

68%

2013: 67%

ENGAGEMENT INDEX

51%

2013: 49%

WORKPLACE CULTURE INDEX

2,308

2013: 2781

ACTUAL RESPONSES

37%

2013: 45%
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	74	+1
45.	I would recommend my workplace as a good place to work	64	+1

Stay

47.	I have a strong sense of belonging to my workplace	63	0
48.	Overall I am satisfied to be working here at the present time	69	+1

Strive

3.	Working here makes me want to do the best job I can	72	0
46.	I feel motivated to contribute more than what is normally required at work	66	+3

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	52	-
36.	My workplace enables strong professional leadership	49	-
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	41	+2
19.	There is a positive relationship between senior management and staff in my workplace	38	+1
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	-
24.	I have a say in decisions which affect my work	43	+3

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

DEMOGRAPHICS

Score comparisons of demographics

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	69
Your Job	65
Service Delivery	63

Questions	% Positive
1. My job makes good use of my skills and abilities	81
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	77
15d. My line manager treats me with respect	75
44. Overall I am proud to be a part of this workplace	74
28. I have received the appropriate training and development to do my job effectively	72

Lowlights

Sections	% Positive
Senior Managers	41
Communication	52
Work Environment	56

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38
19. There is a positive relationship between senior management and staff in my workplace	38
31. I have confidence in the processes that my workplace uses to resolve staff conflict	41
18c. The senior managers at my workplace lead by example in creating a positive workplace	42

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
Communication	52	+4
Service Delivery	63	+3
Your Line Manager	60	+2

Questions	% Positive	Variance from 2013
18b. The senior managers at my workplace have a clear direction for the future	44	+8
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	+6
16. I receive regular and constructive feedback on my performance	49	+6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	+6
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	+6

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	69	-1
Work Environment	56	0
Your Workplace	60	+1





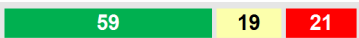

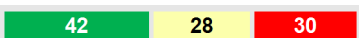
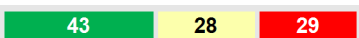



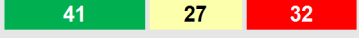

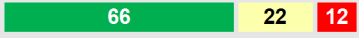

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	77	-5
4. The right amount of approvals are required for routine decisions	48	0
18a. The senior managers at my workplace are aware of the issues I face in my job	43	0
12. I believe I am valued for what I can offer at my workplace	60	0
47. I have a strong sense of belonging to my workplace	63	0

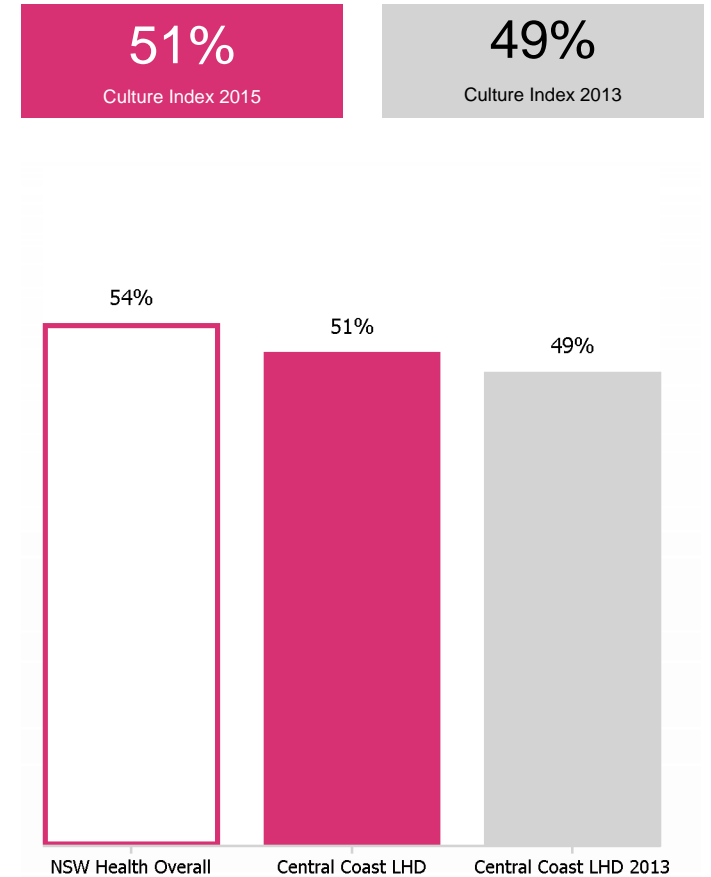
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

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:

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		49	21	30	+2
12. I believe I am valued for what I can offer at my workplace		60	19	21	0
13. In my workplace, we recognise our successes and innovations		54	24	22	+3
14. Staff are treated respectfully regardless of their job		61	17	22	+3
17. Overall, I have confidence in the decisions made by my line manager		59	19	21	+1
18b. The senior managers at my workplace have a clear direction for the future		44	32	24	+8
18c. The senior managers at my workplace lead by example in creating a positive workplace		42	28	30	+4
20. Overall, I have confidence in the decisions made by my senior managers		43	28	29	+3
24. I have a say in decisions which affect my work		43	24	33	+3
25. I think it is safe to speak up and challenge the way things are done		49	21	30	+1
26. Where I work, we share the lessons learnt when mistakes are made		58	22	20	+3
31. I have confidence in the processes that my workplace uses to resolve staff conflict		41	27	32	+2
41. My team's objectives/ work plans are clearly outlined		65	21	13	+1
42. Our objectives/work plans help us to deliver a quality service		66	22	12	+3
51. Overall, I believe the culture at my workplace has improved in the last 12 months		38	33	30	+6



Trend Comparison

This section shows comparisons between Central Coast LHD and the 2013 survey results for Central Coast Local Health District



- 82% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 16% ■ Proportion of questions in line with 2013 scores
- 2% ■ 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

	<i>% Positive</i>	<i>Variance from 2013</i>
18b. The senior managers at my workplace have a clear direction for the future	44	 +8
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	 +6
16. I receive regular and constructive feedback on my performance	49	 +6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	 +6
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	 +6
39. My work environment allows me to deliver the best possible services (patient care or support services)	61	 +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	61	 +4
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	 +4
14. Staff are treated respectfully regardless of their job	61	 +3
20. Overall, I have confidence in the decisions made by my senior managers	43	 +3
46. I feel motivated to contribute more than what is normally required at work	66	 +3
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	 +3

Trend Comparison

This section shows comparisons between Central Coast LHD and the 2013 survey results for Central Coast Local Health District



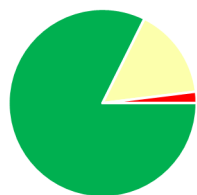
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- 16% ■ Proportion of questions in line with 2013 scores
- 2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
13. In my workplace, we recognise our successes and innovations	54	■ +3
24. I have a say in decisions which affect my work	43	■ +3
26. Where I work, we share the lessons learnt when mistakes are made	58	■ +3
15a. My line manager recognises and acknowledges when I have done my job well	62	■ +3
8. In my team we generally acknowledge one another's efforts and achievements	68	■ +3
40. In my workplace patient safety is at the centre of all decision making	71	■ +3
42. Our objectives/work plans help us to deliver a quality service	66	■ +3
15d. My line manager treats me with respect	75	■ +3
23. I am kept well informed about what is happening in my workplace	47	■ +2
5. I have sufficient control over my work so I can do my job well	64	■ +2
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	■ +2
31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	■ +2
33. There are mechanisms in place to support me if I experience stress or pressure	55	■ +2

Trend Comparison

This section shows comparisons between Central Coast LHD and the 2013 survey results for Central Coast Local Health District



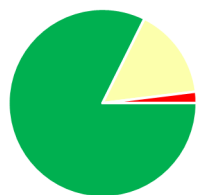
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- 2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	■ +2
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	■ +2
11. Morale is good in my team	49	■ +2
48. Overall I am satisfied to be working here at the present time	69	■ +1
41. My team's objectives/ work plans are clearly outlined	65	■ +1
19. There is a positive relationship between senior management and staff in my workplace	38	■ +1
25. I think it is safe to speak up and challenge the way things are done	49	■ +1
34. Reasonable expectations are placed on staff according to their position	56	■ +1
9. People in my team are honest and open	61	■ +1
15b. My line manager treats all staff in my team fairly	59	■ +1
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	■ +1
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	■ +1
45. I would recommend my workplace as a good place to work	64	■ +1

Trend Comparison

This section shows comparisons between Central Coast LHD and the 2013 survey results for Central Coast Local Health District



- 82% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 16% ■ Proportion of questions in line with 2013 scores
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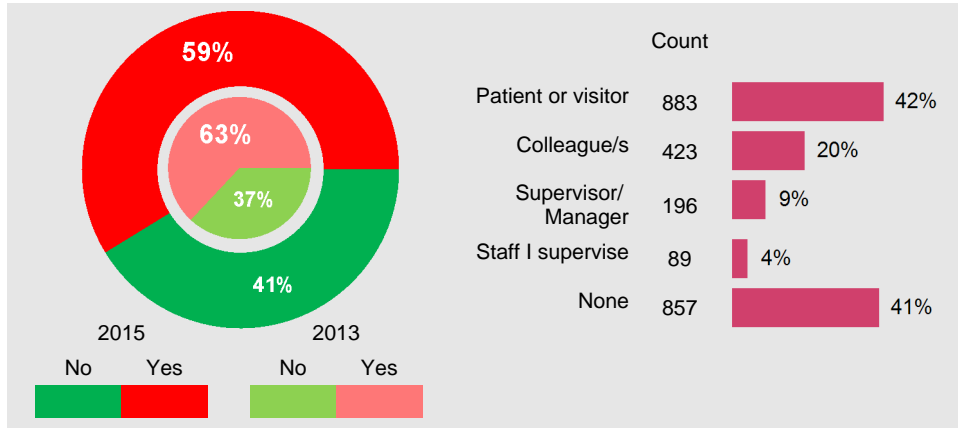
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
32. I am able to achieve a healthy work/life balance most of the time	67	+1
17. Overall, I have confidence in the decisions made by my line manager	59	+1
44. Overall I am proud to be a part of this workplace	74	+1
1. My job makes good use of my skills and abilities	81	+1
3. Working here makes me want to do the best job I can	72	0
28. I have received the appropriate training and development to do my job effectively	72	0
2. I feel I am able to suggest ideas to improve our ways of doing things	67	0
10. My team resolves conflict quickly when it arises	47	0
47. I have a strong sense of belonging to my workplace	63	0
12. I believe I am valued for what I can offer at my workplace	60	0
18a. The senior managers at my workplace are aware of the issues I face in my job	43	0
4. The right amount of approvals are required for routine decisions	48	0
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	77	-5

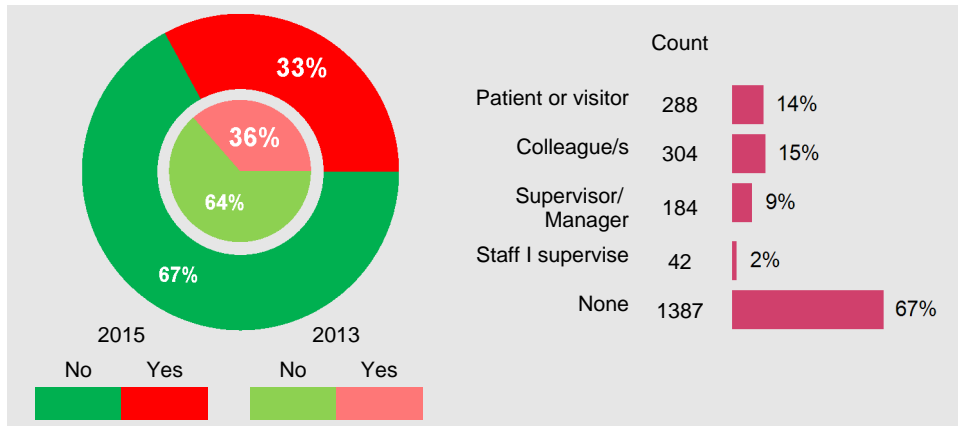
Unacceptable Behaviour

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

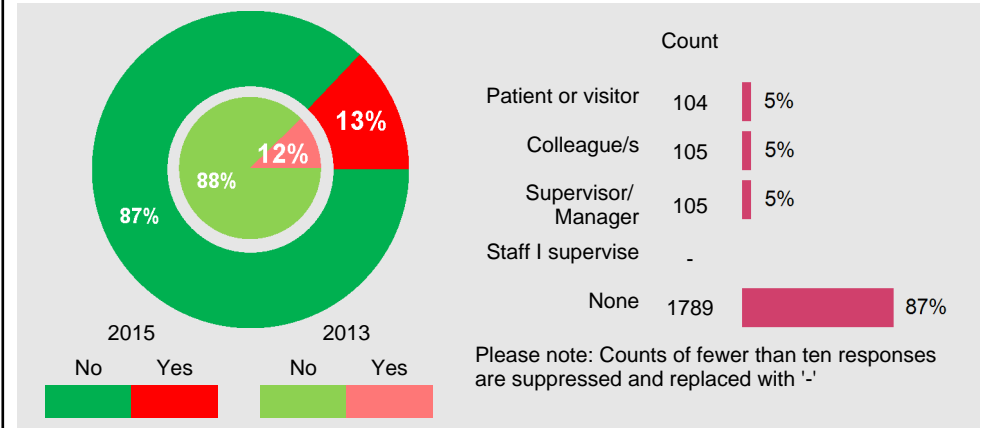
37a. In the last 12 months, I have been verbally abused by a ...



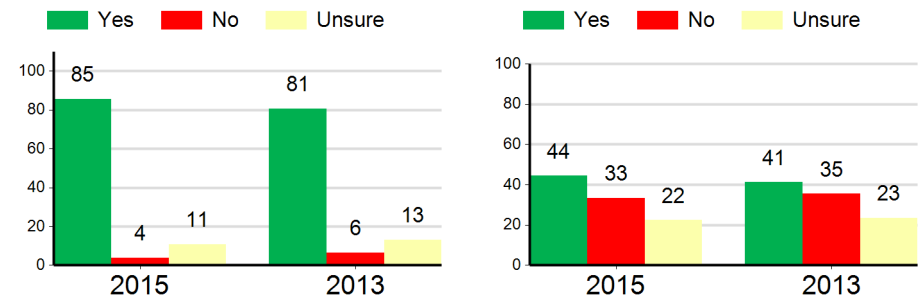
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	81	8	11	81	80	75	81
2. I feel I am able to suggest ideas to improve our ways of doing things	67	14	19	67	67	59	69
3. Working here makes me want to do the best job I can	72	17	12	72	71	65	72
4. The right amount of approvals are required for routine decisions	48	27	25	48	48	-	52
5. I have sufficient control over my work so I can do my job well	64	17	19	64	62	59	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	61	19	20	61	56	50	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	Central Coast Local Health District 2013	Central Coast 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	67	16	17	67	64	61	69
8. In my team we generally acknowledge one another's efforts and achievements	68	15	17	68	65	62	70
9. People in my team are honest and open	61	21	18	61	60	57	64
10. My team resolves conflict quickly when it arises	47	26	26	47	47	41	53
11. Morale is good in my team	49	21	30	49	47	42	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	60	19	21	60	60	55	63
13. In my workplace, we recognise our successes and innovations	54	24	22	54	51	44	57
14. Staff are treated respectfully regardless of their job	61	17	22	61	58	51	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
15a.	My line manager recognises and acknowledges when I have done my job well	62	17	22	62	59	53	65
15b.	My line manager treats all staff in my team fairly	59	16	25	59	58	54	62
15c.	My line manager ensures that when issues are raised in the team, they are addressed	57	18	25	57	56	53	61
15d.	My line manager treats me with respect	75	13	12	75	73	70	76
16.	I receive regular and constructive feedback on my performance	49	22	29	49	43	38	52
17.	Overall, I have confidence in the decisions made by my line manager	59	19	21	59	59	56	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
Senior Managers								
	18a. The senior managers at my workplace are aware of the issues I face in my job	43	24	33	43	43	33	46
	18b. The senior managers at my workplace have a clear direction for the future	44	32	24	44	36	24	45
	18c. The senior managers at my workplace lead by example in creating a positive workplace	42	28	30	42	38	27	45
K	19. There is a positive relationship between senior management and staff in my workplace	38	29	32	38	37	27	42
	20. Overall, I have confidence in the decisions made by my senior managers	43	28	29	43	40	29	46
K	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	32	34	35	-	-	39
	22. My organisation is making the necessary decisions to meet our future challenges	42	35	23	42	-	-	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall	
	23.	I am kept well informed about what is happening in my workplace	47	22	30	47	45	40	50
K	24.	I have a say in decisions which affect my work	43	24	33	43	40	33	46
	25.	I think it is safe to speak up and challenge the way things are done	49	21	30	49	48	43	51
	26.	Where I work, we share the lessons learnt when mistakes are made	58	22	20	58	55	47	59
	27a.	I am aware of the strategic objectives and direction of the organisation I work for	56	25	19	56	50	-	58
	27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	59	25	16	59	54	-	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
28. I have received the appropriate training and development to do my job effectively	72	15	13	72	72	65	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	77	10	13	77	81	79	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	20	22	58	57	48	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

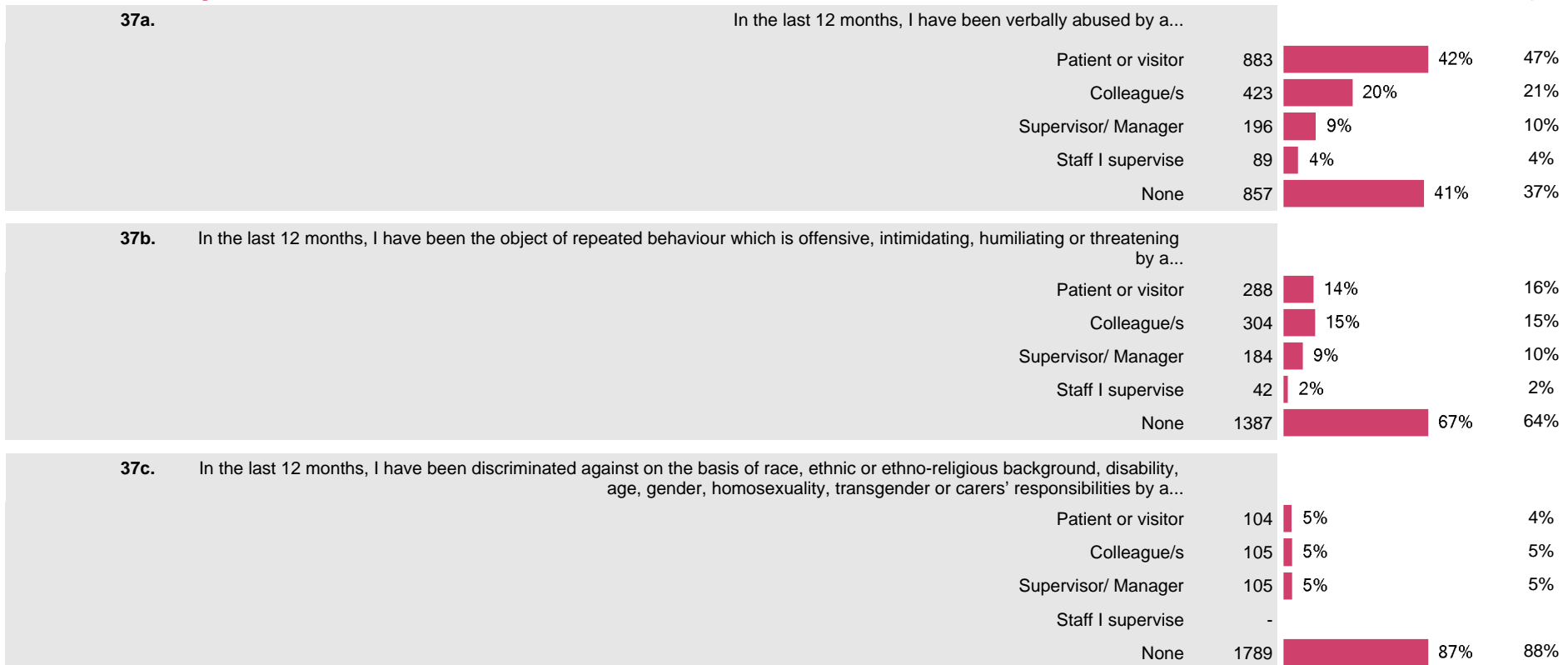
		% Positive response	% Neutral response	% Negative response	% Positive	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall	
Work Environment									
K	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	41	27	32	41	39	31	44
	32.	I am able to achieve a healthy work/life balance most of the time	67	17	16	67	66	59	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	55	25	20	55	53	46	56
	34.	Reasonable expectations are placed on staff according to their position	56	20	23	56	55	49	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	18	12	69	67	59	69
K	36.	My workplace enables strong professional leadership	49	29	22	49	-	-	52

All Questions

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

Central Coast Local Health District 2013

Unacceptable Behaviour



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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	85	11	4	85	81	80	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	44	22	33	44	41	40	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	61	19	19	61	57	49	62
40. In my workplace patient safety is at the centre of all decision making	71	19	10	71	68	64	69
41. My team's objectives/ work plans are clearly outlined	65	21	13	65	64	57	66
42. Our objectives/work plans help us to deliver a quality service	66	22	12	66	63	54	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	30	18	51	49	-	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	Central Coast Local Health District 2013	Central Coast Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	74	16	10	74	73	66	73
45. I would recommend my workplace as a good place to work	64	20	16	64	63	55	64
46. I feel motivated to contribute more than what is normally required at work	66	18	16	66	62	57	67
47. I have a strong sense of belonging to my workplace	63	21	16	63	63	57	65
48. Overall I am satisfied to be working here at the present time	69	15	16	69	68	62	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	24	18	57	56	-	59
K 50. There is a positive culture in my workplace	52	24	25	52	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	33	30	38	32	24	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

At least 1 percentage points greater than overall score

At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Your Job

1. My job makes good use of my skills and abilities	81	88	83	73	77	85	84	75	89	(r)	93	71	69	72
2. I feel I am able to suggest ideas to improve our ways of doing things	67	67	63	62	71	73	84	65	57	(r)	88	61	50	71
3. Working here makes me want to do the best job I can	72	73	70	69	69	77	83	69	64	(r)	88	76	54	72
4. The right amount of approvals are required for routine decisions	48	49	47	52	46	44	45	58	43	(r)	50	53	31	49
5. I have sufficient control over my work so I can do my job well	64	63	62	71	65	64	73	69	57	(r)	76	59	38	60
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	61	62	60	53	64	63	77	54	50	(r)	86	53	38	61

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index		68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

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	76	67	58	75	71	74	52	61	(r)	86	56	69	64
8.	In my team we generally acknowledge one another's efforts and achievements	68	72	69	59	73	69	84	60	46	(r)	90	53	54	64
9.	People in my team are honest and open	61	79	62	50	66	64	71	54	39	(r)	84	50	46	58
10.	My team resolves conflict quickly when it arises	47	57	45	40	52	50	61	46	32	(r)	77	40	46	52
11.	Morale is good in my team	49	65	45	44	53	52	71	44	32	(r)	79	51	31	52

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Role														
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	75	57	58	64	59	77	54	57	(r)	74	59	46	63
13. In my workplace, we recognise our successes and innovations	54	67	52	50	58	57	71	52	32	(r)	81	44	31	57
14. Staff are treated respectfully regardless of their job	61	71	59	56	63	69	70	57	39	(r)	88	47	31	59

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	69	59	59	68	64	80	60	48	(r)	86	54	31	66
15b. treats all staff in my team fairly	59	61	56	56	61	66	77	56	37	(r)	86	53	31	58
15c. ensures that when issues are raised in the team, they are addressed	57	61	55	55	60	62	63	48	59	(r)	86	51	15	54
15d. treats me with respect	75	76	75	70	78	79	83	63	67	(r)	93	70	46	73
16. I receive regular and constructive feedback on my performance	49	45	47	46	55	51	50	48	48	(r)	79	40	23	48
17. Overall, I have confidence in the decisions made by my line manager	59	69	58	55	62	64	63	52	48	(r)	83	51	23	57

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Senior Managers

18a. are aware of the issues I face in my job	43	54	38	46	47	41	62	42	37	(r)	71	47	38	52
18b. have a clear direction for the future	44	46	38	45	52	47	55	50	33	(r)	72	49	38	46
18c. lead by example in creating a positive workplace	42	48	36	42	53	43	69	38	33	(r)	72	46	15	47
19. There is a positive relationship between senior management and staff in my workplace	38	44	31	38	50	42	76	40	30	(r)	67	47	15	44
20. Overall, I have confidence in the decisions made by my senior managers	43	51	37	43	53	44	55	46	44	(r)	69	44	15	46
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	47	29	35	43	38	62	35	44	(r)	57	30	23	34
22. My organisation is making the necessary decisions to meet our future challenges	42	49	37	46	54	41	61	51	30	(r)	64	43	15	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index		68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Communication

23. I am kept well informed about what is happening in my workplace	47	53	46	45	52	46	66	54	59	(r)	69	41	23	42
24. I have a say in decisions which affect my work	43	40	38	43	50	43	79	49	41	(r)	71	38	31	46
25. I think it is safe to speak up and challenge the way things are done	49	54	46	46	58	47	69	49	48	(r)	71	54	31	51
26. Where I work, we share the lessons learnt when mistakes are made	58	57	60	52	60	55	69	63	59	(r)	79	50	33	54
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	49	52	53	63	56	79	60	67	(r)	90	64	15	59
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	50	52	63	72	57	86	71	56	(r)	90	77	31	69

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index		68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	86	76	63	60	70	79	73	89	(r)	81	71	54	67
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	77	60	75	75	84	76	86	83	81	(r)	95	68	62	81
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	69	63	45	60	55	69	54	56	(r)	81	45	23	51

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	39	39	39	44	42	41	42	41	(r)	60	46	8	41
32. I am able to achieve a healthy work/life balance most of the time	67	65	62	75	72	70	86	73	67	(r)	83	62	62	65
33. There are mechanisms in place to support me if I experience stress or pressure	55	54	51	56	61	56	59	48	74	(r)	69	59	54	58
34. Reasonable expectations are placed on staff according to their position	56	65	53	57	58	56	76	63	52	(r)	78	59	46	57
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	73	64	70	74	75	83	69	78	(r)	86	74	46	67
36. My workplace enables strong professional leadership	49	53	49	46	50	50	61	48	48	(r)	66	46	15	44

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Role														
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	63	89	82	83	83	86	79	93	(r)	96	90	62	85
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	32	41	42	51	49	57	42	48	(r)	67	52	15	46

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	60	59	69	62	55	86	63	63	(r)	79	72	54	68
40. In my workplace patient safety is at the centre of all decision making	71	66	74	64	63	70	61	73	74	(r)	77	77	77	70
41. My team's objectives/ work plans are clearly outlined	65	71	67	62	60	63	79	73	56	(r)	86	70	31	62
42. Our objectives/work plans help us to deliver a quality service	66	69	65	65	61	63	72	81	59	(r)	88	67	46	68
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	49	49	50	51	46	68	67	59	(r)	81	55	31	57

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Central Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	2308	75	1013	249	214	344	31	48	28	0	58	70	13	123
Employee Engagement Index	68	75	66	67	69	68	84	68	62	(r)	84	70	51	72

Your Workplace

44. Overall I am proud to be a part of this workplace	74	79	72	72	75	73	93	71	70	(r)	91	75	62	77
45. I would recommend my workplace as a good place to work	64	76	62	62	66	63	82	60	56	(r)	82	68	38	68
46. I feel motivated to contribute more than what is normally required at work	66	76	62	65	69	66	79	73	56	(r)	79	68	46	73
47. I have a strong sense of belonging to my workplace	63	67	63	61	66	60	79	69	54	(r)	79	62	54	65
48. Overall I am satisfied to be working here at the present time	69	78	66	72	70	69	89	69	74	(r)	82	70	54	74
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	57	57	49	61	62	75	56	44	(r)	70	48	38	56
50. There is a positive culture in my workplace	52	68	50	44	54	55	71	46	41	(r)	75	45	38	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	25	37	33	40	36	43	32	30	(r)	68	51	8	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents 2308 452 1850

Employee Engagement Index 68 75 66

Your Job

1. My job makes good use of my skills and abilities	81	85	80
2. I feel I am able to suggest ideas to improve our ways of doing things	67	80	64
3. Working here makes me want to do the best job I can	72	79	70
4. The right amount of approvals are required for routine decisions	48	44	48
5. I have sufficient control over my work so I can do my job well	64	65	64
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	61	78	57

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

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	74	66
8. In my team we generally acknowledge one another's efforts and achievements	68	80	65
9. People in my team are honest and open	61	68	59
10. My team resolves conflict quickly when it arises	47	56	45
11. Morale is good in my team	49	60	46

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	70	57
13. In my workplace, we recognise our successes and innovations	54	67	52
14. Staff are treated respectfully regardless of their job	61	72	58

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	69	60
15b. treats all staff in my team fairly	59	67	57
15c. ensures that when issues are raised in the team, they are addressed	57	63	56
15d. treats me with respect	75	81	74
16. I receive regular and constructive feedback on my performance	49	56	47
17. Overall, I have confidence in the decisions made by my line manager	59	66	58

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents 2308 452 1850

Employee Engagement Index 68 75 66

Senior Managers

18a. are aware of the issues I face in my job	43	51	41
18b. have a clear direction for the future	44	57	41
18c. lead by example in creating a positive workplace	42	51	40
19. There is a positive relationship between senior management and staff in my workplace	38	46	37
20. Overall, I have confidence in the decisions made by my senior managers	43	53	41
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	41	33
22. My organisation is making the necessary decisions to meet our future challenges	42	51	40

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents 2308 452 1850

Employee Engagement Index 68 75 66

Communication

23. I am kept well informed about what is happening in my workplace	47	56	45
24. I have a say in decisions which affect my work	43	58	39
25. I think it is safe to speak up and challenge the way things are done	49	61	46
26. Where I work, we share the lessons learnt when mistakes are made	58	67	56
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	70	53
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	69	57

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	75	71
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	77	77	77
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	69	55

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	47	39
32. I am able to achieve a healthy work/life balance most of the time	67	66	67
33. There are mechanisms in place to support me if I experience stress or pressure	55	58	54
34. Reasonable expectations are placed on staff according to their position	56	61	55
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	77	67
36. My workplace enables strong professional leadership	49	57	47

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	91	84
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	50	43

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents	2308	452	1850
Employee Engagement Index	68	75	66

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	64	61
40. In my workplace patient safety is at the centre of all decision making	71	77	69
41. My team's objectives/ work plans are clearly outlined	65	74	63
42. Our objectives/work plans help us to deliver a quality service	66	75	63
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	56	50

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Central Coast LHD

Yes

No

Respondents

2308

452

1850

Employee Engagement Index

68

75

66

Your Workplace

44. Overall I am proud to be a part of this workplace	74	80	72
45. I would recommend my workplace as a good place to work	64	72	62
46. I feel motivated to contribute more than what is normally required at work	66	73	64
47. I have a strong sense of belonging to my workplace	63	71	62
48. Overall I am satisfied to be working here at the present time	69	74	68
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	62	56
50. There is a positive culture in my workplace	52	59	50
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	52	34

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Your Job

1. My job makes good use of my skills and abilities	81	81	91	92	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	67	75	87	92	(r)
3. Working here makes me want to do the best job I can	72	73	88	82	(r)
4. The right amount of approvals are required for routine decisions	48	44	44	44	(r)
5. I have sufficient control over my work so I can do my job well	64	60	72	74	(r)
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	61	72	88	90	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

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	69	80	82	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	77	84	84	(r)
9. People in my team are honest and open	61	66	70	79	(r)
10. My team resolves conflict quickly when it arises	47	52	57	76	(r)
11. Morale is good in my team	49	54	71	76	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	64	78	87	(r)
13. In my workplace, we recognise our successes and innovations	54	59	76	82	(r)
14. Staff are treated respectfully regardless of their job	61	65	81	82	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	63	81	76	(r)
15b. treats all staff in my team fairly	59	61	78	68	(r)
15c. ensures that when issues are raised in the team, they are addressed	57	58	70	68	(r)
15d. treats me with respect	75	78	88	82	(r)
16. I receive regular and constructive feedback on my performance	49	49	64	68	(r)
17. Overall, I have confidence in the decisions made by my line manager	59	59	76	74	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Senior Managers

18a. are aware of the issues I face in my job	43	39	66	79	(r)
18b. have a clear direction for the future	44	51	59	79	(r)
18c. lead by example in creating a positive workplace	42	41	60	79	(r)
19. There is a positive relationship between senior management and staff in my workplace	38	37	57	66	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	44	61	76	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	31	48	68	(r)
22. My organisation is making the necessary decisions to meet our future challenges	42	42	61	82	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Communication

23. I am kept well informed about what is happening in my workplace	47	47	64	74	(r)
24. I have a say in decisions which affect my work	43	50	66	82	(r)
25. I think it is safe to speak up and challenge the way things are done	49	54	71	84	(r)
26. Where I work, we share the lessons learnt when mistakes are made	58	61	74	79	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	65	76	82	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	63	78	82	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	71	78	87	(r)
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	77	74	83	82	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	65	73	84	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	42	52	63	(r)
32. I am able to achieve a healthy work/life balance most of the time	67	63	70	71	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	55	54	63	63	(r)
34. Reasonable expectations are placed on staff according to their position	56	54	71	76	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	74	79	82	(r)
36. My workplace enables strong professional leadership	49	52	61	76	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	88	97	92	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	43	58	65	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	59	71	81	(r)
40. In my workplace patient safety is at the centre of all decision making	71	76	78	76	(r)
41. My team's objectives/ work plans are clearly outlined	65	68	83	78	(r)
42. Our objectives/work plans help us to deliver a quality service	66	70	83	81	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	50	68	68	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Central Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2308	266	116	39	5
Employee Engagement Index	68	69	84	83	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	74	75	90	86	(r)
45. I would recommend my workplace as a good place to work	64	67	80	81	(r)
46. I feel motivated to contribute more than what is normally required at work	66	66	83	84	(r)
47. I have a strong sense of belonging to my workplace	63	66	77	81	(r)
48. Overall I am satisfied to be working here at the present time	69	67	84	86	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	57	67	76	(r)
50. There is a positive culture in my workplace	52	54	62	73	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	44	61	73	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Your Job

1. My job makes good use of my skills and abilities	81	81	78	86	(r)	81	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	67	68	64	71	(r)	51	(r)
3. Working here makes me want to do the best job I can	72	72	68	83	(r)	78	(r)
4. The right amount of approvals are required for routine decisions	48	47	47	55	(r)	53	(r)
5. I have sufficient control over my work so I can do my job well	64	63	62	74	(r)	64	(r)
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	61	62	56	66	(r)	59	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

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	68	62	81	(r)	70	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	69	64	76	(r)	61	(r)
9. People in my team are honest and open	61	61	58	72	(r)	57	(r)
10. My team resolves conflict quickly when it arises	47	48	42	56	(r)	51	(r)
11. Morale is good in my team	49	49	44	67	(r)	55	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	61	55	72	(r)	60	(r)
13. In my workplace, we recognise our successes and innovations	54	55	50	68	(r)	49	(r)
14. Staff are treated respectfully regardless of their job	61	61	57	77	(r)	58	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	63	55	76	(r)	75	(r)
15b. treats all staff in my team fairly	59	60	52	75	(r)	68	(r)
15c. ensures that when issues are raised in the team, they are addressed	57	56	52	78	(r)	71	(r)
15d. treats me with respect	75	75	72	84	(r)	83	(r)
16. I receive regular and constructive feedback on my performance	49	51	40	65	(r)	48	(r)
17. Overall, I have confidence in the decisions made by my line manager	59	60	54	75	(r)	68	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Senior Managers

18a. are aware of the issues I face in my job	43	42	41	55	(r)	53	(r)
18b. have a clear direction for the future	44	43	40	57	(r)	54	(r)
18c. lead by example in creating a positive workplace	42	41	38	59	(r)	56	(r)
19. There is a positive relationship between senior management and staff in my workplace	38	38	34	55	(r)	54	(r)
20. Overall, I have confidence in the decisions made by my senior managers	43	42	39	56	(r)	63	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	33	32	48	(r)	43	(r)
22. My organisation is making the necessary decisions to meet our future challenges	42	42	38	53	(r)	54	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Communication

23. I am kept well informed about what is happening in my workplace	47	48	43	58	(r)	53	(r)
24. I have a say in decisions which affect my work	43	45	37	48	(r)	40	(r)
25. I think it is safe to speak up and challenge the way things are done	49	50	45	57	(r)	57	(r)
26. Where I work, we share the lessons learnt when mistakes are made	58	59	52	70	(r)	60	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	59	49	65	(r)	55	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	60	55	69	(r)	62	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	73	70	74	(r)	75	(r)
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	77	77	76	77	(r)	75	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	60	49	72	(r)	65	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	39	40	52	(r)	47	(r)
32. I am able to achieve a healthy work/life balance most of the time	67	63	73	72	(r)	75	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	55	54	54	68	(r)	53	(r)
34. Reasonable expectations are placed on staff according to their position	56	56	54	65	(r)	60	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	68	68	81	(r)	68	(r)
36. My workplace enables strong professional leadership	49	49	45	63	(r)	54	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	86	85	82	(r)	87	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	43	45	52	(r)	43	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	62	57	69	(r)	69	(r)
40. In my workplace patient safety is at the centre of all decision making	71	70	69	79	(r)	82	(r)
41. My team's objectives/ work plans are clearly outlined	65	65	64	75	(r)	67	(r)
42. Our objectives/work plans help us to deliver a quality service	66	65	63	73	(r)	70	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	52	47	63	(r)	51	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Central Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2308	1326	712	193	1	69	3
Employee Engagement Index	68	68	64	78	(r)	75	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	74	73	71	84	(r)	85	(r)
45. I would recommend my workplace as a good place to work	64	63	61	77	(r)	79	(r)
46. I feel motivated to contribute more than what is normally required at work	66	67	59	79	(r)	72	(r)
47. I have a strong sense of belonging to my workplace	63	65	61	66	(r)	58	(r)
48. Overall I am satisfied to be working here at the present time	69	69	67	77	(r)	79	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	56	57	71	(r)	46	(r)
50. There is a positive culture in my workplace	52	51	49	66	(r)	52	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	41	33	32	(r)	34	(r)

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Your Job

1. My job makes good use of my skills and abilities	81	85	85	79	78	81
2. I feel I am able to suggest ideas to improve our ways of doing things	67	74	64	64	64	68
3. Working here makes me want to do the best job I can	72	87	83	72	69	70
4. The right amount of approvals are required for routine decisions	48	57	58	50	47	45
5. I have sufficient control over my work so I can do my job well	64	77	73	68	60	61
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	61	68	67	58	57	61

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

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	82	77	65	66	66
8. In my team we generally acknowledge one another's efforts and achievements	68	77	74	66	63	69
9. People in my team are honest and open	61	74	71	59	58	61
10. My team resolves conflict quickly when it arises	47	58	57	47	45	46
11. Morale is good in my team	49	70	65	52	43	46

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	71	70	61	59	57
13. In my workplace, we recognise our successes and innovations	54	71	61	56	51	53
14. Staff are treated respectfully regardless of their job	61	76	73	60	59	59

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	80	71	67	60	58
15b. treats all staff in my team fairly	59	80	72	61	57	55
15c. ensures that when issues are raised in the team, they are addressed	57	79	73	58	55	54
15d. treats me with respect	75	87	89	75	75	73
16. I receive regular and constructive feedback on my performance	49	63	63	48	46	47
17. Overall, I have confidence in the decisions made by my line manager	59	77	73	63	58	55

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Senior Managers

18a. are aware of the issues I face in my job	43	60	60	46	39	40
18b. have a clear direction for the future	44	65	49	45	40	42
18c. lead by example in creating a positive workplace	42	62	53	41	38	40
19. There is a positive relationship between senior management and staff in my workplace	38	61	52	43	36	34
20. Overall, I have confidence in the decisions made by my senior managers	43	69	63	44	38	39
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	61	55	38	30	30
22. My organisation is making the necessary decisions to meet our future challenges	42	69	53	40	37	40

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Communication

23. I am kept well informed about what is happening in my workplace	47	72	55	47	43	45
24. I have a say in decisions which affect my work	43	56	48	42	40	42
25. I think it is safe to speak up and challenge the way things are done	49	60	59	47	45	49
26. Where I work, we share the lessons learnt when mistakes are made	58	72	70	57	56	56
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	68	67	50	53	57
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	74	65	56	55	60

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	74	79	72	68	72
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	77	78	77	77	79	76
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	71	71	60	58	55

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	53	55	45	38	38
32. I am able to achieve a healthy work/life balance most of the time	67	80	71	63	67	66
33. There are mechanisms in place to support me if I experience stress or pressure	55	68	66	55	53	53
34. Reasonable expectations are placed on staff according to their position	56	77	73	57	54	53
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	83	82	68	67	67
36. My workplace enables strong professional leadership	49	70	68	49	48	45

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	73	81	81	87	88
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	57	53	43	42	43

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	74	75	62	62	58
40. In my workplace patient safety is at the centre of all decision making	71	80	79	72	69	69
41. My team's objectives/ work plans are clearly outlined	65	79	75	64	62	64
42. Our objectives/work plans help us to deliver a quality service	66	78	74	65	63	64
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	67	60	53	49	49

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Central Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	2308	141	134	357	464	1208
Employee Engagement Index	68	81	80	68	66	66

Your Workplace

44. Overall I am proud to be a part of this workplace	74	87	87	74	72	72
45. I would recommend my workplace as a good place to work	64	81	80	64	62	61
46. I feel motivated to contribute more than what is normally required at work	66	81	77	69	64	62
47. I have a strong sense of belonging to my workplace	63	67	70	61	62	64
48. Overall I am satisfied to be working here at the present time	69	83	84	69	70	66
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	70	69	56	55	56
50. There is a positive culture in my workplace	52	72	70	53	48	48
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	25	42	39	39	38

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Your Job

1. My job makes good use of my skills and abilities	81	80	82	58
2. I feel I am able to suggest ideas to improve our ways of doing things	67	69	68	38
3. Working here makes me want to do the best job I can	72	68	74	45
4. The right amount of approvals are required for routine decisions	48	42	50	26
5. I have sufficient control over my work so I can do my job well	64	64	66	37
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	61	64	62	29

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

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	71	68	41
8. In my team we generally acknowledge one another's efforts and achievements	68	71	68	46
9. People in my team are honest and open	61	68	61	39
10. My team resolves conflict quickly when it arises	47	56	46	26
11. Morale is good in my team	49	57	49	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	65	60	31
13. In my workplace, we recognise our successes and innovations	54	58	55	31
14. Staff are treated respectfully regardless of their job	61	65	62	35

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	67	62	42
15b. treats all staff in my team fairly	59	64	59	37
15c. ensures that when issues are raised in the team, they are addressed	57	65	57	37
15d. treats me with respect	75	76	76	54
16. I receive regular and constructive feedback on my performance	49	56	48	30
17. Overall, I have confidence in the decisions made by my line manager	59	66	59	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Senior Managers

18a. are aware of the issues I face in my job	43	49	42	29
18b. have a clear direction for the future	44	48	44	27
18c. lead by example in creating a positive workplace	42	49	41	20
19. There is a positive relationship between senior management and staff in my workplace	38	47	38	14
20. Overall, I have confidence in the decisions made by my senior managers	43	49	43	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	43	34	16
22. My organisation is making the necessary decisions to meet our future challenges	42	45	42	22

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Communication

23. I am kept well informed about what is happening in my workplace	47	51	48	34
24. I have a say in decisions which affect my work	43	49	42	23
25. I think it is safe to speak up and challenge the way things are done	49	59	49	22
26. Where I work, we share the lessons learnt when mistakes are made	58	64	58	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	58	56	41
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	62	60	44

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	73	73	54
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	77	78	78	62
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	61	59	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	48	40	18
32. I am able to achieve a healthy work/life balance most of the time	67	68	69	41
33. There are mechanisms in place to support me if I experience stress or pressure	55	58	56	30
34. Reasonable expectations are placed on staff according to their position	56	63	56	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	70	45
36. My workplace enables strong professional leadership	49	51	50	28

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	84	86	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	45	45	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	61	63	39
40.	In my workplace patient safety is at the centre of all decision making	71	70	72	41
41.	My team's objectives/ work plans are clearly outlined	65	63	67	36
42.	Our objectives/work plans help us to deliver a quality service	66	65	67	43
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	51	52	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Central Coast LHD	Male	Female	Prefer not to say
Respondents	2308	384	1701	84
Employee Engagement Index	68	68	70	40

Your Workplace

44. Overall I am proud to be a part of this workplace	74	74	75	43
45. I would recommend my workplace as a good place to work	64	67	65	29
46. I feel motivated to contribute more than what is normally required at work	66	65	67	47
47. I have a strong sense of belonging to my workplace	63	65	64	41
48. Overall I am satisfied to be working here at the present time	69	71	70	37
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	58	58	35
50. There is a positive culture in my workplace	52	57	51	25
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	42	37	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Your Job

1. My job makes good use of my skills and abilities	81	85	85	82	83	83	79	78	81	83	62
2. I feel I am able to suggest ideas to improve our ways of doing things	67	59	73	70	71	71	61	69	65	70	40
3. Working here makes me want to do the best job I can	72	75	80	73	69	72	69	73	74	79	38
4. The right amount of approvals are required for routine decisions	48	59	59	50	47	49	41	45	48	49	31
5. I have sufficient control over my work so I can do my job well	64	80	75	67	62	65	59	63	62	72	33
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	61	64	69	66	62	65	58	63	57	60	32

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	77	77	64	68	72	62	69	66	69	49
8. In my team we generally acknowledge one another's efforts and achievements	68	70	76	68	68	70	63	69	69	68	50
9. People in my team are honest and open	61	63	73	61	64	69	54	62	59	57	42
10. My team resolves conflict quickly when it arises	47	47	59	47	51	52	40	49	46	42	29
11. Morale is good in my team	49	71	62	50	53	55	41	49	45	47	23

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	61	68	58	64	62	54	63	59	64	30
13. In my workplace, we recognise our successes and innovations	54	63	64	58	58	56	51	55	52	52	27
14. Staff are treated respectfully regardless of their job	61	71	73	66	64	63	55	60	59	63	30

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	75	73	70	67	64	56	61	55	60	40
15b. treats all staff in my team fairly	59	81	75	62	64	61	52	59	51	57	32
15c. ensures that when issues are raised in the team, they are addressed	57	77	71	64	61	57	52	58	49	56	32
15d. treats me with respect	75	90	86	78	81	77	69	75	72	74	48
16. I receive regular and constructive feedback on my performance	49	62	58	54	55	52	44	50	41	45	29
17. Overall, I have confidence in the decisions made by my line manager	59	76	73	65	67	59	54	59	52	55	37

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Senior Managers

18a. are aware of the issues I face in my job	43	54	51	47	45	45	40	43	37	40	30
18b. have a clear direction for the future	44	49	49	47	50	48	42	42	40	42	28
18c. lead by example in creating a positive workplace	42	53	49	46	49	44	40	41	37	36	18
19. There is a positive relationship between senior management and staff in my workplace	38	58	52	43	43	40	37	35	33	32	14
20. Overall, I have confidence in the decisions made by my senior managers	43	68	53	50	46	44	42	40	37	36	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	54	49	41	40	33	31	31	29	28	18
22. My organisation is making the necessary decisions to meet our future challenges	42	61	51	45	45	41	39	41	40	38	20

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Communication

23. I am kept well informed about what is happening in my workplace	47	56	57	49	55	50	43	46	44	45	30
24. I have a say in decisions which affect my work	43	48	49	45	47	46	38	43	40	44	23
25. I think it is safe to speak up and challenge the way things are done	49	51	56	52	55	52	48	48	43	53	28
26. Where I work, we share the lessons learnt when mistakes are made	58	73	70	59	61	59	53	59	53	60	32
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	65	59	57	54	54	57	57	54	59	47
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	71	61	57	60	59	58	60	58	69	44

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	78	83	70	69	74	68	71	69	80	59
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	77	80	78	71	81	81	75	77	73	78	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	71	71	61	63	62	51	53	54	61	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	52	54	44	48	43	37	40	36	34	15
32. I am able to achieve a healthy work/life balance most of the time	67	70	75	65	70	69	62	69	62	76	51
33. There are mechanisms in place to support me if I experience stress or pressure	55	63	65	52	57	61	49	57	49	61	31
34. Reasonable expectations are placed on staff according to their position	56	68	72	56	58	58	49	57	54	59	32
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	76	78	73	71	68	66	70	67	68	51
36. My workplace enables strong professional leadership	49	71	61	55	56	50	44	49	41	45	26

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	72	82	79	86	86	87	86	87	92	90
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	59	53	49	49	47	38	41	44	48	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	75	71	59	60	66	58	63	59	63	38
40. In my workplace patient safety is at the centre of all decision making	71	80	78	69	73	73	69	71	73	66	52
41. My team's objectives/ work plans are clearly outlined	65	79	78	62	63	68	60	69	63	68	42
42. Our objectives/work plans help us to deliver a quality service	66	74	77	61	63	68	60	67	64	72	43
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	66	63	50	51	51	48	50	51	52	29

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Central Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	2308	80	212	215	241	266	309	376	319	184	102
Employee Engagement Index	68	79	76	68	68	71	64	69	68	73	36

Your Workplace

44. Overall I am proud to be a part of this workplace	74	86	82	72	75	76	70	75	73	78	41
45. I would recommend my workplace as a good place to work	64	83	75	64	66	69	58	63	62	69	30
46. I feel motivated to contribute more than what is normally required at work	66	78	74	67	64	68	62	64	67	70	39
47. I have a strong sense of belonging to my workplace	63	72	67	62	63	68	58	66	65	69	32
48. Overall I am satisfied to be working here at the present time	69	80	76	69	71	74	65	71	66	76	35
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	71	67	56	59	57	52	56	56	63	42
50. There is a positive culture in my workplace	52	68	67	55	55	54	45	50	48	52	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	39	40	37	41	40	39	37	37	37	18

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Your Job

1. My job makes good use of my skills and abilities	81	73	(r)	82	53
2. I feel I am able to suggest ideas to improve our ways of doing things	67	61	(r)	68	40
3. Working here makes me want to do the best job I can	72	66	(r)	73	44
4. The right amount of approvals are required for routine decisions	48	45	(r)	48	28
5. I have sufficient control over my work so I can do my job well	64	61	(r)	65	36
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	61	61	(r)	62	37

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

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	61	(r)	68	49
8. In my team we generally acknowledge one another's efforts and achievements	68	61	(r)	69	53
9. People in my team are honest and open	61	63	(r)	62	38
10. My team resolves conflict quickly when it arises	47	44	(r)	48	31
11. Morale is good in my team	49	56	(r)	50	25

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	66	(r)	60	38
13. In my workplace, we recognise our successes and innovations	54	61	(r)	55	31
14. Staff are treated respectfully regardless of their job	61	56	(r)	62	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	64	(r)	62	49
15b. treats all staff in my team fairly	59	56	(r)	59	44
15c. ensures that when issues are raised in the team, they are addressed	57	59	(r)	58	45
15d. treats me with respect	75	73	(r)	76	57
16. I receive regular and constructive feedback on my performance	49	51	(r)	49	37
17. Overall, I have confidence in the decisions made by my line manager	59	60	(r)	60	51

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Senior Managers

18a. are aware of the issues I face in my job	43	57	(r)	43	26
18b. have a clear direction for the future	44	53	(r)	44	25
18c. lead by example in creating a positive workplace	42	49	(r)	42	21
19. There is a positive relationship between senior management and staff in my workplace	38	49	(r)	39	18
20. Overall, I have confidence in the decisions made by my senior managers	43	44	(r)	44	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	36	(r)	35	17
22. My organisation is making the necessary decisions to meet our future challenges	42	44	(r)	42	24

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Communication

23. I am kept well informed about what is happening in my workplace	47	41	(r)	48	25
24. I have a say in decisions which affect my work	43	43	(r)	43	21
25. I think it is safe to speak up and challenge the way things are done	49	49	(r)	50	24
26. Where I work, we share the lessons learnt when mistakes are made	58	60	(r)	59	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	54	(r)	57	33
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	56	(r)	60	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	73	(r)	73	47
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	77	74	(r)	77	67
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	63	(r)	59	35

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	45	(r)	41	21
32. I am able to achieve a healthy work/life balance most of the time	67	70	(r)	68	45
33. There are mechanisms in place to support me if I experience stress or pressure	55	57	(r)	56	28
34. Reasonable expectations are placed on staff according to their position	56	58	(r)	57	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	62	(r)	70	47
36. My workplace enables strong professional leadership	49	46	(r)	50	31

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	84	(r)	85	87
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	41	(r)	46	14

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	62	(r)	62	38
40. In my workplace patient safety is at the centre of all decision making	71	65	(r)	72	51
41. My team's objectives/ work plans are clearly outlined	65	65	(r)	67	33
42. Our objectives/work plans help us to deliver a quality service	66	62	(r)	66	44
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	57	(r)	52	27

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Central Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2308	71	2	2141	77
Employee Engagement Index	68	66	(r)	69	42

Your Workplace

44. Overall I am proud to be a part of this workplace	74	69	(r)	75	45
45. I would recommend my workplace as a good place to work	64	60	(r)	65	36
46. I feel motivated to contribute more than what is normally required at work	66	62	(r)	67	44
47. I have a strong sense of belonging to my workplace	63	75	(r)	64	41
48. Overall I am satisfied to be working here at the present time	69	66	(r)	70	42
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	53	(r)	58	34
50. There is a positive culture in my workplace	52	53	(r)	52	30
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	47	(r)	38	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Your Job

1. My job makes good use of my skills and abilities	81	64	82	46
2. I feel I am able to suggest ideas to improve our ways of doing things	67	66	68	37
3. Working here makes me want to do the best job I can	72	64	73	39
4. The right amount of approvals are required for routine decisions	48	44	48	28
5. I have sufficient control over my work so I can do my job well	64	46	65	33
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	61	48	62	38

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

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	55	68	49
8. In my team we generally acknowledge one another's efforts and achievements	68	54	68	56
9. People in my team are honest and open	61	46	62	40
10. My team resolves conflict quickly when it arises	47	34	48	26
11. Morale is good in my team	49	32	50	23

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	40	61	32
13. In my workplace, we recognise our successes and innovations	54	45	55	30
14. Staff are treated respectfully regardless of their job	61	54	62	37

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	43	63	48
15b. treats all staff in my team fairly	59	41	60	44
15c. ensures that when issues are raised in the team, they are addressed	57	45	58	33
15d. treats me with respect	75	57	76	54
16. I receive regular and constructive feedback on my performance	49	34	50	34
17. Overall, I have confidence in the decisions made by my line manager	59	43	60	44

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Senior Managers

18a. are aware of the issues I face in my job	43	34	44	25
18b. have a clear direction for the future	44	38	44	34
18c. lead by example in creating a positive workplace	42	34	43	21
19. There is a positive relationship between senior management and staff in my workplace	38	29	39	16
20. Overall, I have confidence in the decisions made by my senior managers	43	36	44	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	29	35	15
22. My organisation is making the necessary decisions to meet our future challenges	42	32	43	22

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Communication

23. I am kept well informed about what is happening in my workplace	47	32	48	23
24. I have a say in decisions which affect my work	43	32	44	20
25. I think it is safe to speak up and challenge the way things are done	49	45	50	20
26. Where I work, we share the lessons learnt when mistakes are made	58	41	59	32
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	54	57	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	55	60	41

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	55	73	39
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	77	64	77	64
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	38	59	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	21	42	16
32. I am able to achieve a healthy work/life balance most of the time	67	48	68	39
33. There are mechanisms in place to support me if I experience stress or pressure	55	41	56	26
34. Reasonable expectations are placed on staff according to their position	56	36	58	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	54	70	46
36. My workplace enables strong professional leadership	49	34	50	21

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	86	85	88
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	30	45	16

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	45	63	34
40. In my workplace patient safety is at the centre of all decision making	71	59	72	52
41. My team's objectives/ work plans are clearly outlined	65	54	66	41
42. Our objectives/work plans help us to deliver a quality service	66	52	66	46
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	34	52	23

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	56	2185	57
Employee Engagement Index	68	56	69	34

Your Workplace

44. Overall I am proud to be a part of this workplace	74	59	75	32
45. I would recommend my workplace as a good place to work	64	55	65	27
46. I feel motivated to contribute more than what is normally required at work	66	52	67	41
47. I have a strong sense of belonging to my workplace	63	52	65	34
48. Overall I am satisfied to be working here at the present time	69	52	71	32
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	50	58	27
50. There is a positive culture in my workplace	52	45	53	23
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	36	38	12

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Your Job

1. My job makes good use of my skills and abilities	81	81	88	44
2. I feel I am able to suggest ideas to improve our ways of doing things	67	67	70	47
3. Working here makes me want to do the best job I can	72	72	74	38
4. The right amount of approvals are required for routine decisions	48	47	58	32
5. I have sufficient control over my work so I can do my job well	64	64	71	35
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	61	61	68	39

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

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	68	75	36
8. In my team we generally acknowledge one another's efforts and achievements	68	67	77	50
9. People in my team are honest and open	61	61	68	32
10. My team resolves conflict quickly when it arises	47	47	63	26
11. Morale is good in my team	49	49	66	18

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	59	70	39
13. In my workplace, we recognise our successes and innovations	54	54	67	27
14. Staff are treated respectfully regardless of their job	61	60	78	33

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Your Line Manager

15a. recognises and acknowledges when I have done my job well	62	61	72	50
15b. treats all staff in my team fairly	59	59	68	33
15c. ensures that when issues are raised in the team, they are addressed	57	57	71	33
15d. treats me with respect	75	75	85	52
16. I receive regular and constructive feedback on my performance	49	48	61	38
17. Overall, I have confidence in the decisions made by my line manager	59	59	72	42

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Senior Managers

18a. are aware of the issues I face in my job	43	43	52	30
18b. have a clear direction for the future	44	44	48	28
18c. lead by example in creating a positive workplace	42	42	50	19
19. There is a positive relationship between senior management and staff in my workplace	38	38	52	16
20. Overall, I have confidence in the decisions made by my senior managers	43	43	55	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	35	34	46	13
22. My organisation is making the necessary decisions to meet our future challenges	42	42	54	10

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Communication

23. I am kept well informed about what is happening in my workplace	47	47	58	22
24. I have a say in decisions which affect my work	43	42	59	19
25. I think it is safe to speak up and challenge the way things are done	49	49	55	25
26. Where I work, we share the lessons learnt when mistakes are made	58	58	67	31
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	56	61	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	59	70	38

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	72	72	81	41
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	77	76	86	63
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	58	68	25

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	40	58	12
32. I am able to achieve a healthy work/life balance most of the time	67	67	75	27
33. There are mechanisms in place to support me if I experience stress or pressure	55	55	58	15
34. Reasonable expectations are placed on staff according to their position	56	56	67	15
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	69	75	39
36. My workplace enables strong professional leadership	49	49	66	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	85	86	78	91
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	44	52	19

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	61	71	34
40.	In my workplace patient safety is at the centre of all decision making	71	71	81	44
41.	My team's objectives/ work plans are clearly outlined	65	65	75	34
42.	Our objectives/work plans help us to deliver a quality service	66	65	76	44
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	51	67	24

Demographics

This section shows the % positive scores for different demographic groups within your Business Unit.

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Central Coast LHD	Yes	No	Prefer not to say
Respondents	2308	2135	128	34
Employee Engagement Index	68	68	76	33

Your Workplace

44. Overall I am proud to be a part of this workplace	74	74	83	33
45. I would recommend my workplace as a good place to work	64	64	74	25
46. I feel motivated to contribute more than what is normally required at work	66	66	73	44
47. I have a strong sense of belonging to my workplace	63	63	72	28
48. Overall I am satisfied to be working here at the present time	69	69	80	28
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	57	70	28
50. There is a positive culture in my workplace	52	51	67	27
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	37	48	24

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:	
$\frac{1850 + 1175}{29474} \times 31493 = 21290$	Estimated Full Time responses
Total estimated Part time responses as a proportion of all respondents to the survey:	
$\frac{7753 + 486}{29474} \times 31493 = 8803$	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.	
$\frac{21289 + (8803 \times 0.33)}{94882.6} = 25\%$	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?

Who
is going to make this happen?

When
will this be achieved?

