

66%

2013: 66%

ENGAGEMENT INDEX

50%

2013: 50%

WORKPLACE CULTURE INDEX

3,575

2013: 3057

ACTUAL RESPONSES

50%

2013: 46%
1% Confidence Interval

ESTIMATED RESPONSE RATE

Employee Engagement Index

Say

% Positive *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	71	+1
45.	I would recommend my workplace as a good place to work	62	+1

Stay

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

Strive

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

In this report

HEADLINES

A top line summary of key insights

COMPARISONS

Score summary against selected comparators

ALL QUESTIONS

Detailed results for the entire question set

DEMOGRAPHICS

Score comparisons of demographics

GUIDE

A guide on how to interpret the results

ACTION

Initiatives for maintaining and improving engagement

Highlights and lowlights

This section shows the three highest scoring sections and five highest scoring questions (Highlights). It also shows the three lowest scoring sections and the five lowest scoring questions (Lowlights).

Highlights

Sections	% Positive
Training and Development Opportunities	64
Your Job	63
Service Delivery	60

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

Lowlights

Sections	% Positive
Senior Managers	40
Communication	50
Work Environment	55

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

Most Improved and Least Improved since 2013

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

Most improved

Sections	% Positive	Variance from 2013
Senior Managers	40	+3
Service Delivery	60	+1
Your Job	63	0

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

Least improved

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

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	-12
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	-3
8. In my team we generally acknowledge one another's efforts and achievements	65	-3
15b. My line manager treats all staff in my team fairly	58	-2
10. My team resolves conflict quickly when it arises	48	-2

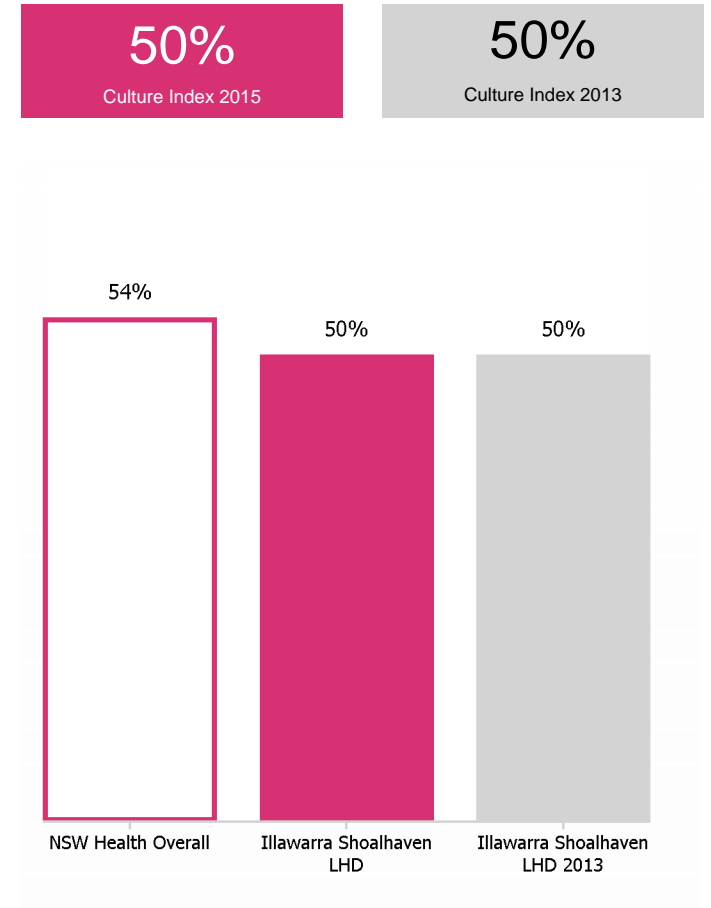
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY			
	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team	49	20	31	-1
12. I believe I am valued for what I can offer at my workplace	60	16	23	0
13. In my workplace, we recognise our successes and innovations	53	24	23	-1
14. Staff are treated respectfully regardless of their job	58	17	25	-2
17. Overall, I have confidence in the decisions made by my line manager	60	18	22	-1
18b. The senior managers at my workplace have a clear direction for the future	42	33	26	+7
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	28	30	+5
20. Overall, I have confidence in the decisions made by my senior managers	43	28	28	+6
24. I have a say in decisions which affect my work	42	25	33	-1
25. I think it is safe to speak up and challenge the way things are done	46	21	33	-1
26. Where I work, we share the lessons learnt when mistakes are made	57	21	22	-1
31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	28	31	0
41. My team's objectives/ work plans are clearly outlined	62	21	17	0
42. Our objectives/work plans help us to deliver a quality service	63	21	16	0
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	32	31	+2



Trend Comparison

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



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

24% ■ Proportion of questions in line with 2013 scores

45% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

Trend Comparison

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



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

24% ■ Proportion of questions in line with 2013 scores

45% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

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

Trend Comparison

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



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

24% ■ Proportion of questions in line with 2013 scores

45% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	% Positive	Variance from 2013
18a. The senior managers at my workplace are aware of the issues I face in my job	41	0
7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	0
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	0
13. In my workplace, we recognise our successes and innovations	53	-1
16. I receive regular and constructive feedback on my performance	47	-1
46. I feel motivated to contribute more than what is normally required at work	64	-1
1. My job makes good use of my skills and abilities	78	-1
17. Overall, I have confidence in the decisions made by my line manager	60	-1
9. People in my team are honest and open	61	-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	58	-1
32. I am able to achieve a healthy work/life balance most of the time	63	-1
11. Morale is good in my team	49	-1
15d. My line manager treats me with respect	73	-1

Trend Comparison

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



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

24% ■ Proportion of questions in line with 2013 scores

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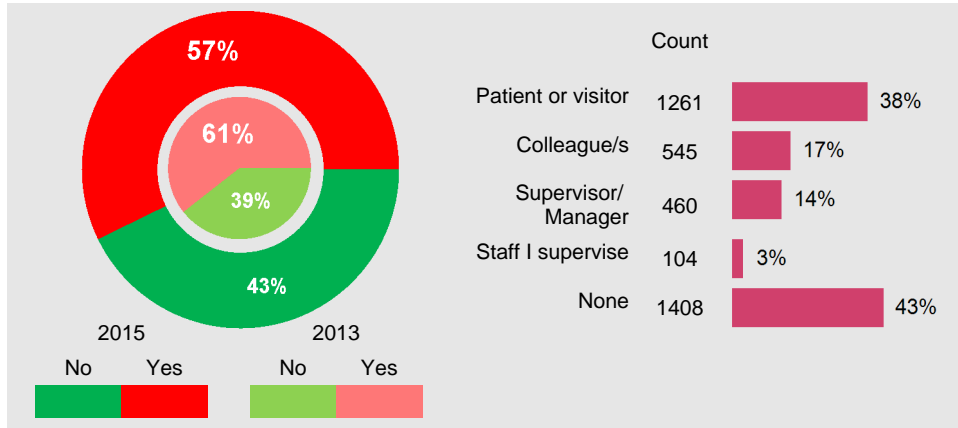
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
25. I think it is safe to speak up and challenge the way things are done	46	-1 ■
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	-1 ■
26. Where I work, we share the lessons learnt when mistakes are made	57	-1 ■
24. I have a say in decisions which affect my work	42	-1 ■
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	-1 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	67	-2 ■
14. Staff are treated respectfully regardless of their job	58	-2 ■
15a. My line manager recognises and acknowledges when I have done my job well	60	-2 ■
10. My team resolves conflict quickly when it arises	48	-2 ■
15b. My line manager treats all staff in my team fairly	58	-2 ■
8. In my team we generally acknowledge one another's efforts and achievements	65	-3 ■
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	-3 ■
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	-12 ■

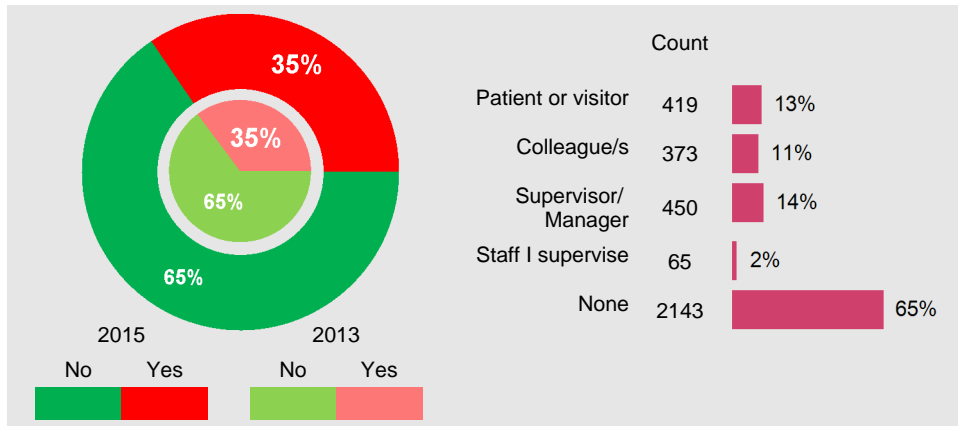
Unacceptable Behaviour

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

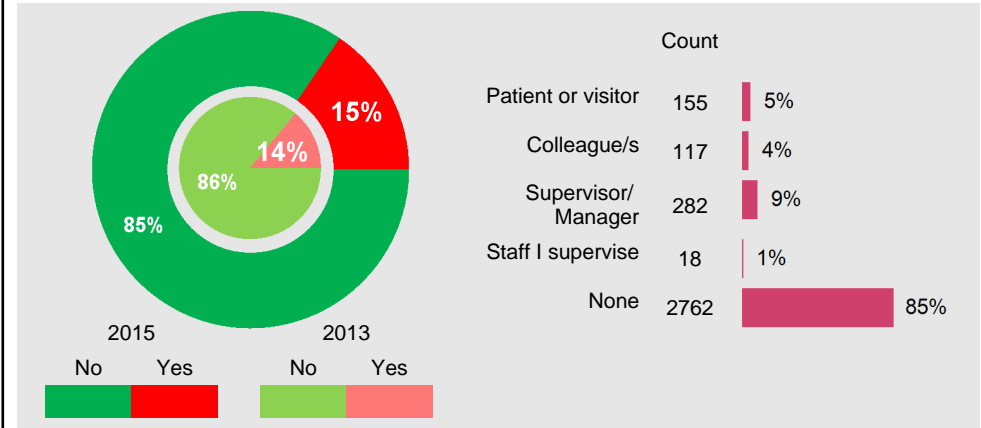
37a. In the last 12 months, I have been verbally abused by a ...



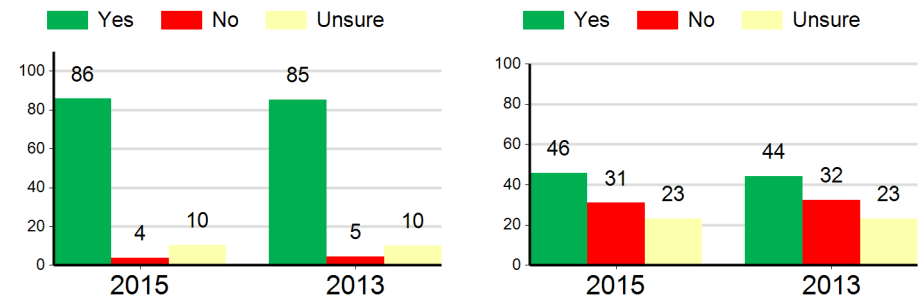
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



38. Do you currently ...



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

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

All Questions

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

Key

K

Key Driver Question

■ At least 1 percentage point greater than comparator

■ At least 1 percentage point less than comparator

Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	78	8	14	78	79	76	81
2. I feel I am able to suggest ideas to improve our ways of doing things	67	13	21	67	68	64	69
3. Working here makes me want to do the best job I can	70	16	14	70	70	67	72
4. The right amount of approvals are required for routine decisions	46	25	30	46	44	-	52
5. I have sufficient control over my work so I can do my job well	62	15	23	62	61	61	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	19	22	58	59	58	62

All Questions

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

Key **K** Key Driver Question

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

Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	15	19	66	66	63	69
8. In my team we generally acknowledge one another's efforts and achievements	65	16	18	65	69	68	70
9. People in my team are honest and open	61	20	18	61	62	62	64
10. My team resolves conflict quickly when it arises	48	26	26	48	50	49	53
11. Morale is good in my team	49	20	31	49	50	43	53

All Questions

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

Key **K** Key Driver Question

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

Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	60	16	23	60	60	56	63
13. In my workplace, we recognise our successes and innovations	53	24	23	53	53	51	57
14. Staff are treated respectfully regardless of their job	58	17	25	58	59	56	62

All Questions

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

Key **K** Key Driver Question

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

Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	60	18	22	60	62	58	65
15b. My line manager treats all staff in my team fairly	58	17	24	58	61	57	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	19	24	57	60	55	61
15d. My line manager treats me with respect	73	13	14	73	74	73	76
16. I receive regular and constructive feedback on my performance	47	23	29	47	48	41	52
17. Overall, I have confidence in the decisions made by my line manager	60	18	22	60	61	54	63

All Questions

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

Key **K** Key Driver Question

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

Senior Managers

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

All Questions

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

Key **K** Key Driver Question

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

Communication

		% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
	23.				48	48	44	50
K	24.				42	44	42	46
	25.				46	47	42	51
	26.				57	58	50	59
	27a.				54	54	-	58
	27b.				55	56	-	62

All Questions

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

Key **K** Key Driver Question

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

Training and Development Opportunities

		% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
28.	I have received the appropriate training and development to do my job effectively	71	15	14	71	70	71	73
29.	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	64	13	23	64	76	82	68
30.	I am encouraged to take opportunities to learn new skills and have new experiences	56	21	23	56	57	51	60

All Questions

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

Key **K** Key Driver Question

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

Work Environment

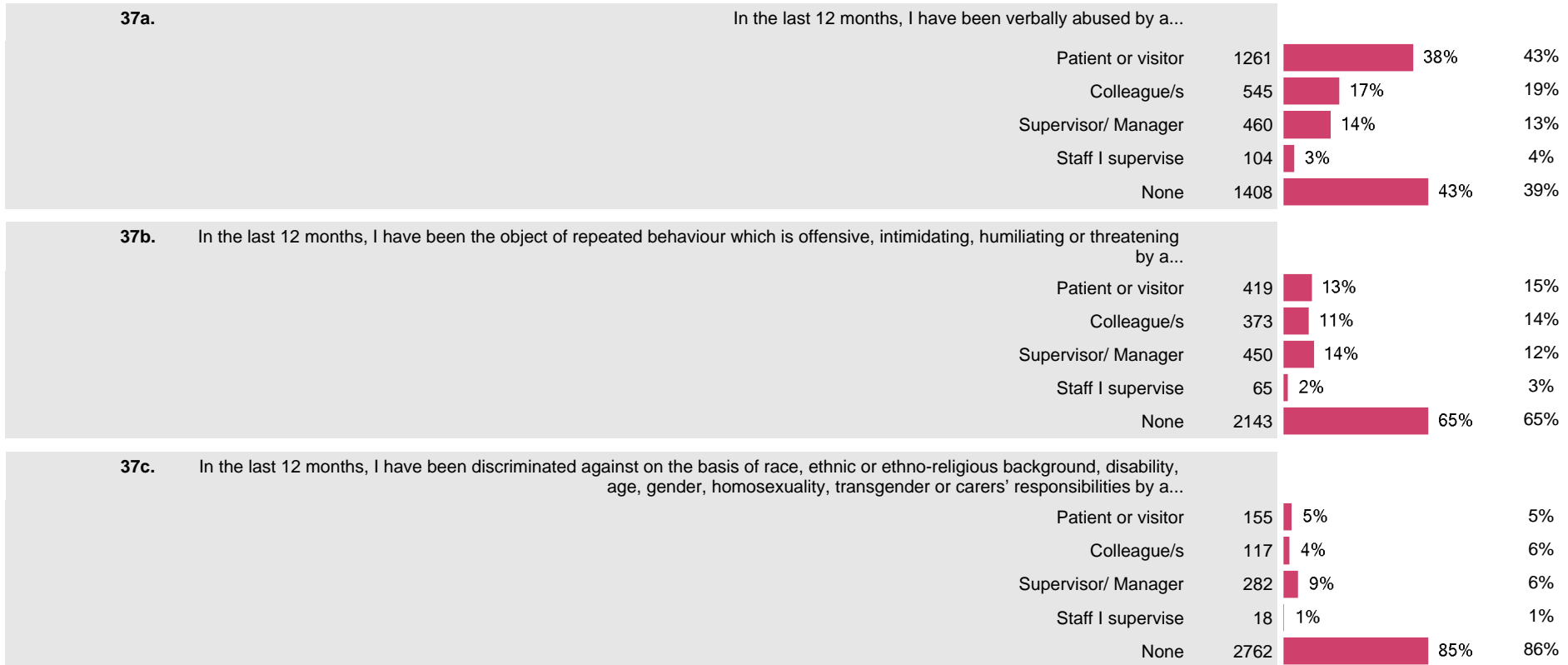
			% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
K	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	41	28	31	41	40	37	44
	32.	I am able to achieve a healthy work/life balance most of the time	63	17	19	63	64	65	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	53	23	24	53	53	52	56
	34.	Reasonable expectations are placed on staff according to their position	54	18	28	54	52	50	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	17	16	68	68	70	69
K	36.	My workplace enables strong professional leadership	49	27	24	49	-	-	52

All Questions

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

Illawarra Shoalhaven Local Health District 2013

Unacceptable Behaviour



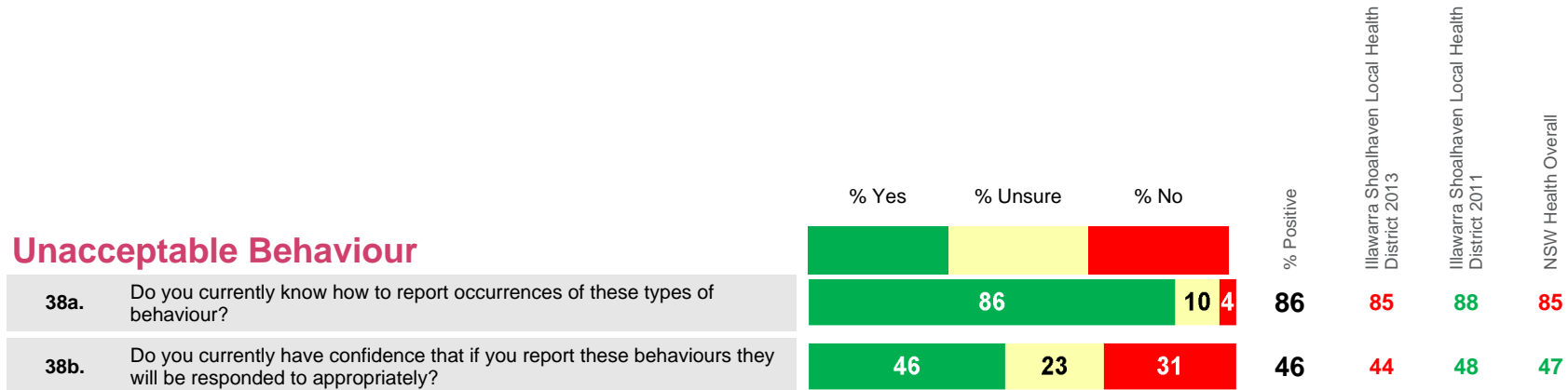
All Questions

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

Key **K** Key Driver Question

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

Unacceptable Behaviour



All Questions

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

Key **K** Key Driver Question

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

Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	58	19	23	58	56	56	62
40. In my workplace patient safety is at the centre of all decision making	68	17	15	68	68	66	69
41. My team's objectives/ work plans are clearly outlined	62	21	17	62	62	60	66
42. Our objectives/work plans help us to deliver a quality service	63	21	16	63	63	60	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	28	22	51	48	-	54

All Questions

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

Key **K** Key Driver Question

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

Your Workplace

	% Positive response	% Neutral response	% Negative response	% Positive	Illawarra Shoalhaven Local Health District 2013	Illawarra Shoalhaven Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	71	16	13	71	70	71	73
45. I would recommend my workplace as a good place to work	62	18	19	62	61	58	64
46. I feel motivated to contribute more than what is normally required at work	64	17	19	64	64	63	67
47. I have a strong sense of belonging to my workplace	62	19	19	62	62	62	65
48. Overall I am satisfied to be working here at the present time	66	15	19	66	66	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	23	20	57	56	-	59
K 50. There is a positive culture in my workplace	49	22	28	49	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	32	31	37	35	31	39

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	Illawarra Shoalhaven 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	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Your Job

1. My job makes good use of my skills and abilities	78	79	79	73	79	85	83	78	72	(r)	79	59	52	78
2. I feel I am able to suggest ideas to improve our ways of doing things	67	62	65	69	72	77	66	63	62	(r)	87	43	48	68
3. Working here makes me want to do the best job I can	70	62	69	76	73	76	73	71	70	(r)	81	52	38	77
4. The right amount of approvals are required for routine decisions	46	36	47	52	45	42	29	43	55	(r)	51	34	33	53
5. I have sufficient control over my work so I can do my job well	62	53	58	71	70	65	63	55	60	(r)	69	54	57	72
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	58	57	62	60	65	59	49	57	(r)	79	38	43	61

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Illawarra Shoalhaven 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		3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index		66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	66	67	65	65	66	76	68	71	70	(r)	84	38	45	66
8.	In my team we generally acknowledge one another's efforts and achievements	65	69	64	59	68	78	71	57	72	(r)	86	42	50	65
9.	People in my team are honest and open	61	69	60	58	61	74	66	51	64	(r)	73	36	45	59
10.	My team resolves conflict quickly when it arises	48	50	43	49	54	59	61	37	58	(r)	68	29	45	56
11.	Morale is good in my team	49	50	45	46	53	63	63	35	58	(r)	69	27	20	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

	Illawarra Shoalhaven LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Role														
Respondents	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	62	57	64	61	69	68	55	57	(r)	80	47	40	63
13. In my workplace, we recognise our successes and innovations	53	54	50	54	54	65	63	49	51	(r)	76	35	30	53
14. Staff are treated respectfully regardless of their job	58	63	55	62	66	69	68	45	60	(r)	77	31	40	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

	Role	Illawarra Shoalhaven 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		3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index		66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	58	54	66	71	71	66	55	58	(r)	87	45	40	63
15b. treats all staff in my team fairly	58	59	54	63	65	72	61	53	60	(r)	75	39	30	65
15c. ensures that when issues are raised in the team, they are addressed	57	58	53	60	60	70	66	47	57	(r)	74	36	20	65
15d. treats me with respect	73	67	69	79	80	84	80	67	75	(r)	89	53	47	75
16. I receive regular and constructive feedback on my performance	47	47	44	47	53	57	63	35	42	(r)	68	35	25	51
17. Overall, I have confidence in the decisions made by my line manager	60	61	58	64	65	70	66	49	57	(r)	81	41	30	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

	Role	Illawarra Shoalhaven 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		3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index		66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Senior Managers

18a. are aware of the issues I face in my job	41	49	39	44	41	43	34	35	58	(r)	59	42	25	46
18b. have a clear direction for the future	42	37	40	43	48	48	37	25	49	(r)	65	28	20	45
18c. lead by example in creating a positive workplace	42	38	39	48	46	48	44	27	47	(r)	53	30	35	50
19. There is a positive relationship between senior management and staff in my workplace	38	39	34	41	46	44	41	25	43	(r)	55	26	15	44
20. Overall, I have confidence in the decisions made by my senior managers	43	39	40	45	54	49	41	27	51	(r)	68	29	20	51
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	37	33	38	36	43	41	25	49	(r)	49	24	20	43
22. My organisation is making the necessary decisions to meet our future challenges	40	35	37	45	49	44	41	26	45	(r)	59	29	20	48

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	Illawarra Shoalhaven 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		3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index		66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Communication

23. I am kept well informed about what is happening in my workplace	48	50	48	44	48	59	54	38	42	(r)	66	27	20	48
24. I have a say in decisions which affect my work	42	45	39	42	47	48	51	44	42	(r)	68	28	45	48
25. I think it is safe to speak up and challenge the way things are done	46	48	45	47	49	53	49	40	42	(r)	63	33	32	50
26. Where I work, we share the lessons learnt when mistakes are made	57	60	56	55	51	66	61	64	58	(r)	62	34	40	58
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	50	50	53	62	62	63	44	58	(r)	79	35	20	59
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	50	50	62	66	61	61	52	66	(r)	78	42	30	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														
	Illawarra Shoalhaven 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	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200	
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71	

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	78	72	72	68	77	71	69	75	(r)	74	64	30	66
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	52	53	71	76	77	83	73	87	(r)	89	70	70	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	62	55	54	57	63	68	51	45	(r)	71	38	35	57

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Illawarra Shoalhaven 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	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	37	37	46	49	45	44	33	52	(r)	54	31	20	50
32. I am able to achieve a healthy work/life balance most of the time	63	53	60	69	72	71	63	63	74	(r)	67	52	60	69
33. There are mechanisms in place to support me if I experience stress or pressure	53	37	51	55	58	63	54	45	64	(r)	69	42	40	61
34. Reasonable expectations are placed on staff according to their position	54	55	50	55	56	64	66	51	64	(r)	72	39	30	59
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	66	63	73	71	83	71	69	85	(r)	82	51	45	66
36. My workplace enables strong professional leadership	49	47	47	51	53	58	49	39	57	(r)	61	30	30	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

	Role														
	Illawarra Shoalhaven 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	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200	
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	72	88	85	88	83	78	78	96	(r)	96	81	80	85
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	36	43	46	49	53	59	41	62	(r)	60	37	30	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

	Role	Illawarra Shoalhaven 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		3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index		66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	54	54	65	67	61	59	65	66	(r)	71	50	40	66
40.	In my workplace patient safety is at the centre of all decision making	68	63	67	73	59	77	61	61	83	(r)	68	61	50	66
41.	My team's objectives/ work plans are clearly outlined	62	67	60	65	62	75	78	57	65	(r)	67	46	25	64
42.	Our objectives/work plans help us to deliver a quality service	63	63	60	66	66	73	78	61	70	(r)	69	46	30	66
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	48	47	59	53	56	66	53	58	(r)	64	38	30	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	Illawarra Shoalhaven 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	3575	135	1747	238	242	530	41	51	53	2	77	172	21	200
Employee Engagement Index	66	62	63	71	69	73	68	61	75	(r)	80	49	45	71

Your Workplace

44. Overall I am proud to be a part of this workplace	71	65	67	79	74	79	71	65	77	(r)	82	54	50	75
45. I would recommend my workplace as a good place to work	62	59	59	66	67	70	71	55	68	(r)	79	41	50	68
46. I feel motivated to contribute more than what is normally required at work	64	64	60	67	70	72	66	59	75	(r)	83	48	40	70
47. I have a strong sense of belonging to my workplace	62	61	60	68	63	69	63	59	79	(r)	76	48	50	65
48. Overall I am satisfied to be working here at the present time	66	61	64	69	65	75	66	59	80	(r)	79	51	45	72
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	53	55	59	57	69	63	49	66	(r)	65	38	25	57
50. There is a positive culture in my workplace	49	49	46	51	53	62	54	37	57	(r)	64	29	26	50
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	34	36	41	36	39	46	31	55	(r)	50	27	10	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

Manage staff

Illawarra Shoalhaven LHD

Yes

No

Respondents	3575	666	2893
Employee Engagement Index	66	72	64

Your Job

1. My job makes good use of my skills and abilities	78	82	77
2. I feel I am able to suggest ideas to improve our ways of doing things	67	78	64
3. Working here makes me want to do the best job I can	70	75	69
4. The right amount of approvals are required for routine decisions	46	41	47
5. I have sufficient control over my work so I can do my job well	62	61	62
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	71	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

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	71	65
8. In my team we generally acknowledge one another's efforts and achievements	65	75	63
9. People in my team are honest and open	61	68	60
10. My team resolves conflict quickly when it arises	48	55	46
11. Morale is good in my team	49	58	47

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	68	59
13. In my workplace, we recognise our successes and innovations	53	65	50
14. Staff are treated respectfully regardless of their job	58	67	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

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	66	58
15b. treats all staff in my team fairly	58	63	57
15c. ensures that when issues are raised in the team, they are addressed	57	65	56
15d. treats me with respect	73	76	72
16. I receive regular and constructive feedback on my performance	47	54	46
17. Overall, I have confidence in the decisions made by my line manager	60	67	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

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Senior Managers

18a. are aware of the issues I face in my job	41	51	39
18b. have a clear direction for the future	42	50	40
18c. lead by example in creating a positive workplace	42	49	40
19. There is a positive relationship between senior management and staff in my workplace	38	44	36
20. Overall, I have confidence in the decisions made by my senior managers	43	51	41
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	40	34
22. My organisation is making the necessary decisions to meet our future challenges	40	49	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

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Communication

23. I am kept well informed about what is happening in my workplace	48	56	46
24. I have a say in decisions which affect my work	42	56	39
25. I think it is safe to speak up and challenge the way things are done	46	56	44
26. Where I work, we share the lessons learnt when mistakes are made	57	64	55
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	63	51
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	62	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

Illawarra Shoalhaven LHD

Yes

No

Respondents	3575	666	2893
Employee Engagement Index	66	72	64

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	77	70
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	60	65
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	66	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

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	50	38
32. I am able to achieve a healthy work/life balance most of the time	63	60	64
33. There are mechanisms in place to support me if I experience stress or pressure	53	58	52
34. Reasonable expectations are placed on staff according to their position	54	58	53
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	71	67
36. My workplace enables strong professional leadership	49	57	47

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	92	84
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	53	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

Manage staff

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	58	58
40.	In my workplace patient safety is at the centre of all decision making	68	68	68
41.	My team's objectives/ work plans are clearly outlined	62	68	61
42.	Our objectives/work plans help us to deliver a quality service	63	69	62
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	53	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

Illawarra Shoalhaven LHD

	Respondents	Yes	No
Employee Engagement Index	3575	666	2893
	66	72	64

Your Workplace

44. Overall I am proud to be a part of this workplace	71	77	69
45. I would recommend my workplace as a good place to work	62	69	60
46. I feel motivated to contribute more than what is normally required at work	64	72	61
47. I have a strong sense of belonging to my workplace	62	71	60
48. Overall I am satisfied to be working here at the present time	66	71	65
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	63	56
50. There is a positive culture in my workplace	49	55	48
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	47	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

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Your Job

1. My job makes good use of my skills and abilities	78	83	81	75	93
2. I feel I am able to suggest ideas to improve our ways of doing things	67	76	85	75	71
3. Working here makes me want to do the best job I can	70	72	80	74	86
4. The right amount of approvals are required for routine decisions	46	43	44	29	43
5. I have sufficient control over my work so I can do my job well	62	62	67	53	50
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	70	79	70	79

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

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	69	79	70	86
8. In my team we generally acknowledge one another's efforts and achievements	65	73	83	72	86
9. People in my team are honest and open	61	66	71	68	86
10. My team resolves conflict quickly when it arises	48	53	67	48	64
11. Morale is good in my team	49	54	70	56	57

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	66	76	68	57
13. In my workplace, we recognise our successes and innovations	53	62	74	67	57
14. Staff are treated respectfully regardless of their job	58	64	78	65	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

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	64	76	56	64
15b. treats all staff in my team fairly	58	59	75	58	64
15c. ensures that when issues are raised in the team, they are addressed	57	64	71	61	64
15d. treats me with respect	73	75	82	71	64
16. I receive regular and constructive feedback on my performance	47	53	63	46	43
17. Overall, I have confidence in the decisions made by my line manager	60	63	77	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

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Senior Managers

18a. are aware of the issues I face in my job	41	45	63	58	79
18b. have a clear direction for the future	42	46	62	54	57
18c. lead by example in creating a positive workplace	42	44	61	46	79
19. There is a positive relationship between senior management and staff in my workplace	38	39	59	41	64
20. Overall, I have confidence in the decisions made by my senior managers	43	45	67	51	64
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	36	52	41	64
22. My organisation is making the necessary decisions to meet our future challenges	40	44	57	59	71

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

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Communication

23. I am kept well informed about what is happening in my workplace	48	53	62	60	64
24. I have a say in decisions which affect my work	42	51	66	62	79
25. I think it is safe to speak up and challenge the way things are done	46	55	63	57	71
26. Where I work, we share the lessons learnt when mistakes are made	57	63	68	68	71
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	57	73	68	93
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	57	71	66	93

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

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	78	76	78	86
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	57	67	59	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	65	67	59	79

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

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	47	62	42	64
32. I am able to achieve a healthy work/life balance most of the time	63	61	62	50	71
33. There are mechanisms in place to support me if I experience stress or pressure	53	55	63	57	71
34. Reasonable expectations are placed on staff according to their position	54	56	63	63	64
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	69	75	74	71
36. My workplace enables strong professional leadership	49	55	69	51	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

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	92	92	97	100
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	49	60	59	79

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

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	58	58	66	51	64
40. In my workplace patient safety is at the centre of all decision making	68	68	69	62	86
41. My team's objectives/ work plans are clearly outlined	62	68	72	66	71
42. Our objectives/work plans help us to deliver a quality service	63	66	72	71	93
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	50	60	56	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

Management Responsibility

	Illawarra Shoalhaven LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3575	381	149	69	14
Employee Engagement Index	66	71	77	71	77

Your Workplace

44. Overall I am proud to be a part of this workplace	71	77	81	75	79
45. I would recommend my workplace as a good place to work	62	67	77	68	71
46. I feel motivated to contribute more than what is normally required at work	64	70	79	74	86
47. I have a strong sense of belonging to my workplace	62	71	71	72	71
48. Overall I am satisfied to be working here at the present time	66	71	74	65	71
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	61	68	65	57
50. There is a positive culture in my workplace	49	53	63	53	57
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	44	53	51	71

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

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Your Job

1. My job makes good use of my skills and abilities	78	79	78	79	31	77	50
2. I feel I am able to suggest ideas to improve our ways of doing things	67	69	64	66	23	59	44
3. Working here makes me want to do the best job I can	70	71	68	75	31	78	50
4. The right amount of approvals are required for routine decisions	46	46	43	49	8	53	25
5. I have sufficient control over my work so I can do my job well	62	62	59	66	15	67	38
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	60	56	60	15	57	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	66	65	68	15	68	50
8. In my team we generally acknowledge one another's efforts and achievements	65	67	63	67	23	68	50
9. People in my team are honest and open	61	62	59	68	15	68	50
10. My team resolves conflict quickly when it arises	48	51	42	53	8	49	44
11. Morale is good in my team	49	50	44	59	15	59	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	61	57	68	15	65	31
13. In my workplace, we recognise our successes and innovations	53	55	48	63	15	51	19
14. Staff are treated respectfully regardless of their job	58	59	55	64	31	61	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



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(r) Where group has less than 10 respondents

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	62	55	67	8	61	38
15b. treats all staff in my team fairly	58	59	55	69	8	64	44
15c. ensures that when issues are raised in the team, they are addressed	57	58	53	68	8	62	44
15d. treats me with respect	73	73	72	78	15	78	50
16. I receive regular and constructive feedback on my performance	47	50	42	55	0	45	31
17. Overall, I have confidence in the decisions made by my line manager	60	62	56	70	8	65	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Senior Managers

18a. are aware of the issues I face in my job	41	44	34	52	15	43	31
18b. have a clear direction for the future	42	44	37	50	8	45	13
18c. lead by example in creating a positive workplace	42	43	36	52	0	50	25
19. There is a positive relationship between senior management and staff in my workplace	38	39	32	53	0	43	25
20. Overall, I have confidence in the decisions made by my senior managers	43	45	37	58	0	48	13
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	37	30	48	0	40	25
22. My organisation is making the necessary decisions to meet our future challenges	40	43	33	52	15	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Communication

23. I am kept well informed about what is happening in my workplace	48	50	43	59	15	46	44
24. I have a say in decisions which affect my work	42	46	37	49	8	34	38
25. I think it is safe to speak up and challenge the way things are done	46	49	42	52	0	45	38
26. Where I work, we share the lessons learnt when mistakes are made	57	58	53	61	15	56	44
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	56	48	62	8	52	25
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	56	50	62	15	55	38

Demographics

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

Key



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(r) Where group has less than 10 respondents

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	73	69	74	69	69	44
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	68	58	73	23	58	38
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	59	50	66	23	52	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



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(r) Where group has less than 10 respondents

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	42	35	52	8	43	31
32. I am able to achieve a healthy work/life balance most of the time	63	62	65	66	23	67	50
33. There are mechanisms in place to support me if I experience stress or pressure	53	55	51	54	15	52	38
34. Reasonable expectations are placed on staff according to their position	54	55	51	63	23	54	44
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	68	67	73	8	66	50
36. My workplace enables strong professional leadership	49	51	43	60	15	53	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	88	84	78	100	81	81
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	48	42	47	8	54	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

Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	58	60	54	64	23	60	38
40. In my workplace patient safety is at the centre of all decision making	68	68	67	73	15	75	44
41. My team's objectives/ work plans are clearly outlined	62	63	60	71	23	60	31
42. Our objectives/work plans help us to deliver a quality service	63	64	60	69	23	63	38
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	52	45	63	23	50	38

Demographics

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Employment Status

	Illawarra Shoalhaven LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3575	1890	1166	303	13	174	16
Employee Engagement Index	66	67	64	69	22	70	47

Your Workplace

44. Overall I am proud to be a part of this workplace	71	71	69	74	23	73	50
45. I would recommend my workplace as a good place to work	62	62	60	67	31	67	50
46. I feel motivated to contribute more than what is normally required at work	64	65	60	69	15	70	50
47. I have a strong sense of belonging to my workplace	62	64	62	58	15	57	31
48. Overall I am satisfied to be working here at the present time	66	67	65	68	15	72	53
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	58	54	62	23	63	38
50. There is a positive culture in my workplace	49	49	46	59	15	57	33
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	39	35	38	8	29	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

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Your Job

1. My job makes good use of my skills and abilities	78	82	82	76	77	78
2. I feel I am able to suggest ideas to improve our ways of doing things	67	72	71	66	66	66
3. Working here makes me want to do the best job I can	70	83	80	67	68	69
4. The right amount of approvals are required for routine decisions	46	59	58	46	48	40
5. I have sufficient control over my work so I can do my job well	62	76	69	60	61	59
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	66	67	57	56	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

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	73	69	64	64	66
8. In my team we generally acknowledge one another's efforts and achievements	65	73	67	63	64	66
9. People in my team are honest and open	61	73	65	61	58	61
10. My team resolves conflict quickly when it arises	48	58	52	48	46	47
11. Morale is good in my team	49	65	57	50	46	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	73	67	61	58	58
13. In my workplace, we recognise our successes and innovations	53	65	58	52	52	50
14. Staff are treated respectfully regardless of their job	58	71	66	59	55	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	69	70	59	59	57
15b. treats all staff in my team fairly	58	77	73	56	57	55
15c. ensures that when issues are raised in the team, they are addressed	57	73	73	57	55	53
15d. treats me with respect	73	83	82	75	73	70
16. I receive regular and constructive feedback on my performance	47	56	61	51	44	45
17. Overall, I have confidence in the decisions made by my line manager	60	78	77	61	59	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

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Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Senior Managers

18a. are aware of the issues I face in my job	41	55	51	41	39	39
18b. have a clear direction for the future	42	51	53	41	40	39
18c. lead by example in creating a positive workplace	42	61	55	41	40	38
19. There is a positive relationship between senior management and staff in my workplace	38	55	49	39	35	34
20. Overall, I have confidence in the decisions made by my senior managers	43	63	58	44	40	39
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	53	52	38	31	32
22. My organisation is making the necessary decisions to meet our future challenges	40	56	55	42	38	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

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Communication

23. I am kept well informed about what is happening in my workplace	48	63	52	49	48	45
24. I have a say in decisions which affect my work	42	51	47	43	39	42
25. I think it is safe to speak up and challenge the way things are done	46	55	55	46	46	44
26. Where I work, we share the lessons learnt when mistakes are made	57	66	63	55	56	55
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	64	56	52	52	53
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	66	60	53	54	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



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(r) Where group has less than 10 respondents

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	72	77	72	71	71
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	74	72	68	63	61
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	67	70	57	54	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

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	54	51	41	37	38
32. I am able to achieve a healthy work/life balance most of the time	63	76	70	63	63	61
33. There are mechanisms in place to support me if I experience stress or pressure	53	65	60	53	52	51
34. Reasonable expectations are placed on staff according to their position	54	72	60	54	53	50
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	77	73	67	66	66
36. My workplace enables strong professional leadership	49	66	63	49	47	45

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	75	80	82	86	90
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	57	48	48	43	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

Length of Service

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	58	70	65	60	57	55
40. In my workplace patient safety is at the centre of all decision making	68	77	70	69	68	66
41. My team's objectives/ work plans are clearly outlined	62	71	68	64	61	61
42. Our objectives/work plans help us to deliver a quality service	63	71	68	64	63	61
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	63	61	50	49	48

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

	Illawarra Shoalhaven 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	3575	299	221	549	738	1740
Employee Engagement Index	66	79	74	64	64	64

Your Workplace

44. Overall I am proud to be a part of this workplace	71	86	78	70	68	68
45. I would recommend my workplace as a good place to work	62	78	72	61	60	59
46. I feel motivated to contribute more than what is normally required at work	64	81	73	61	61	61
47. I have a strong sense of belonging to my workplace	62	64	62	60	62	63
48. Overall I am satisfied to be working here at the present time	66	81	77	65	64	64
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	70	65	57	53	55
50. There is a positive culture in my workplace	49	67	60	50	45	46
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	31	41	37	38	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

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575

611

2608

129

Employee Engagement Index

66

58

69

48

Your Job

1. My job makes good use of my skills and abilities	78	68	82	61
2. I feel I am able to suggest ideas to improve our ways of doing things	67	59	69	49
3. Working here makes me want to do the best job I can	70	62	73	55
4. The right amount of approvals are required for routine decisions	46	35	49	29
5. I have sufficient control over my work so I can do my job well	62	56	64	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	58	54	61	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

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575 611 2608 129

Employee Engagement Index

66 58 69 48

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	66	61	67	54
8.	In my team we generally acknowledge one another's efforts and achievements	65	59	68	52
9.	People in my team are honest and open	61	56	63	53
10.	My team resolves conflict quickly when it arises	48	45	49	37
11.	Morale is good in my team	49	44	50	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

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents	Illawarra Shoalhaven LHD	Male	Female	Prefer not to say
3575	66	58	69	48
Employee Engagement Index				

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	55	63	37
13. In my workplace, we recognise our successes and innovations	53	44	56	36
14. Staff are treated respectfully regardless of their job	58	51	61	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			
	Illawarra Shoalhaven LHD	Male	Female	Prefer not to say
Respondents	3575	611	2608	129
Employee Engagement Index	66	58	69	48

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	55	62	44
15b. treats all staff in my team fairly	58	55	61	35
15c. ensures that when issues are raised in the team, they are addressed	57	53	60	34
15d. treats me with respect	73	65	76	46
16. I receive regular and constructive feedback on my performance	47	40	50	30
17. Overall, I have confidence in the decisions made by my line manager	60	55	63	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575 611 2608 129

Employee Engagement Index

66 58 69 48

Senior Managers

18a. are aware of the issues I face in my job	41	40	42	24
18b. have a clear direction for the future	42	34	44	28
18c. lead by example in creating a positive workplace	42	35	44	25
19. There is a positive relationship between senior management and staff in my workplace	38	34	40	15
20. Overall, I have confidence in the decisions made by my senior managers	43	38	46	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	31	38	15
22. My organisation is making the necessary decisions to meet our future challenges	40	33	42	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

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575

611

2608

129

Employee Engagement Index

66

58

69

48

Communication

23. I am kept well informed about what is happening in my workplace	48	41	51	24
24. I have a say in decisions which affect my work	42	39	44	19
25. I think it is safe to speak up and challenge the way things are done	46	41	49	19
26. Where I work, we share the lessons learnt when mistakes are made	57	51	59	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	48	55	39
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	51	56	41

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents	Illawarra Shoalhaven LHD	Male	Female	Prefer not to say
3575	66	58	69	48
Employee Engagement Index				

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	68	74	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	63	65	56
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	50	58	39

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents	3575	611	2608	129
Employee Engagement Index	66	58	69	48

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	36	42	24
32. I am able to achieve a healthy work/life balance most of the time	63	58	66	46
33. There are mechanisms in place to support me if I experience stress or pressure	53	48	55	34
34. Reasonable expectations are placed on staff according to their position	54	49	56	37
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	60	70	52
36. My workplace enables strong professional leadership	49	41	51	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

Gender

	Illawarra Shoalhaven LHD	Male	Female	Prefer not to say
Respondents	3575	611	2608	129
Employee Engagement Index	66	58	69	48

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	87	86	77
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	41	48	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

Gender

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575

611

2608

129

Employee Engagement Index

66

58

69

48

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	49	61	39
40.	In my workplace patient safety is at the centre of all decision making	68	58	71	57
41.	My team's objectives/ work plans are clearly outlined	62	51	65	50
42.	Our objectives/work plans help us to deliver a quality service	63	51	66	46
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	42	53	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

Illawarra Shoalhaven LHD

Male

Female

Prefer not to say

Respondents

3575 611 2608 129

Employee Engagement Index

66 58 69 48

Your Workplace

44. Overall I am proud to be a part of this workplace	71	63	73	50
45. I would recommend my workplace as a good place to work	62	55	65	40
46. I feel motivated to contribute more than what is normally required at work	64	56	66	43
47. I have a strong sense of belonging to my workplace	62	54	65	48
48. Overall I am satisfied to be working here at the present time	66	58	69	51
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	49	59	48
50. There is a positive culture in my workplace	49	43	51	33
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	31	39	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

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Your Job

1. My job makes good use of my skills and abilities	78	81	82	80	78	77	78	80	79	80	60
2. I feel I am able to suggest ideas to improve our ways of doing things	67	68	69	66	69	66	66	67	70	70	41
3. Working here makes me want to do the best job I can	70	78	68	72	67	68	71	71	76	75	41
4. The right amount of approvals are required for routine decisions	46	66	49	44	43	46	45	45	47	44	26
5. I have sufficient control over my work so I can do my job well	62	72	64	62	59	60	62	63	62	66	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	58	68	60	60	58	58	59	59	62	57	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	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	66	77	64	63	63	67	66	67	71	70	44
8. In my team we generally acknowledge one another's efforts and achievements	65	68	64	64	60	67	65	67	72	71	46
9. People in my team are honest and open	61	74	65	63	58	62	59	61	65	60	45
10. My team resolves conflict quickly when it arises	48	59	52	51	46	46	43	48	50	47	34
11. Morale is good in my team	49	68	52	53	44	46	46	48	51	51	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

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	70	59	66	57	59	60	60	65	66	29
13. In my workplace, we recognise our successes and innovations	53	66	55	56	50	53	51	52	55	56	29
14. Staff are treated respectfully regardless of their job	58	71	62	62	57	56	54	58	63	55	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	65	65	64	59	61	60	59	60	58	40
15b. treats all staff in my team fairly	58	77	65	65	59	56	54	56	60	55	36
15c. ensures that when issues are raised in the team, they are addressed	57	74	66	62	56	54	56	55	58	55	34
15d. treats me with respect	73	87	79	77	74	71	70	71	74	74	49
16. I receive regular and constructive feedback on my performance	47	63	51	52	49	48	45	45	48	44	26
17. Overall, I have confidence in the decisions made by my line manager	60	77	71	67	60	59	58	59	60	56	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Senior Managers

18a. are aware of the issues I face in my job	41	51	48	42	42	36	42	41	43	37	31
18b. have a clear direction for the future	42	53	49	42	40	41	42	45	42	36	16
18c. lead by example in creating a positive workplace	42	59	46	44	40	42	43	43	40	38	18
19. There is a positive relationship between senior management and staff in my workplace	38	55	45	39	35	38	38	35	39	35	16
20. Overall, I have confidence in the decisions made by my senior managers	43	63	52	47	40	43	41	45	41	40	17
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	57	41	39	35	35	35	36	32	30	11
22. My organisation is making the necessary decisions to meet our future challenges	40	57	45	44	42	40	40	41	37	35	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

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Communication

23. I am kept well informed about what is happening in my workplace	48	57	55	52	49	45	49	49	48	47	23
24. I have a say in decisions which affect my work	42	47	43	45	44	40	44	44	43	43	17
25. I think it is safe to speak up and challenge the way things are done	46	52	50	50	50	44	49	47	46	43	19
26. Where I work, we share the lessons learnt when mistakes are made	57	72	64	57	57	56	56	58	55	59	24
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	63	58	53	51	51	52	57	57	51	34
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	66	60	55	50	50	55	57	56	55	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

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	85	74	70	71	73	70	70	73	71	55
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	74	68	64	63	63	62	64	67	57	60
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	73	64	59	53	56	55	54	57	50	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	56	48	47	40	39	38	40	39	39	20
32. I am able to achieve a healthy work/life balance most of the time	63	70	67	67	62	60	67	64	63	62	46
33. There are mechanisms in place to support me if I experience stress or pressure	53	59	53	57	54	55	55	53	53	52	28
34. Reasonable expectations are placed on staff according to their position	54	67	58	56	54	52	55	52	57	51	27
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	78	70	67	68	66	66	68	71	70	47
36. My workplace enables strong professional leadership	49	70	60	52	50	47	48	48	47	45	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

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	73	79	83	83	88	87	90	91	90	82
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	58	47	46	44	46	50	46	46	47	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	58	73	64	57	56	58	58	56	59	60	34
40. In my workplace patient safety is at the centre of all decision making	68	77	71	66	66	67	68	69	70	72	51
41. My team's objectives/ work plans are clearly outlined	62	70	72	60	61	61	63	63	64	60	43
42. Our objectives/work plans help us to deliver a quality service	63	73	70	62	62	62	64	62	66	61	42
43. At my workplace there is a good balance between delivering services and monitoring service delivery	51	67	55	51	50	48	54	52	49	48	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

	Illawarra Shoalhaven 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	3575	167	314	351	348	472	466	556	471	257	152
Employee Engagement Index	66	76	66	68	63	64	65	68	69	68	40

Your Workplace

44. Overall I am proud to be a part of this workplace	71	82	71	73	69	68	69	72	74	75	45
45. I would recommend my workplace as a good place to work	62	76	66	65	58	61	60	64	63	64	36
46. I feel motivated to contribute more than what is normally required at work	64	76	64	64	60	61	64	68	66	63	38
47. I have a strong sense of belonging to my workplace	62	65	60	64	60	61	63	65	66	64	38
48. Overall I am satisfied to be working here at the present time	66	80	67	68	63	65	66	68	70	69	39
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	71	60	59	53	55	55	59	60	60	34
50. There is a positive culture in my workplace	49	66	53	53	48	45	47	51	51	48	26
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	40	38	40	38	35	36	40	38	36	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

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Your Job

1. My job makes good use of my skills and abilities	78	54	(r)	80	60
2. I feel I am able to suggest ideas to improve our ways of doing things	67	45	(r)	69	43
3. Working here makes me want to do the best job I can	70	50	(r)	72	41
4. The right amount of approvals are required for routine decisions	46	30	(r)	47	32
5. I have sufficient control over my work so I can do my job well	62	42	(r)	63	40
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	36	(r)	60	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	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	66	50	(r)	67	44
8. In my team we generally acknowledge one another's efforts and achievements	65	48	(r)	67	40
9. People in my team are honest and open	61	43	(r)	63	39
10. My team resolves conflict quickly when it arises	48	30	(r)	49	27
11. Morale is good in my team	49	34	(r)	50	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

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	42	(r)	62	33
13. In my workplace, we recognise our successes and innovations	53	42	(r)	54	27
14. Staff are treated respectfully regardless of their job	58	38	(r)	60	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

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	38	(r)	62	39
15b. treats all staff in my team fairly	58	35	(r)	60	34
15c. ensures that when issues are raised in the team, they are addressed	57	39	(r)	59	34
15d. treats me with respect	73	53	(r)	75	47
16. I receive regular and constructive feedback on my performance	47	31	(r)	49	27
17. Overall, I have confidence in the decisions made by my line manager	60	36	(r)	62	39

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Senior Managers

18a. are aware of the issues I face in my job	41	30	(r)	42	29
18b. have a clear direction for the future	42	28	(r)	43	15
18c. lead by example in creating a positive workplace	42	31	(r)	43	20
19. There is a positive relationship between senior management and staff in my workplace	38	28	(r)	39	13
20. Overall, I have confidence in the decisions made by my senior managers	43	33	(r)	45	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	25	(r)	37	8
22. My organisation is making the necessary decisions to meet our future challenges	40	29	(r)	42	15

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

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Communication

23. I am kept well informed about what is happening in my workplace	48	29	(r)	50	19
24. I have a say in decisions which affect my work	42	24	(r)	44	10
25. I think it is safe to speak up and challenge the way things are done	46	31	(r)	48	18
26. Where I work, we share the lessons learnt when mistakes are made	57	38	(r)	58	27
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	43	(r)	55	28
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	36	(r)	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

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	58	(r)	73	51
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	52	(r)	65	48
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	45	(r)	57	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	24	(r)	42	22
32. I am able to achieve a healthy work/life balance most of the time	63	43	(r)	65	49
33. There are mechanisms in place to support me if I experience stress or pressure	53	36	(r)	55	26
34. Reasonable expectations are placed on staff according to their position	54	34	(r)	55	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	40	(r)	70	46
36. My workplace enables strong professional leadership	49	31	(r)	50	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	83	(r)	86	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	30	(r)	47	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	41	(r)	60	32
40.	In my workplace patient safety is at the centre of all decision making	68	55	(r)	69	48
41.	My team's objectives/ work plans are clearly outlined	62	44	(r)	64	36
42.	Our objectives/work plans help us to deliver a quality service	63	44	(r)	65	38
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	38	(r)	52	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

	Illawarra Shoalhaven LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3575	123	8	3298	121
Employee Engagement Index	66	49	(r)	67	42

Your Workplace

44. Overall I am proud to be a part of this workplace	71	53	(r)	72	50
45. I would recommend my workplace as a good place to work	62	46	(r)	64	40
46. I feel motivated to contribute more than what is normally required at work	64	53	(r)	65	39
47. I have a strong sense of belonging to my workplace	62	45	(r)	64	42
48. Overall I am satisfied to be working here at the present time	66	49	(r)	68	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	40	(r)	59	36
50. There is a positive culture in my workplace	49	34	(r)	51	26
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	30	(r)	38	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

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Your Job

1. My job makes good use of my skills and abilities	78	48	80	61
2. I feel I am able to suggest ideas to improve our ways of doing things	67	44	68	41
3. Working here makes me want to do the best job I can	70	44	72	39
4. The right amount of approvals are required for routine decisions	46	34	46	26
5. I have sufficient control over my work so I can do my job well	62	46	63	32
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	36	60	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

Disability

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	66	42	67	41
8. In my team we generally acknowledge one another's efforts and achievements	65	39	67	42
9. People in my team are honest and open	61	40	63	41
10. My team resolves conflict quickly when it arises	48	29	49	29
11. Morale is good in my team	49	32	50	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

Disability

Illawarra Shoalhaven LHD

	Respondents	Yes	No	Prefer not to say
	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	41	61	36
13. In my workplace, we recognise our successes and innovations	53	32	54	26
14. Staff are treated respectfully regardless of their job	58	40	59	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

Disability

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	43	61	38
15b. treats all staff in my team fairly	58	41	60	33
15c. ensures that when issues are raised in the team, they are addressed	57	41	58	38
15d. treats me with respect	73	50	74	48
16. I receive regular and constructive feedback on my performance	47	32	48	33
17. Overall, I have confidence in the decisions made by my line manager	60	42	61	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

Illawarra Shoalhaven LHD

Yes

No

Prefer not to say

Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Senior Managers

18a. are aware of the issues I face in my job	41	35	42	26
18b. have a clear direction for the future	42	36	42	16
18c. lead by example in creating a positive workplace	42	34	43	19
19. There is a positive relationship between senior management and staff in my workplace	38	34	38	12
20. Overall, I have confidence in the decisions made by my senior managers	43	34	44	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	27	36	18
22. My organisation is making the necessary decisions to meet our future challenges	40	34	41	15

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

Illawarra Shoalhaven LHD

	Respondents	Yes	No	Prefer not to say
	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Communication

23. I am kept well informed about what is happening in my workplace	48	33	49	22
24. I have a say in decisions which affect my work	42	30	43	15
25. I think it is safe to speak up and challenge the way things are done	46	30	47	21
26. Where I work, we share the lessons learnt when mistakes are made	57	41	58	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	38	55	26
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	44	56	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

Disability

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	54	72	52
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	47	65	51
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	37	57	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Illawarra Shoalhaven LHD

	Respondents	Yes	No	Prefer not to say
Employee Engagement Index	3575	100	3372	74
	66	45	67	39

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	27	41	25
32. I am able to achieve a healthy work/life balance most of the time	63	39	65	43
33. There are mechanisms in place to support me if I experience stress or pressure	53	40	54	32
34. Reasonable expectations are placed on staff according to their position	54	41	55	24
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	52	69	40
36. My workplace enables strong professional leadership	49	37	50	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	89	86	75
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	31	47	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	37	59	35
40.	In my workplace patient safety is at the centre of all decision making	68	51	69	55
41.	My team's objectives/ work plans are clearly outlined	62	43	64	34
42.	Our objectives/work plans help us to deliver a quality service	63	47	64	35
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	39	51	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

Illawarra Shoalhaven LHD

Respondents	3575	100	3372	74
Employee Engagement Index	66	45	67	39

Your Workplace

44. Overall I am proud to be a part of this workplace	71	53	72	44
45. I would recommend my workplace as a good place to work	62	44	63	35
46. I feel motivated to contribute more than what is normally required at work	64	44	65	35
47. I have a strong sense of belonging to my workplace	62	42	63	39
48. Overall I am satisfied to be working here at the present time	66	41	68	42
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	41	58	33
50. There is a positive culture in my workplace	49	36	50	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	31	37	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

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Your Job

1. My job makes good use of my skills and abilities	78	79	75	58
2. I feel I am able to suggest ideas to improve our ways of doing things	67	68	62	26
3. Working here makes me want to do the best job I can	70	71	68	28
4. The right amount of approvals are required for routine decisions	46	45	56	26
5. I have sufficient control over my work so I can do my job well	62	62	61	29
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	58	59	61	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

Illawarra Shoalhaven LHD

	Respondents	Yes	No	Prefer not to say
	3575	3168	319	50
Employee Engagement Index	66	66	66	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	66	67	63	35
8. In my team we generally acknowledge one another's efforts and achievements	65	66	66	33
9. People in my team are honest and open	61	62	59	27
10. My team resolves conflict quickly when it arises	48	48	50	16
11. Morale is good in my team	49	48	57	24

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	61	62	27
13. In my workplace, we recognise our successes and innovations	53	53	58	24
14. Staff are treated respectfully regardless of their job	58	58	61	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Your Line Manager

15a. recognises and acknowledges when I have done my job well	60	60	61	33
15b. treats all staff in my team fairly	58	59	58	29
15c. ensures that when issues are raised in the team, they are addressed	57	58	58	29
15d. treats me with respect	73	74	68	38
16. I receive regular and constructive feedback on my performance	47	47	50	29
17. Overall, I have confidence in the decisions made by my line manager	60	61	62	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Senior Managers

18a. are aware of the issues I face in my job	41	41	46	25
18b. have a clear direction for the future	42	42	45	8
18c. lead by example in creating a positive workplace	42	42	47	12
19. There is a positive relationship between senior management and staff in my workplace	38	37	45	12
20. Overall, I have confidence in the decisions made by my senior managers	43	43	49	14
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	36	36	40	8
22. My organisation is making the necessary decisions to meet our future challenges	40	40	46	10

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Communication

23. I am kept well informed about what is happening in my workplace	48	48	54	15
24. I have a say in decisions which affect my work	42	42	48	13
25. I think it is safe to speak up and challenge the way things are done	46	47	47	13
26. Where I work, we share the lessons learnt when mistakes are made	57	57	59	23
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	54	56	25
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	55	55	56	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

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	72	70	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	64	64	68	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	56	56	57	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	41	41	43	23
32. I am able to achieve a healthy work/life balance most of the time	63	64	60	33
33. There are mechanisms in place to support me if I experience stress or pressure	53	54	51	23
34. Reasonable expectations are placed on staff according to their position	54	54	56	35
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	68	64	42
36. My workplace enables strong professional leadership	49	49	51	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

English Speaking Background

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	86	86	83	70
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	46	48	17

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

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	58	58	63	21
40.	In my workplace patient safety is at the centre of all decision making	68	68	69	47
41.	My team's objectives/ work plans are clearly outlined	62	62	67	32
42.	Our objectives/work plans help us to deliver a quality service	63	63	67	34
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	51	51	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

English Speaking Background

Illawarra Shoalhaven LHD

	Illawarra Shoalhaven LHD	Yes	No	Prefer not to say
Respondents	3575	3168	319	50
Employee Engagement Index	66	66	66	28

Your Workplace

44. Overall I am proud to be a part of this workplace	71	71	71	36
45. I would recommend my workplace as a good place to work	62	62	65	30
46. I feel motivated to contribute more than what is normally required at work	64	64	64	19
47. I have a strong sense of belonging to my workplace	62	63	63	21
48. Overall I am satisfied to be working here at the present time	66	67	68	31
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	57	58	26
50. There is a positive culture in my workplace	49	49	56	21
51. Overall, I believe the culture at my workplace has improved in the last 12 months	37	37	42	17

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?

Who is going to make this happen?

When will this be achieved?

