

**70%**

2013: 69%

**ENGAGEMENT INDEX**

**55%**

2013: 54%

**WORKPLACE CULTURE INDEX**

**7,193**

2013: 5610

**ACTUAL RESPONSES**

**46%**

2013: 38%  
1% Confidence Interval

**ESTIMATED RESPONSE RATE**

## Employee Engagement Index

### Say

*% Positive*      *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	<b>74</b>	0
45.	I would recommend my workplace as a good place to work	<b>65</b>	+2

### Stay

47.	I have a strong sense of belonging to my workplace	<b>66</b>	+1
48.	Overall I am satisfied to be working here at the present time	<b>70</b>	0

### Strive

3.	Working here makes me want to do the best job I can	<b>76</b>	+1
46.	I feel motivated to contribute more than what is normally required at work	<b>69</b>	+1

## Key Questions to focus on

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

	<i>% Positive</i>	<i>Variance from 2013</i>	
50.	There is a positive culture in my workplace	<b>53</b>	-
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>38</b>	-
19.	There is a positive relationship between senior management and staff in my workplace	<b>42</b>	0
22.	My organisation is making the necessary decisions to meet our future challenges	<b>42</b>	-
36.	My workplace enables strong professional leadership	<b>54</b>	-
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	<b>44</b>	+2

## 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	71
Your Job	70
Service Delivery	65

Questions	% Positive
1. My job makes good use of my skills and abilities	84
28. I have received the appropriate training and development to do my job effectively	78
15d. My line manager treats me with respect	78
3. Working here makes me want to do the best job I can	76
44. Overall I am proud to be a part of this workplace	74

### Lowlights

Sections	% Positive
Senior Managers	44
Communication	56
Work Environment	59

Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38
19. There is a positive relationship between senior management and staff in my workplace	42
22. My organisation is making the necessary decisions to meet our future challenges	42
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44

## 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
Your Job	70	+1
Being Valued	63	+1
Service Delivery	65	+1

Questions	% Positive	Variance from 2013
4. The right amount of approvals are required for routine decisions	55	+3
28. I have received the appropriate training and development to do my job effectively	78	+3
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	+2
18b. The senior managers at my workplace have a clear direction for the future	46	+2
16. I receive regular and constructive feedback on my performance	55	+2

### Least improved

Sections	% Positive	Variance from 2013
Your Workplace	62	-1
Senior Managers	44	-1
Communication	56	-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	71	-4
23. I am kept well informed about what is happening in my workplace	50	-3
18a. The senior managers at my workplace are aware of the issues I face in my job	46	-2
25. I think it is safe to speak up and challenge the way things are done	51	-1
32. I am able to achieve a healthy work/life balance most of the time	68	-1

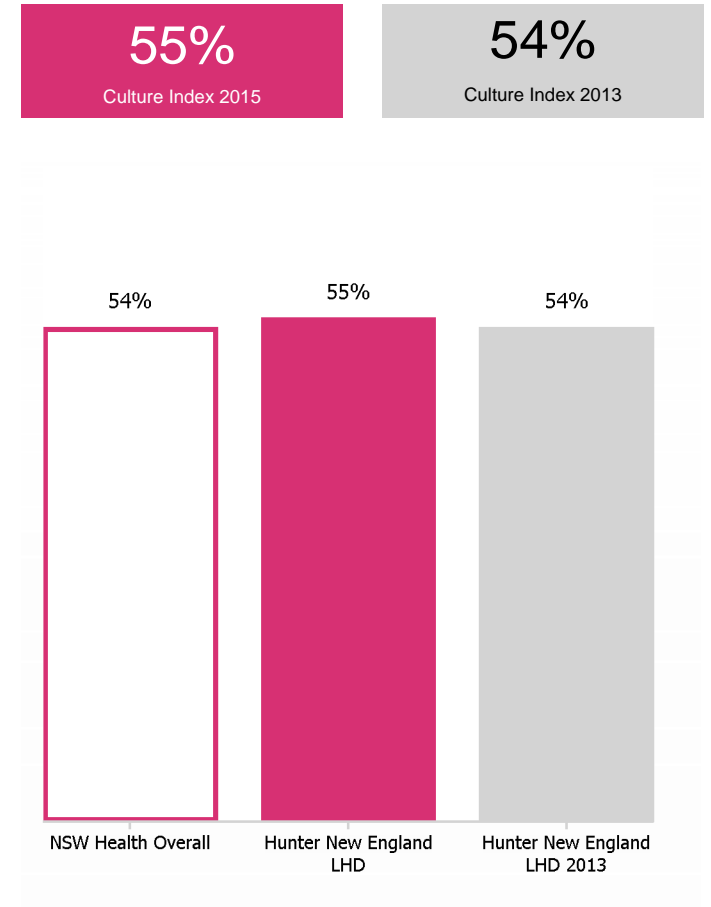
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# Employee Workplace Culture Index

The Workplace Culture Index is a measure statistically constructed based on the NSW Health Workplace Culture Framework.

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

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		52	21	27	0
12. I believe I am valued for what I can offer at my workplace		65	17	19	+1
13. In my workplace, we recognise our successes and innovations		60	23	17	0
14. Staff are treated respectfully regardless of their job		63	17	19	+1
17. Overall, I have confidence in the decisions made by my line manager		65	19	16	+1
18b. The senior managers at my workplace have a clear direction for the future		46	33	21	+2
18c. The senior managers at my workplace lead by example in creating a positive workplace		46	28	26	+1
20. Overall, I have confidence in the decisions made by my senior managers		46	29	25	+1
24. I have a say in decisions which affect my work		47	25	28	-1
25. I think it is safe to speak up and challenge the way things are done		51	20	29	-1
26. Where I work, we share the lessons learnt when mistakes are made		60	23	17	+1
31. I have confidence in the processes that my workplace uses to resolve staff conflict		44	28	28	+2
41. My team's objectives/ work plans are clearly outlined		69	20	11	0
42. Our objectives/work plans help us to deliver a quality service		68	21	11	+1
51. Overall, I believe the culture at my workplace has improved in the last 12 months		38	34	28	0



# Trend Comparison

This section shows comparisons between Hunter New England LHD and the 2013 survey results for Hunter New England Local Health District



57% ■ Proportion of questions above 2013 scores by 1 or more percentage points

24% ■ Proportion of questions in line with 2013 scores

20% ■ 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>
4. The right amount of approvals are required for routine decisions	<b>55</b>	<span style="color: green;">■</span> +3
28. I have received the appropriate training and development to do my job effectively	<b>78</b>	<span style="color: green;">■</span> +3
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>44</b>	<span style="color: green;">■</span> +2
18b. The senior managers at my workplace have a clear direction for the future	<b>46</b>	<span style="color: green;">■</span> +2
16. I receive regular and constructive feedback on my performance	<b>55</b>	<span style="color: green;">■</span> +2
45. I would recommend my workplace as a good place to work	<b>65</b>	<span style="color: green;">■</span> +2
10. My team resolves conflict quickly when it arises	<b>52</b>	<span style="color: green;">■</span> +2
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>46</b>	<span style="color: green;">■</span> +1
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	<span style="color: green;">■</span> +1
20. Overall, I have confidence in the decisions made by my senior managers	<b>46</b>	<span style="color: green;">■</span> +1
12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<span style="color: green;">■</span> +1
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>61</b>	<span style="color: green;">■</span> +1

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	<i>% Positive</i>	<i>Variance from 2013</i>
17. Overall, I have confidence in the decisions made by my line manager	<b>65</b>	<span style="color: green;">■</span> +1
40. In my workplace patient safety is at the centre of all decision making	<b>72</b>	<span style="color: green;">■</span> +1
3. Working here makes me want to do the best job I can	<b>76</b>	<span style="color: green;">■</span> +1
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>64</b>	<span style="color: green;">■</span> +1
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	<span style="color: green;">■</span> +1
43. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>55</b>	<span style="color: green;">■</span> +1
14. Staff are treated respectfully regardless of their job	<b>63</b>	<span style="color: green;">■</span> +1
1. My job makes good use of my skills and abilities	<b>84</b>	<span style="color: green;">■</span> +1
47. I have a strong sense of belonging to my workplace	<b>66</b>	<span style="color: green;">■</span> +1
15d. My line manager treats me with respect	<b>78</b>	<span style="color: green;">■</span> +1
46. I feel motivated to contribute more than what is normally required at work	<b>69</b>	<span style="color: green;">■</span> +1
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>73</b>	<span style="color: green;">■</span> +1
26. Where I work, we share the lessons learnt when mistakes are made	<b>60</b>	<span style="color: green;">■</span> +1

# Trend Comparison

This section shows comparisons between Hunter New England LHD and the 2013 survey results for Hunter New England Local Health District



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20% ■ 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>
33. There are mechanisms in place to support me if I experience stress or pressure	<b>58</b>	+1
42. Our objectives/work plans help us to deliver a quality service	<b>68</b>	+1
39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>63</b>	+1
5. I have sufficient control over my work so I can do my job well	<b>67</b>	+1
13. In my workplace, we recognise our successes and innovations	<b>60</b>	0
19. There is a positive relationship between senior management and staff in my workplace	<b>42</b>	0
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>61</b>	0
9. People in my team are honest and open	<b>66</b>	0
41. My team's objectives/ work plans are clearly outlined	<b>69</b>	0
44. Overall I am proud to be a part of this workplace	<b>74</b>	0
34. Reasonable expectations are placed on staff according to their position	<b>56</b>	0
15b. My line manager treats all staff in my team fairly	<b>63</b>	0
11. Morale is good in my team	<b>52</b>	0

# Trend Comparison

This section shows comparisons between Hunter New England LHD and the 2013 survey results for Hunter New England Local Health District



- 57% ■ Proportion of questions above 2013 scores by 1 or more percentage points
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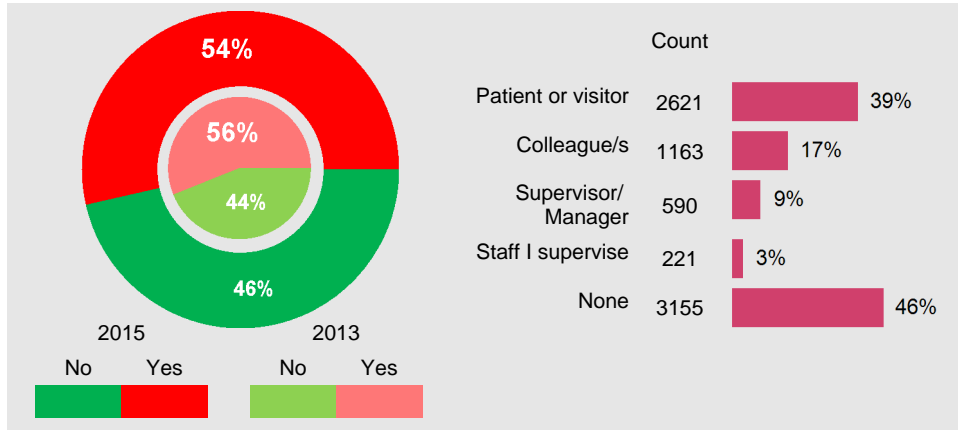
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	0 <span style="color: green;">■</span>
15a. My line manager recognises and acknowledges when I have done my job well	66	0 <span style="color: green;">■</span>
48. Overall I am satisfied to be working here at the present time	70	0 <span style="color: green;">■</span>
7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	-1 <span style="color: red;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	72	-1 <span style="color: red;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	72	-1 <span style="color: red;">■</span>
24. I have a say in decisions which affect my work	47	-1 <span style="color: red;">■</span>
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	-1 <span style="color: red;">■</span>
32. I am able to achieve a healthy work/life balance most of the time	68	-1 <span style="color: red;">■</span>
25. I think it is safe to speak up and challenge the way things are done	51	-1 <span style="color: red;">■</span>
18a. The senior managers at my workplace are aware of the issues I face in my job	46	-2 <span style="color: red;">■</span>
23. I am kept well informed about what is happening in my workplace	50	-3 <span style="color: red;">■</span>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	-4 <span style="color: red;">■</span>

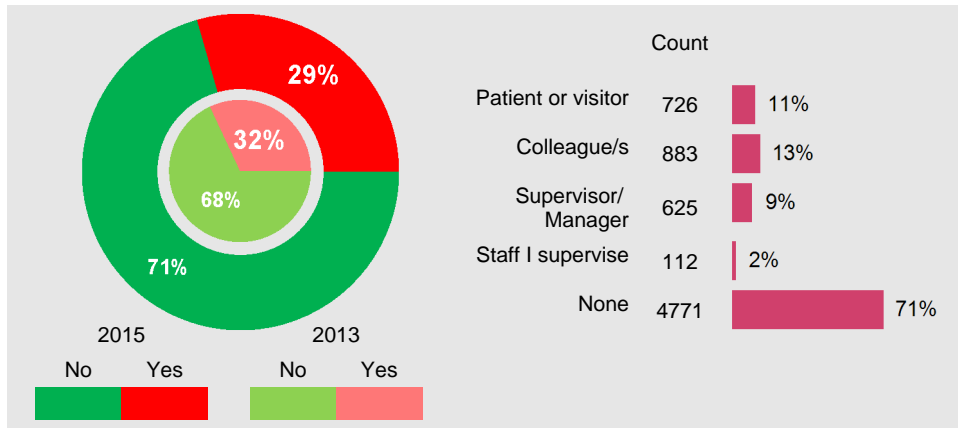
# Unacceptable Behaviour

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

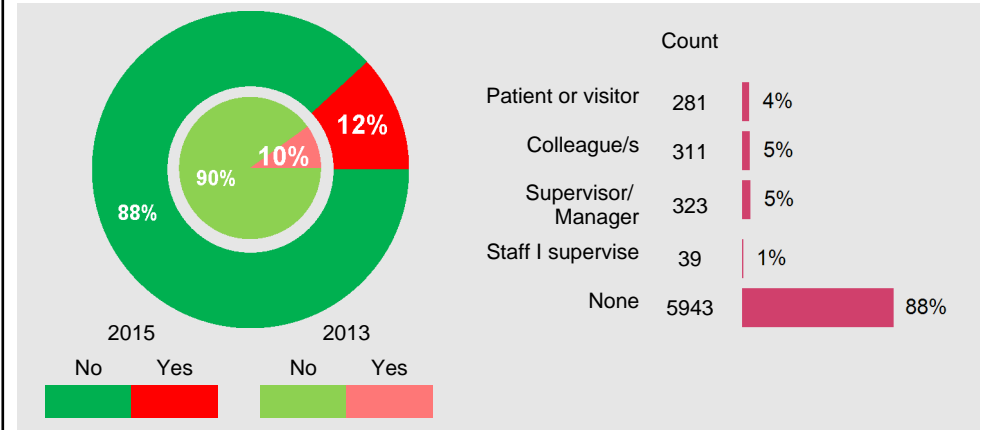
37a. In the last 12 months, I have been verbally abused by a ...



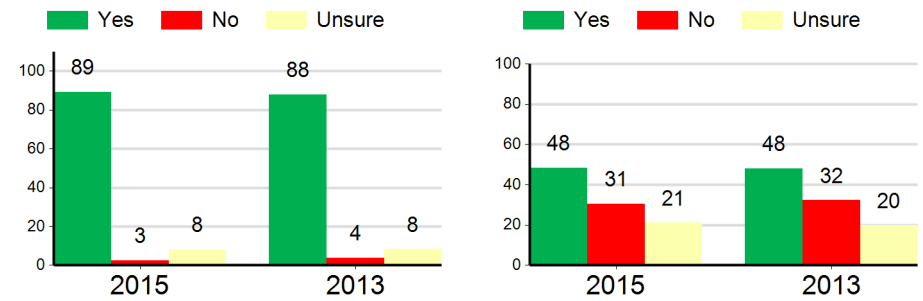
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



38. Do you currently ...



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

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



# All Questions

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

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

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

## Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	84	7	9	84	83	80	81
2. I feel I am able to suggest ideas to improve our ways of doing things	72	13	15	72	72	67	69
3. Working here makes me want to do the best job I can	76	16	9	76	74	73	72
4. The right amount of approvals are required for routine decisions	55	25	20	55	52	-	52
5. I have sufficient control over my work so I can do my job well	67	15	17	67	66	62	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	64	20	16	64	63	60	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	Hunter New England Local Health District 2013	Hunter New England 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	71	15	14	71	71	70	69
8. In my team we generally acknowledge one another's efforts and achievements	72	15	14	72	72	70	70
9. People in my team are honest and open	66	20	14	66	65	65	64
10. My team resolves conflict quickly when it arises	52	26	22	52	50	48	53
11. Morale is good in my team	52	21	27	52	52	50	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	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>12.</b> I believe I am valued for what I can offer at my workplace	65	17	19	65	63	61	63
<b>13.</b> In my workplace, we recognise our successes and innovations	60	23	17	60	59	57	57
<b>14.</b> Staff are treated respectfully regardless of their job	63	17	19	63	62	60	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	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>15a.</b>	My line manager recognises and acknowledges when I have done my job well	66	17	16	<b>66</b>	<b>67</b>	<b>64</b>	<b>65</b>
<b>15b.</b>	My line manager treats all staff in my team fairly	63	17	20	<b>63</b>	<b>63</b>	<b>61</b>	<b>62</b>
<b>15c.</b>	My line manager ensures that when issues are raised in the team, they are addressed	61	19	20	<b>61</b>	<b>60</b>	<b>58</b>	<b>61</b>
<b>15d.</b>	My line manager treats me with respect	78	12	10	<b>78</b>	<b>77</b>	<b>75</b>	<b>76</b>
<b>16.</b>	I receive regular and constructive feedback on my performance	55	22	23	<b>55</b>	<b>53</b>	<b>49</b>	<b>52</b>
<b>17.</b>	Overall, I have confidence in the decisions made by my line manager	65	19	16	<b>65</b>	<b>64</b>	<b>62</b>	<b>63</b>

# All Questions

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

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

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

		% Positive response	% Neutral response	% Negative response	% Positive	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>Senior Managers</b>		<span style="color: green;">46</span>	<span style="color: yellow;">24</span>	<span style="color: red;">30</span>	<b>46</b>	<b>48</b>	<b>46</b>	<b>46</b>
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	<span style="color: green;">46</span>	<span style="color: yellow;">24</span>	<span style="color: red;">30</span>	<b>46</b>	<b>48</b>	<b>46</b>	<b>46</b>
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	<span style="color: green;">46</span>	<span style="color: yellow;">33</span>	<span style="color: red;">21</span>	<b>46</b>	<b>44</b>	<b>40</b>	<b>45</b>
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	<span style="color: green;">46</span>	<span style="color: yellow;">28</span>	<span style="color: red;">26</span>	<b>46</b>	<b>44</b>	<b>40</b>	<b>45</b>
<b>K</b>	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<span style="color: green;">42</span>	<span style="color: yellow;">29</span>	<span style="color: red;">30</span>	<b>42</b>	<b>41</b>	<b>37</b>	<b>42</b>
	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<span style="color: green;">46</span>	<span style="color: yellow;">29</span>	<span style="color: red;">25</span>	<b>46</b>	<b>45</b>	<b>42</b>	<b>46</b>
<b>K</b>	<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	<span style="color: green;">38</span>	<span style="color: yellow;">31</span>	<span style="color: red;">31</span>	<b>38</b>	-	-	<b>39</b>
<b>K</b>	<b>22.</b> My organisation is making the necessary decisions to meet our future challenges	<span style="color: green;">42</span>	<span style="color: yellow;">35</span>	<span style="color: red;">23</span>	<b>42</b>	-	-	<b>43</b>

# All Questions

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

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

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

## Communication

	% Positive response	% Neutral response	% Negative response	% Positive	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>23.</b> I am kept well informed about what is happening in my workplace	50	24	27	50	52	51	50
<b>24.</b> I have a say in decisions which affect my work	47	25	28	47	48	48	46
<b>25.</b> I think it is safe to speak up and challenge the way things are done	51	20	29	51	53	52	51
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	60	23	17	60	59	57	59
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	61	22	16	61	62	-	58
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	64	22	14	64	63	-	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	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>28.</b> I have received the appropriate training and development to do my job effectively	78	13	9	78	76	75	73
<b>29.</b> I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	71	11	17	71	76	81	68
<b>30.</b> I am encouraged to take opportunities to learn new skills and have new experiences	62	20	18	62	60	61	60

# All Questions

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

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

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

## Work Environment

			% Positive response	% Neutral response	% Negative response	% Positive	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
<b>K</b>	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	44	28	28	44	42	39	44
	32.	I am able to achieve a healthy work/life balance most of the time	68	16	16	68	69	63	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	58	23	19	58	58	55	56
	34.	Reasonable expectations are placed on staff according to their position	56	19	25	56	56	56	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	17	10	73	73	72	69
<b>K</b>	36.	My workplace enables strong professional leadership	54	27	19	54	-	-	52

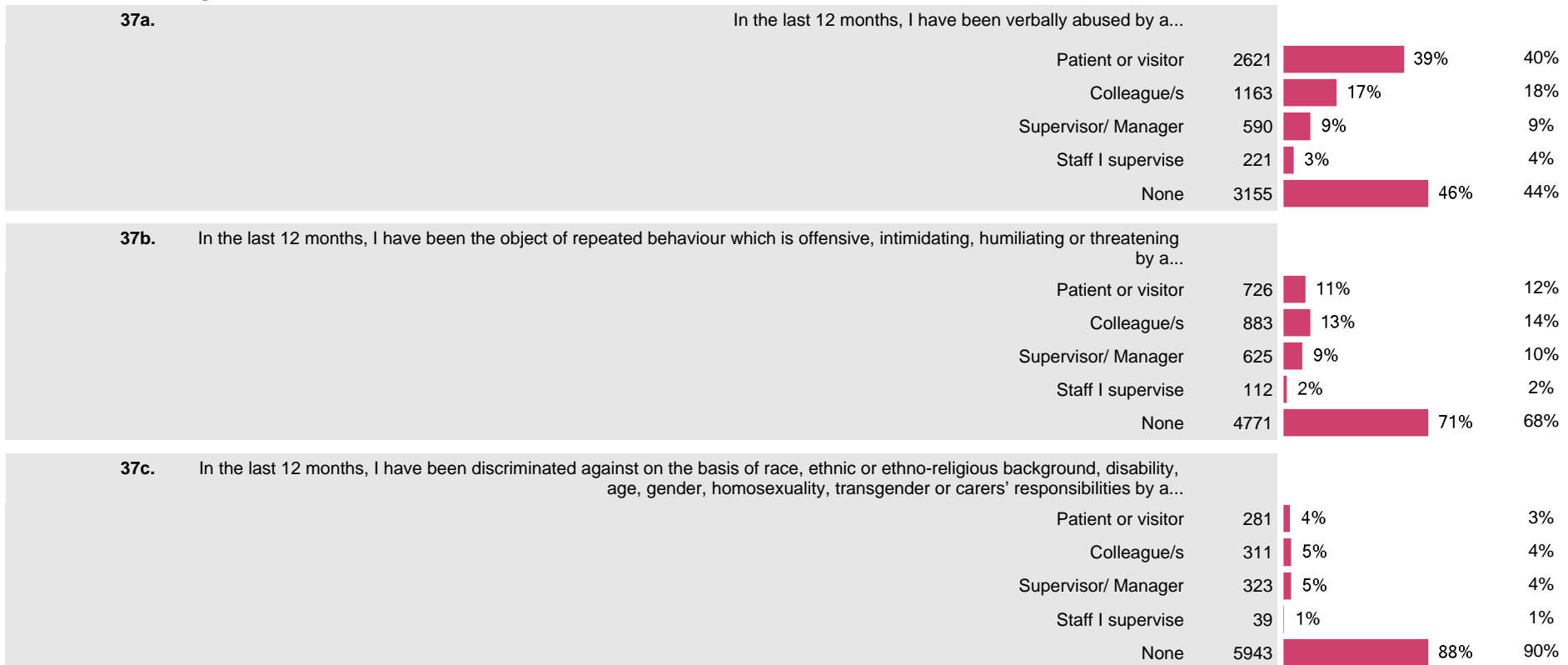


# All Questions

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

Hunter New England Local  
Health District 2013

## Unacceptable Behaviour



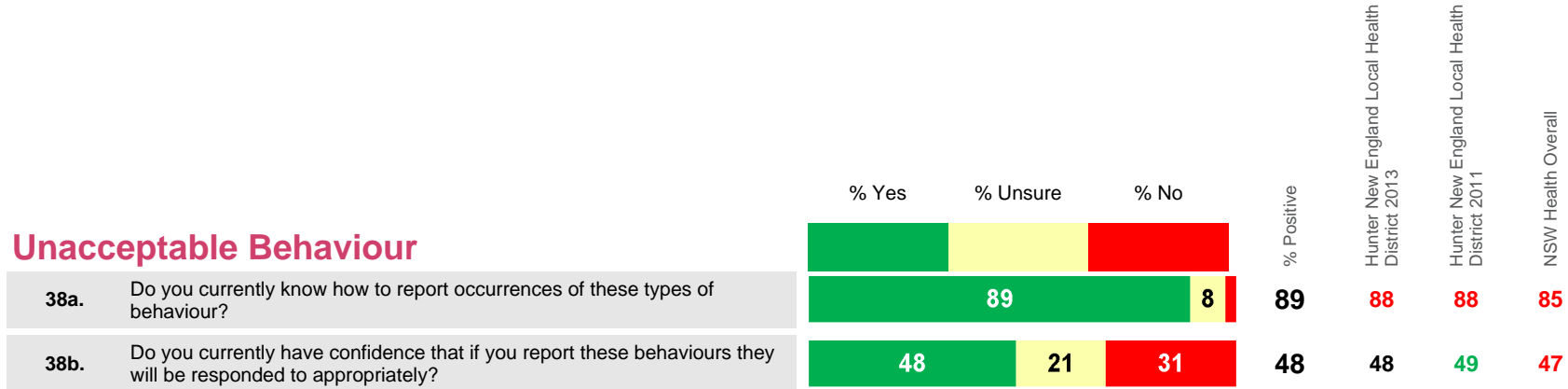
# All Questions

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

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

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

## Unacceptable Behaviour



# All Questions

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

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

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

					% Positive	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
		% Positive response	% Neutral response	% Negative response				
<b>Service Delivery</b>								
39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	19	19	63	62	59	62
40.	In my workplace patient safety is at the centre of all decision making	72	17	12	72	70	69	69
41.	My team's objectives/ work plans are clearly outlined	69	20	11	69	68	63	66
42.	Our objectives/work plans help us to deliver a quality service	68	21	11	68	67	63	66
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	27	18	55	54	-	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	Hunter New England Local Health District 2013	Hunter New England Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	74	17	8	74	74	73	73
45. I would recommend my workplace as a good place to work	65	20	15	65	64	62	64
46. I feel motivated to contribute more than what is normally required at work	69	17	14	69	68	66	67
47. I have a strong sense of belonging to my workplace	66	20	14	66	66	63	65
48. Overall I am satisfied to be working here at the present time	70	16	14	70	70	67	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	24	15	61	60	-	59
<b>K</b> 50. There is a positive culture in my workplace	53	24	23	53	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	34	28	38	38	35	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	Hunter New England 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	7193	494	3208	516	620	1176	103	121	126	0	168	109	78	345
Employee Engagement Index	70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Your Job

1. My job makes good use of my skills and abilities	84	87	85	78	80	89	80	88	77	(r)	89	73	90	82
2. I feel I am able to suggest ideas to improve our ways of doing things	72	66	69	70	76	78	80	82	58	(r)	90	61	87	69
3. Working here makes me want to do the best job I can	76	71	74	72	74	82	85	86	70	(r)	83	72	88	70
4. The right amount of approvals are required for routine decisions	55	46	54	55	60	56	68	62	49	(r)	68	57	56	55
5. I have sufficient control over my work so I can do my job well	67	59	62	71	74	75	78	83	61	(r)	79	62	78	71
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	64	65	61	60	64	72	68	71	67	(r)	79	55	65	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

	Role	Hunter New England 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		7193	494	3208	516	620	1176	103	121	126	0	168	109	78	345
Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	71	73	68	63	72	79	82	76	73	(r)	84	59	79	67
8.	In my team we generally acknowledge one another's efforts and achievements	72	78	68	64	74	80	83	71	79	(r)	84	57	78	69
9.	People in my team are honest and open	66	77	61	57	69	75	74	68	69	(r)	74	56	71	63
10.	My team resolves conflict quickly when it arises	52	55	46	48	60	58	58	58	62	(r)	66	47	60	50
11.	Morale is good in my team	52	55	46	45	58	62	64	56	59	(r)	69	32	69	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

	Role	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Being Valued

12. I believe I am valued for what I can offer at my workplace	65	68	61	58	69	71	75	69	60	(r)	77	57	76	62
13. In my workplace, we recognise our successes and innovations	60	59	56	52	63	70	77	61	55	(r)	75	44	64	57
14. Staff are treated respectfully regardless of their job	63	69	59	58	67	72	77	65	63	(r)	78	46	74	56

# 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	Hunter New England 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	7193	494	3208	516	620	1176	103	121	126	0	168	109	78	345
Employee Engagement Index	70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>66</b>	<span style="color: red;">60</span>	<span style="color: red;">63</span>	<span style="color: red;">61</span>	<span style="color: green;">74</span>	<span style="color: green;">70</span>	<span style="color: green;">82</span>	<span style="color: red;">61</span>	<span style="color: green;">73</span>	(r)	<span style="color: green;">84</span>	<span style="color: red;">61</span>	<span style="color: green;">82</span>	66
15b. treats all staff in my team fairly	<b>63</b>	<span style="color: green;">67</span>	<span style="color: red;">58</span>	<span style="color: red;">57</span>	<span style="color: green;">68</span>	<span style="color: green;">68</span>	<span style="color: green;">76</span>	<span style="color: green;">63</span>	<span style="color: green;">69</span>	(r)	<span style="color: green;">81</span>	<span style="color: red;">53</span>	<span style="color: green;">83</span>	63
15c. ensures that when issues are raised in the team, they are addressed	<b>61</b>	<span style="color: green;">63</span>	<span style="color: red;">57</span>	<span style="color: red;">56</span>	<span style="color: green;">66</span>	<span style="color: green;">64</span>	<span style="color: green;">68</span>	<span style="color: green;">63</span>	<span style="color: green;">65</span>	(r)	<span style="color: green;">77</span>	<span style="color: red;">53</span>	<span style="color: green;">77</span>	<span style="color: green;">61</span>
15d. treats me with respect	<b>78</b>	<span style="color: green;">80</span>	<span style="color: red;">75</span>	<span style="color: red;">73</span>	<span style="color: green;">81</span>	<span style="color: green;">82</span>	<span style="color: green;">90</span>	<span style="color: red;">77</span>	<span style="color: green;">89</span>	(r)	<span style="color: green;">90</span>	<span style="color: red;">65</span>	<span style="color: green;">92</span>	78
16. I receive regular and constructive feedback on my performance	<b>55</b>	<span style="color: red;">48</span>	<span style="color: red;">52</span>	<span style="color: red;">50</span>	<span style="color: green;">64</span>	<span style="color: green;">57</span>	<span style="color: green;">75</span>	<span style="color: red;">53</span>	<span style="color: green;">61</span>	(r)	<span style="color: green;">71</span>	<span style="color: red;">50</span>	<span style="color: green;">71</span>	<span style="color: green;">57</span>
17. Overall, I have confidence in the decisions made by my line manager	<b>65</b>	<span style="color: green;">66</span>	<span style="color: red;">63</span>	<span style="color: red;">56</span>	<span style="color: green;">71</span>	<span style="color: green;">69</span>	<span style="color: green;">76</span>	<span style="color: green;">68</span>	<span style="color: green;">69</span>	(r)	<span style="color: green;">81</span>	<span style="color: red;">53</span>	<span style="color: green;">77</span>	<span style="color: red;">62</span>



# 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	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Senior Managers

18a. are aware of the issues I face in my job	46	47	44	36	53	49	54	46	52	(r)	59	49	56	45
18b. have a clear direction for the future	46	35	43	38	59	49	56	47	52	(r)	65	31	52	44
18c. lead by example in creating a positive workplace	46	41	42	40	55	52	60	45	41	(r)	62	33	64	46
19. There is a positive relationship between senior management and staff in my workplace	42	42	37	36	53	47	55	49	40	(r)	65	30	57	40
20. Overall, I have confidence in the decisions made by my senior managers	46	43	42	40	57	51	63	46	43	(r)	71	30	57	42
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	40	35	33	48	43	52	39	29	(r)	58	28	48	37
22. My organisation is making the necessary decisions to meet our future challenges	42	35	38	39	55	46	57	45	48	(r)	68	32	55	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

	Role	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Communication

23. I am kept well informed about what is happening in my workplace	50	49	48	35	57	55	57	53	40	(r)	70	36	56	46
24. I have a say in decisions which affect my work	47	44	44	38	55	52	60	56	35	(r)	73	40	65	47
25. I think it is safe to speak up and challenge the way things are done	51	60	48	41	57	56	59	58	41	(r)	69	48	68	49
26. Where I work, we share the lessons learnt when mistakes are made	60	68	57	51	64	66	61	68	60	(r)	67	49	68	54
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	52	58	56	70	65	80	54	63	(r)	81	45	61	65
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	55	60	65	77	67	80	66	60	(r)	85	54	77	70

# 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	Hunter New England 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
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## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	78	83	78	75	76	82	75	79	68	(r)	85	71	73	74
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	71	49	65	77	84	83	92	78	62	(r)	89	63	94	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	62	67	62	50	59	66	74	61	42	(r)	76	47	66	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	Hunter New England 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
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Employee Engagement Index	70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	43	40	37	53	48	53	39	44	(r)	57	32	61	42
32. I am able to achieve a healthy work/life balance most of the time	68	57	64	71	72	76	79	70	80	(r)	68	68	77	69
33. There are mechanisms in place to support me if I experience stress or pressure	58	42	56	56	61	66	73	50	61	(r)	70	61	75	58
34. Reasonable expectations are placed on staff according to their position	56	57	51	49	59	66	79	61	62	(r)	65	58	70	55
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	69	69	76	75	84	82	76	81	(r)	85	64	79	69
36. My workplace enables strong professional leadership	54	58	50	47	60	61	68	54	50	(r)	79	42	62	48

# Demographics

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## Key

■ At least 1 percentage points greater than overall score

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(r) Where group has less than 10 respondents

	Role	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>89</b>	<b>72</b>	<b>93</b>	89	<b>88</b>	90	<b>91</b>	<b>76</b>	<b>86</b>	(r)	<b>95</b>	<b>83</b>	90	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>42</b>	<b>45</b>	<b>47</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>41</b>	<b>45</b>	(r)	<b>57</b>	<b>44</b>	<b>62</b>	<b>47</b>

# 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	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	51	58	72	70	63	78	81	74	(r)	82	69	71	67
40.	In my workplace patient safety is at the centre of all decision making	72	66	70	72	70	77	66	71	78	(r)	74	71	78	67
41.	My team's objectives/ work plans are clearly outlined	69	69	67	64	71	71	79	75	74	(r)	79	61	73	69
42.	Our objectives/work plans help us to deliver a quality service	68	65	64	66	71	72	85	78	74	(r)	80	60	72	69
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	44	50	59	62	57	73	64	61	(r)	74	52	65	64

# Demographics

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## Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Hunter New England 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
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Employee Engagement Index		70	69	67	67	71	77	75	75	71	(r)	78	63	81	67

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>74</b>	74	<b>71</b>	<b>72</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>78</b>	<b>78</b>	(r)	<b>85</b>	<b>69</b>	<b>83</b>	<b>72</b>
45. I would recommend my workplace as a good place to work	<b>65</b>	65	<b>62</b>	<b>60</b>	<b>69</b>	<b>73</b>	<b>71</b>	<b>68</b>	<b>73</b>	(r)	<b>76</b>	<b>51</b>	<b>80</b>	<b>60</b>
46. I feel motivated to contribute more than what is normally required at work	<b>69</b>	<b>69</b>	<b>66</b>	<b>68</b>	69	<b>75</b>	<b>74</b>	<b>72</b>	<b>70</b>	(r)	<b>77</b>	<b>59</b>	<b>82</b>	<b>67</b>
47. I have a strong sense of belonging to my workplace	<b>66</b>	66	<b>65</b>	<b>63</b>	66	<b>72</b>	<b>67</b>	<b>67</b>	66	(r)	<b>72</b>	<b>58</b>	<b>76</b>	<b>63</b>
48. Overall I am satisfied to be working here at the present time	<b>70</b>	<b>70</b>	<b>66</b>	<b>67</b>	<b>71</b>	<b>77</b>	<b>72</b>	<b>76</b>	<b>72</b>	(r)	<b>71</b>	<b>67</b>	<b>79</b>	<b>68</b>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>61</b>	61	<b>57</b>	<b>56</b>	<b>64</b>	<b>70</b>	<b>68</b>	<b>63</b>	<b>64</b>	(r)	<b>71</b>	<b>56</b>	<b>66</b>	<b>59</b>
50. There is a positive culture in my workplace	<b>53</b>	<b>59</b>	<b>48</b>	<b>46</b>	<b>57</b>	<b>62</b>	<b>61</b>	<b>59</b>	<b>61</b>	(r)	<b>66</b>	<b>44</b>	<b>61</b>	<b>48</b>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>38</b>	<b>30</b>	<b>36</b>	<b>35</b>	<b>44</b>	<b>39</b>	<b>45</b>	<b>31</b>	<b>42</b>	(r)	<b>50</b>	<b>33</b>	<b>44</b>	<b>35</b>

# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Your Job

1. My job makes good use of my skills and abilities	84	87	84
2. I feel I am able to suggest ideas to improve our ways of doing things	72	79	70
3. Working here makes me want to do the best job I can	76	78	75
4. The right amount of approvals are required for routine decisions	55	54	55
5. I have sufficient control over my work so I can do my job well	67	64	68
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	64	74	62



# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

### Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	77	69
8. In my team we generally acknowledge one another's efforts and achievements	72	81	70
9. People in my team are honest and open	66	73	64
10. My team resolves conflict quickly when it arises	52	60	50
11. Morale is good in my team	52	60	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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Being Valued

12. I believe I am valued for what I can offer at my workplace	65	68	64
13. In my workplace, we recognise our successes and innovations	60	66	58
14. Staff are treated respectfully regardless of their job	63	68	62

# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	69	66
15b. treats all staff in my team fairly	63	66	62
15c. ensures that when issues are raised in the team, they are addressed	61	62	60
15d. treats me with respect	78	80	78
16. I receive regular and constructive feedback on my performance	55	59	54
17. Overall, I have confidence in the decisions made by my line manager	65	67	65

# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Senior Managers

18a. are aware of the issues I face in my job	46	52	45
18b. have a clear direction for the future	46	52	44
18c. lead by example in creating a positive workplace	46	52	44
19. There is a positive relationship between senior management and staff in my workplace	42	45	41
20. Overall, I have confidence in the decisions made by my senior managers	46	52	45
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	43	37
22. My organisation is making the necessary decisions to meet our future challenges	42	48	41

# Demographics

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**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

Hunter New England LHD

Yes

No

Respondents	7193	1400	5783
Employee Engagement Index	70	74	69

## Communication

23. I am kept well informed about what is happening in my workplace	50	55	49
24. I have a say in decisions which affect my work	47	55	45
25. I think it is safe to speak up and challenge the way things are done	51	60	49
26. Where I work, we share the lessons learnt when mistakes are made	60	66	58
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	70	59
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	70	63

# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	78	77	79
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	71	69	72
30. I am encouraged to take opportunities to learn new skills and have new experiences	62	67	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

## Manage staff

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	50	42
32. I am able to achieve a healthy work/life balance most of the time	68	61	69
33. There are mechanisms in place to support me if I experience stress or pressure	58	58	58
34. Reasonable expectations are placed on staff according to their position	56	56	56
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	75	73
36. My workplace enables strong professional leadership	54	59	53

# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>94</b>	<b>88</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>52</b>	<b>48</b>



# 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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	1400	5783
	70	74	69

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	61	63
40.	In my workplace patient safety is at the centre of all decision making	72	73	71
41.	My team's objectives/ work plans are clearly outlined	69	73	68
42.	Our objectives/work plans help us to deliver a quality service	68	72	67
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	56	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

Hunter New England LHD

	Respondents	Yes	No
Employee Engagement Index	7193	74	69

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	78	74
45. I would recommend my workplace as a good place to work	65	70	64
46. I feel motivated to contribute more than what is normally required at work	69	74	67
47. I have a strong sense of belonging to my workplace	66	73	65
48. Overall I am satisfied to be working here at the present time	70	70	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	64	60
50. There is a positive culture in my workplace	53	56	52
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	46	36

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Your Job

1. My job makes good use of my skills and abilities	84	85	88	92	96
2. I feel I am able to suggest ideas to improve our ways of doing things	72	74	85	86	96
3. Working here makes me want to do the best job I can	76	76	81	82	96
4. The right amount of approvals are required for routine decisions	55	49	57	59	85
5. I have sufficient control over my work so I can do my job well	67	59	69	63	88
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	64	68	81	82	92

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	73	85	84	92
8. In my team we generally acknowledge one another's efforts and achievements	72	76	89	87	96
9. People in my team are honest and open	66	67	80	86	92
10. My team resolves conflict quickly when it arises	52	55	67	73	81
11. Morale is good in my team	52	55	68	65	92

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<b>62</b>	<b>73</b>	<b>83</b>	<b>88</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	<b>61</b>	<b>72</b>	<b>80</b>	<b>88</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>62</b>	<b>73</b>	<b>79</b>	<b>96</b>

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	63	74	81	92
15b. treats all staff in my team fairly	63	60	73	79	85
15c. ensures that when issues are raised in the team, they are addressed	61	53	70	78	88
15d. treats me with respect	78	76	84	89	96
16. I receive regular and constructive feedback on my performance	55	52	67	65	88
17. Overall, I have confidence in the decisions made by my line manager	65	61	73	80	100

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Senior Managers

18a. are aware of the issues I face in my job	46	45	59	65	88
18b. have a clear direction for the future	46	45	63	59	88
18c. lead by example in creating a positive workplace	46	45	60	67	81
19. There is a positive relationship between senior management and staff in my workplace	42	36	52	62	96
20. Overall, I have confidence in the decisions made by my senior managers	46	42	61	70	96
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	36	49	62	92
22. My organisation is making the necessary decisions to meet our future challenges	42	40	58	60	88

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Communication

23. I am kept well informed about what is happening in my workplace	50	49	61	62	85
24. I have a say in decisions which affect my work	47	47	65	66	88
25. I think it is safe to speak up and challenge the way things are done	51	52	66	76	85
26. Where I work, we share the lessons learnt when mistakes are made	60	61	70	78	85
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	63	79	78	96
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	63	79	80	92



# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>78</b>	<b>74</b>	<b>81</b>	<b>83</b>	<b>85</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>64</b>	<b>79</b>	<b>62</b>	<b>81</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	<b>61</b>	<b>75</b>	<b>76</b>	<b>92</b>

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>44</b>	44	<b>54</b>	<b>61</b>	<b>77</b>
32. I am able to achieve a healthy work/life balance most of the time	<b>68</b>	<b>62</b>	<b>61</b>	<b>52</b>	<b>77</b>
33. There are mechanisms in place to support me if I experience stress or pressure	<b>58</b>	<b>56</b>	<b>62</b>	<b>55</b>	<b>92</b>
34. Reasonable expectations are placed on staff according to their position	<b>56</b>	<b>53</b>	<b>62</b>	<b>57</b>	<b>92</b>
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>73</b>	<b>69</b>	<b>83</b>	<b>83</b>	<b>92</b>
36. My workplace enables strong professional leadership	<b>54</b>	<b>52</b>	<b>67</b>	<b>73</b>	<b>96</b>

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>94</b>	<b>97</b>	<b>87</b>	<b>96</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>46</b>	<b>57</b>	<b>60</b>	<b>79</b>

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	63	57	69	60	88
40. In my workplace patient safety is at the centre of all decision making	72	71	76	72	92
41. My team's objectives/ work plans are clearly outlined	69	69	81	76	100
42. Our objectives/work plans help us to deliver a quality service	68	66	81	76	96
43. At my workplace there is a good balance between delivering services and monitoring service delivery	55	51	64	55	88

# 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

	Hunter New England LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	7193	777	321	143	26
Employee Engagement Index	70	71	76	81	95

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	76	82	85	96
45. I would recommend my workplace as a good place to work	65	66	73	78	96
46. I feel motivated to contribute more than what is normally required at work	69	70	75	83	96
47. I have a strong sense of belonging to my workplace	66	70	76	84	88
48. Overall I am satisfied to be working here at the present time	70	68	71	76	96
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	60	69	73	84
50. There is a positive culture in my workplace	53	51	61	68	92
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	41	50	58	84

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Your Job

1. My job makes good use of my skills and abilities	<b>84</b>	84	84	<b>87</b>	(r)	<b>81</b>	84
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>72</b>	<b>73</b>	<b>71</b>	<b>73</b>	(r)	<b>63</b>	<b>61</b>
3. Working here makes me want to do the best job I can	<b>76</b>	<b>74</b>	<b>75</b>	<b>82</b>	(r)	<b>80</b>	<b>72</b>
4. The right amount of approvals are required for routine decisions	<b>55</b>	55	<b>53</b>	<b>61</b>	(r)	<b>58</b>	<b>39</b>
5. I have sufficient control over my work so I can do my job well	<b>67</b>	67	<b>66</b>	<b>71</b>	(r)	<b>70</b>	<b>66</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	<b>66</b>	<b>61</b>	<b>68</b>	(r)	<b>55</b>	<b>68</b>

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>71</b>	<b>70</b>	<b>70</b>	<b>79</b>	(r)	<b>68</b>	<b>59</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>72</b>	71	<b>71</b>	<b>79</b>	(r)	<b>66</b>	<b>64</b>
9. People in my team are honest and open	<b>66</b>	<b>65</b>	<b>64</b>	<b>77</b>	(r)	<b>62</b>	<b>68</b>
10. My team resolves conflict quickly when it arises	<b>52</b>	52	<b>49</b>	<b>58</b>	(r)	<b>48</b>	<b>52</b>
11. Morale is good in my team	<b>52</b>	52	<b>47</b>	<b>65</b>	(r)	<b>48</b>	<b>57</b>

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	64	<b>62</b>	<b>72</b>	(r)	<b>68</b>	<b>66</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	60	<b>58</b>	<b>69</b>	(r)	<b>55</b>	<b>55</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>62</b>	<b>61</b>	<b>74</b>	(r)	<b>63</b>	<b>68</b>



# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	67	64	71	(r)	66	55
15b. treats all staff in my team fairly	63	62	60	71	(r)	65	66
15c. ensures that when issues are raised in the team, they are addressed	61	60	58	69	(r)	65	61
15d. treats me with respect	78	77	78	86	(r)	79	70
16. I receive regular and constructive feedback on my performance	55	56	53	60	(r)	52	39
17. Overall, I have confidence in the decisions made by my line manager	65	64	63	75	(r)	65	64

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Senior Managers

18a. are aware of the issues I face in my job	46	47	42	53	(r)	53	45
18b. have a clear direction for the future	46	47	41	52	(r)	50	34
18c. lead by example in creating a positive workplace	46	46	40	56	(r)	54	36
19. There is a positive relationship between senior management and staff in my workplace	42	42	37	51	(r)	50	43
20. Overall, I have confidence in the decisions made by my senior managers	46	47	40	57	(r)	55	39
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	38	33	50	(r)	47	34
22. My organisation is making the necessary decisions to meet our future challenges	42	43	38	50	(r)	47	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

## Employment Status

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Communication

23. I am kept well informed about what is happening in my workplace	50	50	48	56	(r)	50	51
24. I have a say in decisions which affect my work	47	49	43	52	(r)	44	45
25. I think it is safe to speak up and challenge the way things are done	51	53	49	53	(r)	52	70
26. Where I work, we share the lessons learnt when mistakes are made	60	60	57	68	(r)	60	67
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	63	56	67	(r)	62	51
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	66	61	68	(r)	66	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

## Employment Status

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	78	78	79	79	(r)	79	84
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	71	74	68	74	(r)	71	44
30. I am encouraged to take opportunities to learn new skills and have new experiences	62	62	59	71	(r)	59	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

## Employment Status

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	45	40	52	(r)	45	37
32. I am able to achieve a healthy work/life balance most of the time	68	64	72	71	(r)	75	70
33. There are mechanisms in place to support me if I experience stress or pressure	58	56	57	65	(r)	65	51
34. Reasonable expectations are placed on staff according to their position	56	55	54	66	(r)	60	60
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	72	73	81	(r)	76	72
36. My workplace enables strong professional leadership	54	54	51	67	(r)	55	53

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	89	91	90	84	(r)	88	72
38b. have confidence that if you report these behaviours they will be responded to appropriately?	48	48	47	54	(r)	51	53

# 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

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	63	62	61	68	(r)	68	53
40. In my workplace patient safety is at the centre of all decision making	72	71	70	75	(r)	77	72
41. My team's objectives/ work plans are clearly outlined	69	68	67	76	(r)	71	70
42. Our objectives/work plans help us to deliver a quality service	68	68	65	75	(r)	71	63
43. At my workplace there is a good balance between delivering services and monitoring service delivery	55	55	52	62	(r)	59	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

## Employment Status

	Hunter New England LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	7193	3618	2351	826	7	343	44
Employee Engagement Index	70	69	69	77	(r)	72	69

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	73	74	82	(r)	74	77
45. I would recommend my workplace as a good place to work	65	65	62	74	(r)	69	67
46. I feel motivated to contribute more than what is normally required at work	69	68	67	76	(r)	70	65
47. I have a strong sense of belonging to my workplace	66	67	66	67	(r)	62	60
48. Overall I am satisfied to be working here at the present time	70	68	68	79	(r)	74	74
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	60	60	70	(r)	64	58
50. There is a positive culture in my workplace	53	52	50	65	(r)	58	56
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	40	34	37	(r)	37	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

## Length of Service

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Your Job

1. My job makes good use of my skills and abilities	84	88	84	85	83	84
2. I feel I am able to suggest ideas to improve our ways of doing things	72	70	67	71	70	74
3. Working here makes me want to do the best job I can	76	86	79	76	72	75
4. The right amount of approvals are required for routine decisions	55	67	57	57	53	54
5. I have sufficient control over my work so I can do my job well	67	78	67	69	65	66
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	64	66	64	64	60	65

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	80	72	70	69	71
8. In my team we generally acknowledge one another's efforts and achievements	72	76	71	71	70	72
9. People in my team are honest and open	66	77	68	68	63	65
10. My team resolves conflict quickly when it arises	52	61	50	53	47	52
11. Morale is good in my team	52	69	59	54	48	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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<b>76</b>	<b>68</b>	<b>66</b>	<b>62</b>	<b>63</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	<b>71</b>	<b>63</b>	60	<b>57</b>	<b>59</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>78</b>	<b>68</b>	<b>65</b>	<b>60</b>	<b>62</b>

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	76	69	67	63	66
15b. treats all staff in my team fairly	63	78	69	64	58	62
15c. ensures that when issues are raised in the team, they are addressed	61	78	68	62	56	59
15d. treats me with respect	78	89	82	81	75	76
16. I receive regular and constructive feedback on my performance	55	64	56	55	51	55
17. Overall, I have confidence in the decisions made by my line manager	65	81	73	68	61	63

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Senior Managers

18a. are aware of the issues I face in my job	46	63	49	48	44	44
18b. have a clear direction for the future	46	62	51	48	42	44
18c. lead by example in creating a positive workplace	46	65	55	48	42	43
19. There is a positive relationship between senior management and staff in my workplace	42	62	53	44	37	39
20. Overall, I have confidence in the decisions made by my senior managers	46	69	57	48	43	43
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	62	50	42	34	35
22. My organisation is making the necessary decisions to meet our future challenges	42	61	48	45	39	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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Communication

23. I am kept well informed about what is happening in my workplace	50	66	55	52	45	48
24. I have a say in decisions which affect my work	47	57	50	46	41	48
25. I think it is safe to speak up and challenge the way things are done	51	59	54	50	48	52
26. Where I work, we share the lessons learnt when mistakes are made	60	69	63	63	56	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	74	64	60	58	61
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	75	69	63	62	64

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>78</b>	<b>79</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>80</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>82</b>	<b>76</b>	<b>72</b>	<b>71</b>	<b>70</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	<b>75</b>	<b>66</b>	<b>63</b>	<b>58</b>	<b>60</b>

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	60	47	46	41	42
32. I am able to achieve a healthy work/life balance most of the time	68	77	69	68	66	67
33. There are mechanisms in place to support me if I experience stress or pressure	58	72	57	58	55	58
34. Reasonable expectations are placed on staff according to their position	56	73	61	60	54	54
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	82	76	74	71	73
36. My workplace enables strong professional leadership	54	72	63	58	50	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

## Length of Service

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>80</b>	<b>82</b>	<b>86</b>	<b>88</b>	<b>93</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>65</b>	<b>50</b>	<b>50</b>	<b>44</b>	<b>48</b>

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	63	77	64	63	59	62
40. In my workplace patient safety is at the centre of all decision making	72	81	70	71	68	72
41. My team's objectives/ work plans are clearly outlined	69	78	72	70	65	68
42. Our objectives/work plans help us to deliver a quality service	68	79	70	69	64	67
43. At my workplace there is a good balance between delivering services and monitoring service delivery	55	67	59	58	51	54

# 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

	Hunter New England 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	7193	473	460	1044	1423	3783
Employee Engagement Index	70	82	75	72	67	69

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>74</b>	<b>86</b>	<b>79</b>	<b>78</b>	<b>72</b>	<b>73</b>
45. I would recommend my workplace as a good place to work	<b>65</b>	<b>83</b>	<b>72</b>	<b>69</b>	<b>62</b>	<b>62</b>
46. I feel motivated to contribute more than what is normally required at work	<b>69</b>	<b>80</b>	<b>73</b>	<b>71</b>	<b>65</b>	<b>68</b>
47. I have a strong sense of belonging to my workplace	<b>66</b>	<b>70</b>	<b>68</b>	<b>68</b>	<b>63</b>	67
48. Overall I am satisfied to be working here at the present time	<b>70</b>	<b>85</b>	<b>78</b>	<b>72</b>	<b>67</b>	<b>67</b>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>61</b>	<b>76</b>	<b>66</b>	<b>64</b>	<b>57</b>	<b>59</b>
50. There is a positive culture in my workplace	<b>53</b>	<b>72</b>	<b>60</b>	<b>57</b>	<b>48</b>	<b>50</b>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>38</b>	<b>35</b>	<b>39</b>	<b>42</b>	<b>34</b>	<b>38</b>

# 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

Hunter New England LHD

Male

Female

Prefer not to say

Respondents	7193	1090	5505	263
Employee Engagement Index	70	71	71	40

## Your Job

1. My job makes good use of my skills and abilities	84	85	85	60
2. I feel I am able to suggest ideas to improve our ways of doing things	72	73	73	43
3. Working here makes me want to do the best job I can	76	73	78	44
4. The right amount of approvals are required for routine decisions	55	52	57	32
5. I have sufficient control over my work so I can do my job well	67	65	69	43
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	64	68	65	36

# 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

	Hunter New England LHD	Male	Female	Prefer not to say
Respondents	7193	1090	5505	263
Employee Engagement Index	70	71	71	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	71	73	71	56
8. In my team we generally acknowledge one another's efforts and achievements	72	75	73	53
9. People in my team are honest and open	66	73	66	45
10. My team resolves conflict quickly when it arises	52	57	52	32
11. Morale is good in my team	52	58	51	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

		<b>Gender</b>			
		Hunter New England LHD	Male	Female	Prefer not to say
	Respondents	7193	1090	5505	263
	Employee Engagement Index	70	71	71	40

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<b>69</b>	<b>66</b>	<b>28</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	<b>62</b>	<b>61</b>	<b>31</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>66</b>	<b>64</b>	<b>34</b>

# 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

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193

1090

5505

263

Employee Engagement Index

70

71

71

40

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	68	67	44
15b. treats all staff in my team fairly	63	68	63	41
15c. ensures that when issues are raised in the team, they are addressed	61	65	61	33
15d. treats me with respect	78	79	79	59
16. I receive regular and constructive feedback on my performance	55	57	56	36
17. Overall, I have confidence in the decisions made by my line manager	65	68	66	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

## Gender

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193 1090 5505 263

Employee Engagement Index

70 71 71 40

## Senior Managers

18a. are aware of the issues I face in my job	46	49	47	22
18b. have a clear direction for the future	46	44	48	19
18c. lead by example in creating a positive workplace	46	48	46	19
19. There is a positive relationship between senior management and staff in my workplace	42	46	42	13
20. Overall, I have confidence in the decisions made by my senior managers	46	48	47	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	43	39	13
22. My organisation is making the necessary decisions to meet our future challenges	42	42	43	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

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193 1090 5505 263

Employee Engagement Index

70 71 71 40

## Communication

23. I am kept well informed about what is happening in my workplace	50	52	51	22
24. I have a say in decisions which affect my work	47	52	48	20
25. I think it is safe to speak up and challenge the way things are done	51	60	51	22
26. Where I work, we share the lessons learnt when mistakes are made	60	65	60	34
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	60	62	40
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	65	65	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**

Hunter New England LHD

Male

Female

Prefer not to say

Respondents	7193	1090	5505	263
Employee Engagement Index	70	71	71	40

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>78</b>	79	<b>79</b>	<b>62</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>72</b>	<b>72</b>	<b>56</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	<b>63</b>	<b>63</b>	<b>34</b>

# 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

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193

1090

5505

263

Employee Engagement Index

70

71

71

40

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	50	44	19
32. I am able to achieve a healthy work/life balance most of the time	68	67	69	49
33. There are mechanisms in place to support me if I experience stress or pressure	58	57	59	32
34. Reasonable expectations are placed on staff according to their position	56	60	57	32
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	72	75	49
36. My workplace enables strong professional leadership	54	57	55	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

## Gender

Hunter New England LHD

Male

Female

Prefer not to say

Respondents	7193	1090	5505	263
Employee Engagement Index	70	71	71	40

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>86</b>	<b>90</b>	<b>85</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>50</b>	<b>49</b>	<b>19</b>

# 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

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193 1090 5505 263

Employee Engagement Index

70 71 71 40

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	61	64	39
40.	In my workplace patient safety is at the centre of all decision making	72	68	73	51
41.	My team's objectives/ work plans are clearly outlined	69	67	70	47
42.	Our objectives/work plans help us to deliver a quality service	68	67	69	42
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	52	57	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

## Gender

Hunter New England LHD

Male

Female

Prefer not to say

Respondents

7193 1090 5505 263

Employee Engagement Index

70 71 71 40

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	75	76	43
45. I would recommend my workplace as a good place to work	65	69	66	35
46. I feel motivated to contribute more than what is normally required at work	69	70	70	40
47. I have a strong sense of belonging to my workplace	66	69	67	37
48. Overall I am satisfied to be working here at the present time	70	71	71	37
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	63	62	36
50. There is a positive culture in my workplace	53	57	53	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	38	38	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

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Your Job

1. My job makes good use of my skills and abilities	84	89	88	86	85	84	83	85	85	86	60
2. I feel I am able to suggest ideas to improve our ways of doing things	72	67	70	74	72	71	73	75	74	77	44
3. Working here makes me want to do the best job I can	76	83	76	74	74	76	76	77	76	82	49
4. The right amount of approvals are required for routine decisions	55	64	59	51	54	53	54	55	57	63	36
5. I have sufficient control over my work so I can do my job well	67	73	67	67	70	66	67	67	66	76	42
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	64	66	63	63	67	65	63	66	65	69	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

## Age Group

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	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	71	77	75	69	71	72	68	72	70	76	57
8. In my team we generally acknowledge one another's efforts and achievements	72	74	72	70	71	73	72	73	73	76	55
9. People in my team are honest and open	66	76	72	64	67	67	65	64	63	71	49
10. My team resolves conflict quickly when it arises	52	56	57	47	51	53	52	51	51	59	35
11. Morale is good in my team	52	67	59	51	52	53	49	51	48	55	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

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Being Valued

12. I believe I am valued for what I can offer at my workplace	65	71	65	64	65	64	66	64	66	73	31
13. In my workplace, we recognise our successes and innovations	60	67	62	60	60	62	58	59	61	65	34
14. Staff are treated respectfully regardless of their job	63	74	69	64	64	64	62	61	65	69	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

## Age Group

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	72	67	64	71	68	67	65	66	70	44
15b. treats all staff in my team fairly	63	76	67	61	65	65	62	60	62	65	44
15c. ensures that when issues are raised in the team, they are addressed	61	74	67	61	62	62	59	58	59	63	39
15d. treats me with respect	78	87	83	79	81	79	78	75	77	78	60
16. I receive regular and constructive feedback on my performance	55	62	55	54	56	57	57	54	56	58	38
17. Overall, I have confidence in the decisions made by my line manager	65	79	71	67	68	66	63	62	62	67	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

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Senior Managers

18a. are aware of the issues I face in my job	46	58	49	46	44	47	48	44	44	54	24
18b. have a clear direction for the future	46	63	49	49	45	49	44	43	43	49	23
18c. lead by example in creating a positive workplace	46	65	51	48	42	48	43	44	44	50	22
19. There is a positive relationship between senior management and staff in my workplace	42	60	46	46	37	44	41	40	40	45	17
20. Overall, I have confidence in the decisions made by my senior managers	46	67	52	51	43	49	44	43	43	49	20
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	59	44	42	38	41	37	33	36	42	14
22. My organisation is making the necessary decisions to meet our future challenges	42	60	47	46	42	46	40	39	39	45	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

	Age Group										
	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Communication

23. I am kept well informed about what is happening in my workplace	50	63	52	52	50	50	49	49	48	53	27
24. I have a say in decisions which affect my work	47	55	47	47	45	47	48	47	50	56	23
25. I think it is safe to speak up and challenge the way things are done	51	56	51	52	52	52	52	49	53	60	25
26. Where I work, we share the lessons learnt when mistakes are made	60	71	66	60	57	61	61	58	59	66	34
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	73	62	63	58	59	60	61	64	66	43
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	76	63	64	61	63	63	65	66	71	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

## Age Group

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	78	84	80	78	77	77	79	78	80	84	61
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	71	76	75	71	72	74	68	69	71	76	60
30. I am encouraged to take opportunities to learn new skills and have new experiences	62	76	68	61	63	62	61	59	59	67	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

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	61	50	42	46	45	45	39	42	49	19
32. I am able to achieve a healthy work/life balance most of the time	68	74	71	69	71	67	66	66	67	74	46
33. There are mechanisms in place to support me if I experience stress or pressure	58	66	60	57	60	60	59	56	57	64	37
34. Reasonable expectations are placed on staff according to their position	56	69	61	57	59	59	56	50	54	64	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	81	75	73	76	74	73	73	73	77	53
36. My workplace enables strong professional leadership	54	78	63	56	57	55	53	51	50	58	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

## Age Group

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>89</b>	<b>79</b>	<b>84</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>83</b>
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>57</b>	<b>52</b>	<b>47</b>	<b>49</b>	48	<b>47</b>	<b>47</b>	<b>49</b>	<b>57</b>	<b>22</b>

# 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

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	63	76	60	61	64	63	62	62	64	71	43
40. In my workplace patient safety is at the centre of all decision making	72	80	72	66	70	70	70	72	75	81	50
41. My team's objectives/ work plans are clearly outlined	69	80	71	67	69	69	69	69	68	72	50
42. Our objectives/work plans help us to deliver a quality service	68	81	69	66	69	67	68	67	67	74	46
43. At my workplace there is a good balance between delivering services and monitoring service delivery	55	72	57	54	55	57	51	53	54	63	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

## Age Group

	Hunter New England 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	7193	298	661	673	686	906	919	1034	1059	643	308
Employee Engagement Index	70	82	73	70	69	70	70	70	70	76	42

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	89	79	75	75	75	75	73	73	79	46
45. I would recommend my workplace as a good place to work	65	83	73	67	65	66	63	64	62	70	36
46. I feel motivated to contribute more than what is normally required at work	69	81	71	67	66	67	69	70	70	74	43
47. I have a strong sense of belonging to my workplace	66	74	67	64	65	68	67	68	68	72	40
48. Overall I am satisfied to be working here at the present time	70	84	74	72	70	70	67	69	68	79	37
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	78	64	61	59	58	61	62	58	68	40
50. There is a positive culture in my workplace	53	73	58	52	52	52	51	50	52	62	29
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	49	36	35	36	41	36	38	37	43	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

## Australian Aboriginal

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Your Job

1. My job makes good use of my skills and abilities	84	81	91	86	60
2. I feel I am able to suggest ideas to improve our ways of doing things	72	73	64	73	46
3. Working here makes me want to do the best job I can	76	77	82	77	48
4. The right amount of approvals are required for routine decisions	55	64	73	56	34
5. I have sufficient control over my work so I can do my job well	67	74	73	68	44
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	64	65	64	65	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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	71	69	73	72	58
8. In my team we generally acknowledge one another's efforts and achievements	72	70	82	73	54
9. People in my team are honest and open	66	66	82	67	50
10. My team resolves conflict quickly when it arises	52	55	55	52	38
11. Morale is good in my team	52	59	64	52	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

## Australian Aboriginal

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<b>68</b>	<b>73</b>	<b>66</b>	<b>37</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	60	<b>70</b>	<b>61</b>	<b>32</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>64</b>	<b>73</b>	<b>65</b>	<b>37</b>

# 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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	69	82	67	44
15b. treats all staff in my team fairly	63	67	82	63	40
15c. ensures that when issues are raised in the team, they are addressed	61	66	64	61	39
15d. treats me with respect	78	78	82	79	58
16. I receive regular and constructive feedback on my performance	55	65	82	56	35
17. Overall, I have confidence in the decisions made by my line manager	65	69	91	66	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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Senior Managers

18a. are aware of the issues I face in my job	46	55	55	47	29
18b. have a clear direction for the future	46	57	45	46	24
18c. lead by example in creating a positive workplace	46	61	55	46	23
19. There is a positive relationship between senior management and staff in my workplace	42	52	27	42	21
20. Overall, I have confidence in the decisions made by my senior managers	46	57	45	46	25
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	52	36	39	18
22. My organisation is making the necessary decisions to meet our future challenges	42	54	36	43	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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Communication

23. I am kept well informed about what is happening in my workplace	50	51	73	51	23
24. I have a say in decisions which affect my work	47	52	55	48	23
25. I think it is safe to speak up and challenge the way things are done	51	55	64	52	31
26. Where I work, we share the lessons learnt when mistakes are made	60	58	73	61	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	71	73	62	40
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	73	64	65	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

### Australian Aboriginal

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	78	73	73	80	62
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	71	80	91	72	57
30. I am encouraged to take opportunities to learn new skills and have new experiences	62	64	73	63	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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	51	64	44	24
32. I am able to achieve a healthy work/life balance most of the time	68	72	73	69	47
33. There are mechanisms in place to support me if I experience stress or pressure	58	64	73	59	37
34. Reasonable expectations are placed on staff according to their position	56	64	64	57	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	79	82	74	51
36. My workplace enables strong professional leadership	54	64	55	55	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

## Australian Aboriginal

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>89</b>	<b>100</b>	90	<b>80</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>56</b>	<b>64</b>	<b>49</b>	<b>23</b>

# 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

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	63	74	82	63	42
40. In my workplace patient safety is at the centre of all decision making	72	77	82	72	53
41. My team's objectives/ work plans are clearly outlined	69	74	82	70	44
42. Our objectives/work plans help us to deliver a quality service	68	76	82	68	43
43. At my workplace there is a good balance between delivering services and monitoring service delivery	55	67	64	55	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

## Australian Aboriginal

	Hunter New England LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	7193	410	11	6426	321
Employee Engagement Index	70	75	79	71	43

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	78	82	76	49
45. I would recommend my workplace as a good place to work	65	73	73	66	36
46. I feel motivated to contribute more than what is normally required at work	69	75	91	70	41
47. I have a strong sense of belonging to my workplace	66	72	64	67	40
48. Overall I am satisfied to be working here at the present time	70	75	82	71	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	65	64	62	38
50. There is a positive culture in my workplace	53	61	82	54	29
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	49	36	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

## Disability

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Your Job

1. My job makes good use of my skills and abilities	<b>84</b>	<b>75</b>	<b>85</b>	<b>53</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>72</b>	<b>65</b>	<b>73</b>	<b>43</b>
3. Working here makes me want to do the best job I can	<b>76</b>	<b>67</b>	<b>77</b>	<b>43</b>
4. The right amount of approvals are required for routine decisions	<b>55</b>	<b>51</b>	<b>56</b>	<b>30</b>
5. I have sufficient control over my work so I can do my job well	<b>67</b>	<b>56</b>	<b>68</b>	<b>34</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	<b>61</b>	<b>65</b>	<b>32</b>

# 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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	154	6858	165
Employee Engagement Index	70	62	71	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	<b>71</b>	<b>67</b>	<b>72</b>	<b>46</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>72</b>	<b>67</b>	<b>73</b>	<b>49</b>
9. People in my team are honest and open	<b>66</b>	<b>61</b>	<b>67</b>	<b>43</b>
10. My team resolves conflict quickly when it arises	<b>52</b>	51	<b>52</b>	<b>30</b>
11. Morale is good in my team	<b>52</b>	<b>44</b>	<b>52</b>	<b>25</b>

# 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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	<b>51</b>	<b>66</b>	<b>30</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	<b>48</b>	<b>61</b>	<b>29</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	<b>54</b>	<b>64</b>	<b>30</b>

# 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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	59	67	41
15b. treats all staff in my team fairly	63	53	64	35
15c. ensures that when issues are raised in the team, they are addressed	61	51	61	35
15d. treats me with respect	78	70	79	54
16. I receive regular and constructive feedback on my performance	55	48	56	35
17. Overall, I have confidence in the decisions made by my line manager	65	57	66	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

Hunter New England LHD

Respondents	7193	154	6858	165
Employee Engagement Index	70	62	71	40
		Yes	No	Prefer not to say

## Senior Managers

18a. are aware of the issues I face in my job	46	40	47	21
18b. have a clear direction for the future	46	39	47	18
18c. lead by example in creating a positive workplace	46	37	47	20
19. There is a positive relationship between senior management and staff in my workplace	42	34	42	17
20. Overall, I have confidence in the decisions made by my senior managers	46	41	47	18
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	38	31	39	17
22. My organisation is making the necessary decisions to meet our future challenges	42	41	43	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

## Disability

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Communication

23. I am kept well informed about what is happening in my workplace	50	41	51	20
24. I have a say in decisions which affect my work	47	43	48	20
25. I think it is safe to speak up and challenge the way things are done	51	43	52	24
26. Where I work, we share the lessons learnt when mistakes are made	60	50	61	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	61	61	62	36
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	64	61	65	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

## Disability

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>78</b>	<b>74</b>	<b>79</b>	<b>56</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>67</b>	<b>72</b>	<b>50</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	<b>54</b>	<b>62</b>	<b>34</b>

# 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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	41	45	15
32. I am able to achieve a healthy work/life balance most of the time	68	60	69	40
33. There are mechanisms in place to support me if I experience stress or pressure	58	51	59	31
34. Reasonable expectations are placed on staff according to their position	56	51	57	27
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	65	74	44
36. My workplace enables strong professional leadership	54	44	55	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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
Employee Engagement Index	7193	154	6858	165
	70	62	71	40

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>92</b>	90	<b>79</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	<b>37</b>	<b>49</b>	<b>19</b>

# 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

Hunter New England LHD

Yes

No

Prefer not to say

Respondents

7193

154

6858

165

Employee Engagement Index

70

62

71

40

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	57	63	34
40.	In my workplace patient safety is at the centre of all decision making	72	69	72	48
41.	My team's objectives/ work plans are clearly outlined	69	63	70	41
42.	Our objectives/work plans help us to deliver a quality service	68	63	69	39
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	51	56	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

## Disability

Hunter New England LHD

Yes

No

Prefer not to say

Respondents	7193	154	6858	165
Employee Engagement Index	70	62	71	40

## Your Workplace

44. Overall I am proud to be a part of this workplace	74	64	75	43
45. I would recommend my workplace as a good place to work	65	56	66	31
46. I feel motivated to contribute more than what is normally required at work	69	64	69	42
47. I have a strong sense of belonging to my workplace	66	62	67	40
48. Overall I am satisfied to be working here at the present time	70	58	71	39
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	56	62	35
50. There is a positive culture in my workplace	53	45	54	25
51. Overall, I believe the culture at my workplace has improved in the last 12 months	38	33	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

## English Speaking Background

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Your Job

1. My job makes good use of my skills and abilities	<b>84</b>	85	<b>86</b>	<b>46</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>72</b>	<b>72</b>	<b>73</b>	<b>31</b>
3. Working here makes me want to do the best job I can	<b>76</b>	<b>76</b>	<b>77</b>	<b>31</b>
4. The right amount of approvals are required for routine decisions	<b>55</b>	55	<b>62</b>	<b>24</b>
5. I have sufficient control over my work so I can do my job well	<b>67</b>	67	<b>71</b>	<b>24</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	64	<b>69</b>	<b>30</b>



# 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

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	<b>71</b>	71	<b>75</b>	<b>45</b>
8.	In my team we generally acknowledge one another's efforts and achievements	<b>72</b>	72	<b>78</b>	<b>47</b>
9.	People in my team are honest and open	<b>66</b>	66	<b>70</b>	<b>39</b>
10.	My team resolves conflict quickly when it arises	<b>52</b>	51	<b>60</b>	<b>38</b>
11.	Morale is good in my team	<b>52</b>	51	<b>61</b>	<b>25</b>

# 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

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>65</b>	65	<b>68</b>	<b>23</b>
13. In my workplace, we recognise our successes and innovations	<b>60</b>	60	<b>66</b>	<b>26</b>
14. Staff are treated respectfully regardless of their job	<b>63</b>	64	<b>69</b>	<b>28</b>

# 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

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>66</b>	66	<b>72</b>	<b>40</b>
15b. treats all staff in my team fairly	<b>63</b>	63	<b>69</b>	<b>29</b>
15c. ensures that when issues are raised in the team, they are addressed	<b>61</b>	61	<b>68</b>	<b>29</b>
15d. treats me with respect	<b>78</b>	78	<b>80</b>	<b>49</b>
16. I receive regular and constructive feedback on my performance	<b>55</b>	55	<b>63</b>	<b>30</b>
17. Overall, I have confidence in the decisions made by my line manager	<b>65</b>	65	<b>69</b>	<b>34</b>

# 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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## English Speaking Background

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Senior Managers

18a. are aware of the issues I face in my job	<b>46</b>	46	<b>52</b>	<b>21</b>
18b. have a clear direction for the future	<b>46</b>	46	<b>53</b>	<b>14</b>
18c. lead by example in creating a positive workplace	<b>46</b>	46	<b>53</b>	<b>12</b>
19. There is a positive relationship between senior management and staff in my workplace	<b>42</b>	41	<b>52</b>	<b>16</b>
20. Overall, I have confidence in the decisions made by my senior managers	<b>46</b>	46	<b>56</b>	<b>14</b>
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>38</b>	38	<b>50</b>	<b>13</b>
22. My organisation is making the necessary decisions to meet our future challenges	<b>42</b>	42	<b>53</b>	<b>11</b>

# 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

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Communication

23. I am kept well informed about what is happening in my workplace	<b>50</b>	50	<b>57</b>	<b>22</b>
24. I have a say in decisions which affect my work	<b>47</b>	47	<b>56</b>	<b>17</b>
25. I think it is safe to speak up and challenge the way things are done	<b>51</b>	51	<b>61</b>	<b>18</b>
26. Where I work, we share the lessons learnt when mistakes are made	<b>60</b>	60	<b>72</b>	<b>24</b>
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>61</b>	61	<b>66</b>	<b>30</b>
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>64</b>	64	<b>71</b>	<b>31</b>

# Demographics

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

**Key**



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## English Speaking Background

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>78</b>	78	<b>84</b>	<b>52</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	72	<b>77</b>	<b>44</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>62</b>	61	<b>72</b>	<b>29</b>

# 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

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>44</b>	44	<b>56</b>	<b>19</b>
32. I am able to achieve a healthy work/life balance most of the time	<b>68</b>	68	<b>70</b>	<b>32</b>
33. There are mechanisms in place to support me if I experience stress or pressure	<b>58</b>	59	<b>57</b>	<b>23</b>
34. Reasonable expectations are placed on staff according to their position	<b>56</b>	56	<b>66</b>	<b>25</b>
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>73</b>	74	73	<b>36</b>
36. My workplace enables strong professional leadership	<b>54</b>	54	<b>63</b>	<b>20</b>

# Demographics

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

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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

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>89</b>	<b>90</b>	<b>80</b>	<b>75</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>48</b>	49	<b>50</b>	<b>18</b>



# 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

## English Speaking Background

	Hunter New England LHD	Yes	No	Prefer not to say
Respondents	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	63	63	70	28
40.	In my workplace patient safety is at the centre of all decision making	72	72	77	44
41.	My team's objectives/ work plans are clearly outlined	69	69	77	33
42.	Our objectives/work plans help us to deliver a quality service	68	68	75	31
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	55	55	62	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

## English Speaking Background

Hunter New England LHD

	Respondents	Yes	No	Prefer not to say
	7193	6705	363	94
Employee Engagement Index	70	70	74	28

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>74</b>	75	<b>78</b>	<b>32</b>
45. I would recommend my workplace as a good place to work	<b>65</b>	66	<b>70</b>	<b>21</b>
46. I feel motivated to contribute more than what is normally required at work	<b>69</b>	69	<b>73</b>	<b>28</b>
47. I have a strong sense of belonging to my workplace	<b>66</b>	67	<b>72</b>	<b>30</b>
48. Overall I am satisfied to be working here at the present time	<b>70</b>	70	<b>74</b>	<b>29</b>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>61</b>	61	<b>66</b>	<b>27</b>
50. There is a positive culture in my workplace	<b>53</b>	53	<b>63</b>	<b>23</b>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>38</b>	37	<b>45</b>	<b>16</b>

# 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

Calculations:  
Full time:  $\frac{18750}{18750 + 7753} \times 1661 = 1175$  Full time  
Part time:  $\frac{7753}{18750 + 7753} \times 1661 = 486$  Part time

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

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

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

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

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

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

# Action Planning

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

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

## Top 3 areas to focus on


## Celebrate!

What three things are working well?

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

**What**  
needs to be improved?

**How**  
will this be achieved?

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**Who**  
is going to make this happen?

**When**  
will this be achieved?

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