | 2% |
| Colleague/s | 82 | 5% | 4% |
| Supervisor/ Manager | 63 | 4% | 3% |
| Staff I supervise | - | | |
| None | 1492 | 90% | 91% |

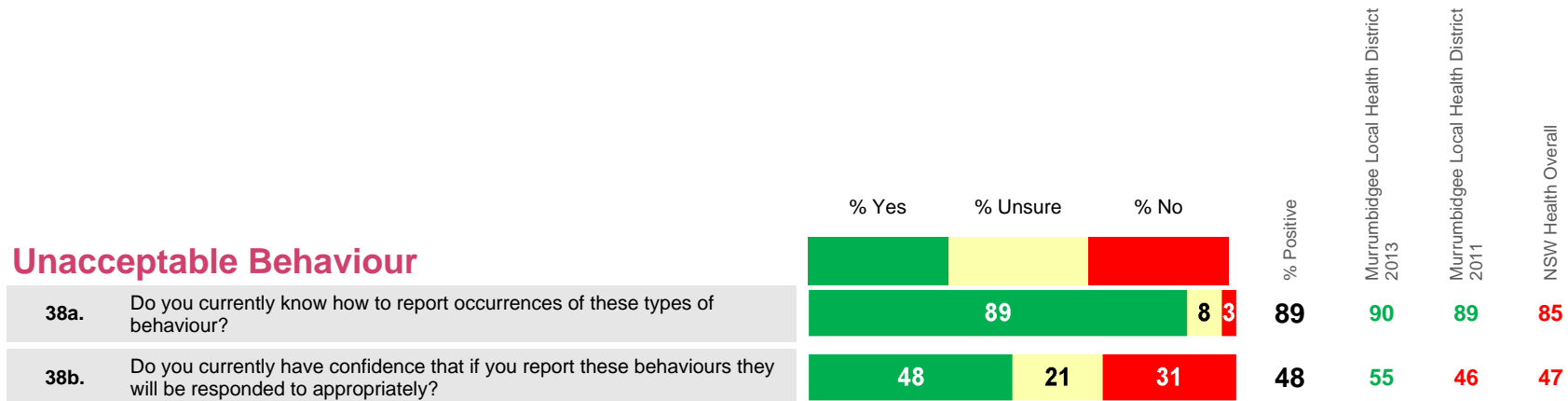Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

# 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

|  |  | % Yes | % Unsure | % No | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| **Unacceptable Behaviour** | | | | | | | | |
| 38a. | Do you currently know how to report occurrences of these types of behaviour? | 89 | 8 | 3 | 89 | 90 | 89 | 85 |
| 38b. | Do you currently have confidence that if you report these behaviours they will be responded to appropriately? | 48 | 21 | 31 | 48 | 55 | 46 | 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 | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| 39. | My work environment allows me to deliver the best possible services (patient care or support services) | 67 | 18 | 15 | 67 | 69 | 57 | 62 |
| 40. | In my workplace patient safety is at the centre of all decision making | 75 | 15 | 10 | 75 | 78 | 70 | 69 |
| 41. | My team's objectives/ work plans are clearly outlined | 70 | 19 | 11 | 70 | 73 | 61 | 66 |
| 42. | Our objectives/work plans help us to deliver a quality service | 70 | 19 | 10 | 70 | 74 | 62 | 66 |
| 43. | At my workplace there is a good balance between delivering services and monitoring service delivery | 58 | 27 | 16 | 58 | 60 | - | 54 |

# All Questions

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

## Your Workplace

| | | % Positive response | % Neutral response | % Negative response | % Positive | Murrumbidgee Local Health District 2013 | Murrumbidgee Local Health District 2011 | NSW Health Overall |
|---|---|---|---|---|---|---|---|---|
| 44. | Overall I am proud to be a part of this workplace | 74 | 18 | 7 | 74 | 78 | 71 | 73 |
| 45. | I would recommend my workplace as a good place to work | 64 | 21 | 15 | 64 | 69 | 59 | 64 |
| 46. | I feel motivated to contribute more than what is normally required at work | 69 | 18 | 13 | 69 | 72 | 63 | 67 |
| 47. | I have a strong sense of belonging to my workplace | 67 | 19 | 14 | 67 | 69 | 62 | 65 |
| 48. | Overall I am satisfied to be working here at the present time | 71 | 17 | 12 | 71 | 75 | 65 | 69 |
| 49. | Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour | 59 | 25 | 16 | 59 | 62 | - | 59 |
| K 50. | There is a positive culture in my workplace | 50 | 27 | 23 | 50 | - | - | 53 |
| 51. | Overall, I believe the culture at my workplace has improved in the last 12 months | 39 | 34 | 27 | 39 | 41 | 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?

*Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).*

| | Responses | |
|---|---|---|
| Permanent Full time (1) | 18750 | |
| Permanent Part time (2) | 7753 | |
| Fixed term or temporary contract (3) | 1661 | |
| Agency (4) | 132 | |
| Casual (5) | 975 | |
| Contractor (6) | 203 | |
| TOTAL answering Q51 | 29474 | |
| TOTAL number of respondents to the survey | 31493 | |

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

$$\frac{7753}{18750 + 7753} \times 1661 = 486 \text{ Part time}$$

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

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

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

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

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

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

# Action Planning

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?**

## Who

**is going to make this happen?**

## When

**will this be achieved?**