

66%

2013: 65%

ENGAGEMENT INDEX

49%

2013: 47%

WORKPLACE CULTURE INDEX

1,607

2013: 1688

ACTUAL RESPONSES

38%

2013: 40%
2% 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	69	0
45.	I would recommend my workplace as a good place to work	60	0

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	67	+1

Strive

3.	Working here makes me want to do the best job I can	71	+2
46.	I feel motivated to contribute more than what is normally required at work	65	+2

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	48	-
36.	My workplace enables strong professional leadership	44	-
19.	There is a positive relationship between senior management and staff in my workplace	33	0
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	-
22.	My organisation is making the necessary decisions to meet our future challenges	33	-
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	35	0

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
Your Job	66
Your Line Manager	61
Training and Development Opportunities	60

Questions	% Positive
1. My job makes good use of my skills and abilities	78
15d. My line manager treats me with respect	74
3. Working here makes me want to do the best job I can	71
35. My workplace is proactive in minimising potential violence/abuse from patients or visitors	71
44. Overall I am proud to be a part of this workplace	69

Lowlights

Sections	% Positive
Senior Managers	34
Communication	50
Work Environment	55

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31
22. My organisation is making the necessary decisions to meet our future challenges	33
19. There is a positive relationship between senior management and staff in my workplace	33
31. I have confidence in the processes that my workplace uses to resolve staff conflict	35
18b. The senior managers at my workplace have a clear direction for the future	35

Most Improved and Least Improved since 2013

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

Most improved

Sections	% Positive	Variance from 2013
Your Team	59	+3
Your Line Manager	61	+3
Your Job	66	+3

Questions	% Positive	Variance from 2013
16. I receive regular and constructive feedback on my performance	50	+7
11. Morale is good in my team	51	+6
4. The right amount of approvals are required for routine decisions	49	+6
39. My work environment allows me to deliver the best possible services (patient care or support services)	56	+4
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	+4

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	60	-6
Work Environment	55	-2
Senior Managers	34	0

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	59	-17
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	-2
28. I have received the appropriate training and development to do my job effectively	66	-2
25. I think it is safe to speak up and challenge the way things are done	48	-1
18a. The senior managers at my workplace are aware of the issues I face in my job	38	-1

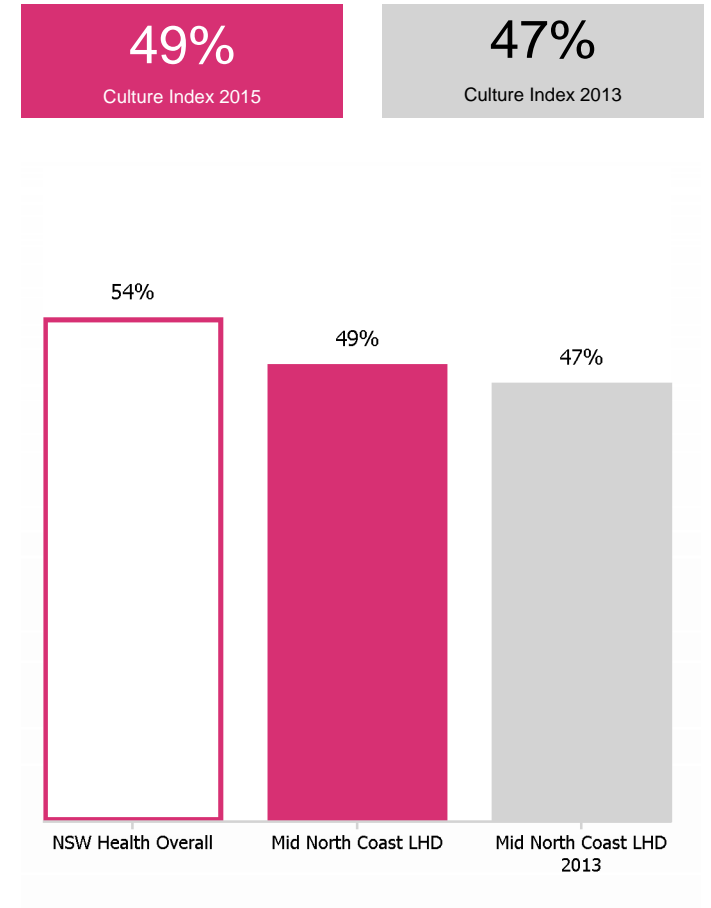
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		51	18	31	+6
12. I believe I am valued for what I can offer at my workplace		60	16	24	0
13. In my workplace, we recognise our successes and innovations		53	22	25	+2
14. Staff are treated respectfully regardless of their job		59	15	25	+1
17. Overall, I have confidence in the decisions made by my line manager		60	19	20	+2
18b. The senior managers at my workplace have a clear direction for the future		35	37	29	+1
18c. The senior managers at my workplace lead by example in creating a positive workplace		36	28	36	+2
20. Overall, I have confidence in the decisions made by my senior managers		37	29	34	+2
24. I have a say in decisions which affect my work		44	24	32	0
25. I think it is safe to speak up and challenge the way things are done		48	19	33	-1
26. Where I work, we share the lessons learnt when mistakes are made		54	24	22	0
31. I have confidence in the processes that my workplace uses to resolve staff conflict		35	26	39	0
41. My team's objectives/ work plans are clearly outlined		62	23	15	+2
42. Our objectives/work plans help us to deliver a quality service		62	24	14	+2
51. Overall, I believe the culture at my workplace has improved in the last 12 months		36	31	33	+4



Trend Comparison

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



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

25% ■ Proportion of questions in line with 2013 scores

10% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
16. I receive regular and constructive feedback on my performance	50	■ +7
11. Morale is good in my team	51	■ +6
4. The right amount of approvals are required for routine decisions	49	■ +6
39. My work environment allows me to deliver the best possible services (patient care or support services)	56	■ +4
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	■ +4
7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	■ +4
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	■ +4
5. I have sufficient control over my work so I can do my job well	65	■ +3
15a. My line manager recognises and acknowledges when I have done my job well	63	■ +3
8. In my team we generally acknowledge one another's efforts and achievements	68	■ +3
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	■ +3
20. Overall, I have confidence in the decisions made by my senior managers	37	■ +2

Trend Comparison

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



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

25% ■ Proportion of questions in line with 2013 scores

10% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	+2
42. Our objectives/work plans help us to deliver a quality service	62	+2
3. Working here makes me want to do the best job I can	71	+2
13. In my workplace, we recognise our successes and innovations	53	+2
46. I feel motivated to contribute more than what is normally required at work	65	+2
17. Overall, I have confidence in the decisions made by my line manager	60	+2
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	+2
1. My job makes good use of my skills and abilities	78	+2
9. People in my team are honest and open	62	+2
18c. The senior managers at my workplace lead by example in creating a positive workplace	36	+2
41. My team's objectives/ work plans are clearly outlined	62	+2
10. My team resolves conflict quickly when it arises	46	+1
40. In my workplace patient safety is at the centre of all decision making	67	+1

Trend Comparison

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



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

25% ■ Proportion of questions in line with 2013 scores

10% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
48. Overall I am satisfied to be working here at the present time	67	+1
14. Staff are treated respectfully regardless of their job	59	+1
32. I am able to achieve a healthy work/life balance most of the time	65	+1
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	+1
18b. The senior managers at my workplace have a clear direction for the future	35	+1
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	+1
15d. My line manager treats me with respect	74	+1
15b. My line manager treats all staff in my team fairly	60	+1
45. I would recommend my workplace as a good place to work	60	0
2. I feel I am able to suggest ideas to improve our ways of doing things	69	0
26. Where I work, we share the lessons learnt when mistakes are made	54	0
24. I have a say in decisions which affect my work	44	0
33. There are mechanisms in place to support me if I experience stress or pressure	59	0

Trend Comparison

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



- 65% ■ Proportion of questions above 2013 scores by 1 or more percentage points
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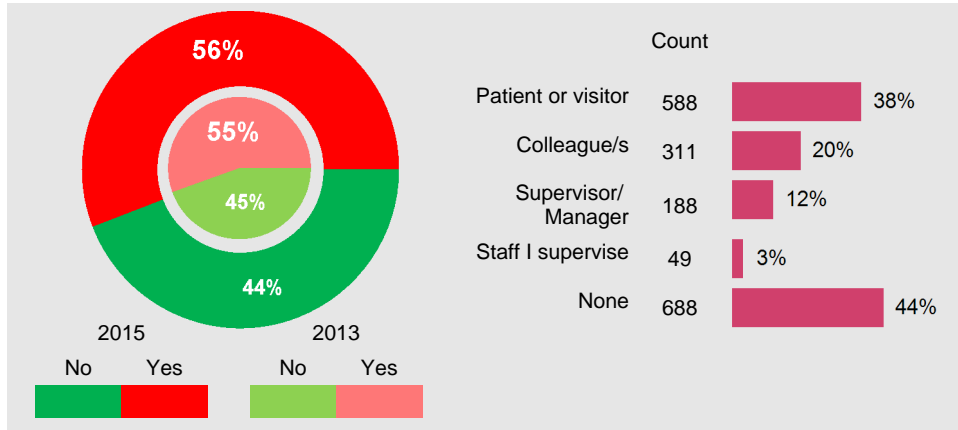
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
12. I believe I am valued for what I can offer at my workplace	60	0
44. Overall I am proud to be a part of this workplace	69	0
23. I am kept well informed about what is happening in my workplace	46	0
47. I have a strong sense of belonging to my workplace	62	0
19. There is a positive relationship between senior management and staff in my workplace	33	0
34. Reasonable expectations are placed on staff according to their position	53	0
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	0
31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	0
18a. The senior managers at my workplace are aware of the issues I face in my job	38	-1
25. I think it is safe to speak up and challenge the way things are done	48	-1
28. I have received the appropriate training and development to do my job effectively	66	-2
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	-2
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	59	-17

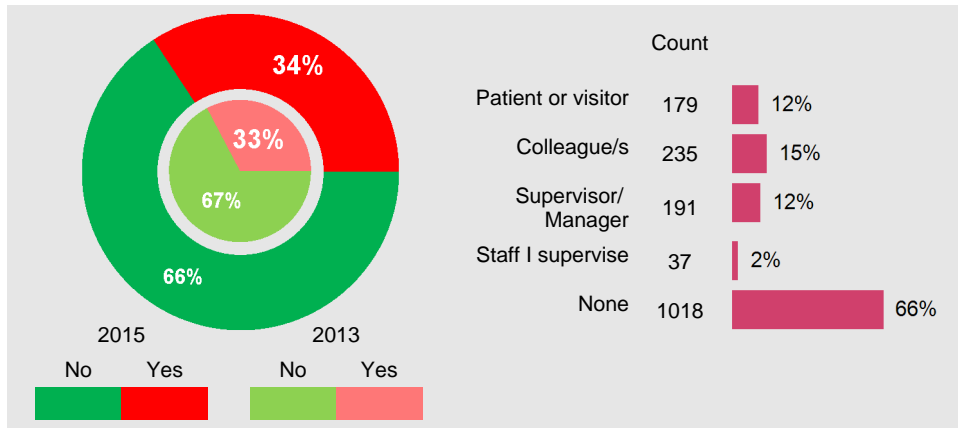
Unacceptable Behaviour

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

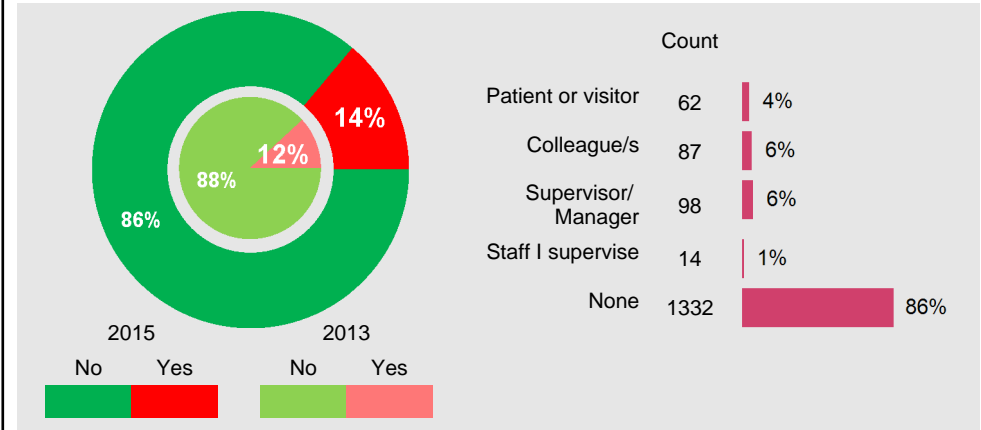
37a. In the last 12 months, I have been verbally abused by a ...



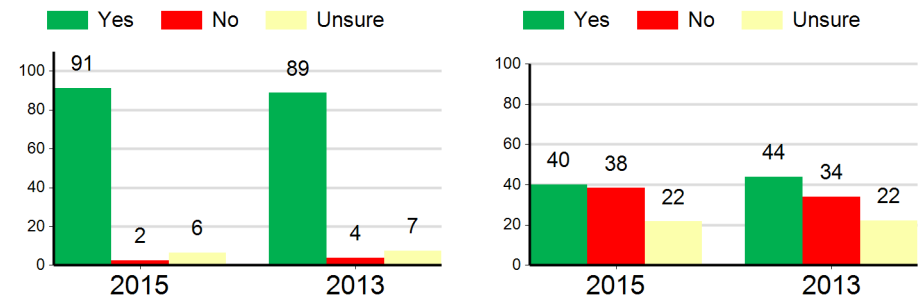
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 ...



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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	78	9	13	78	77	74	81
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	18	69	69	61	69
3. Working here makes me want to do the best job I can	71	17	12	71	69	62	72
4. The right amount of approvals are required for routine decisions	49	24	27	49	44	-	52
5. I have sufficient control over my work so I can do my job well	65	17	19	65	61	56	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	19	20	61	58	51	62

All Questions

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

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator

■ At least 1 percentage point less than comparator

Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	13	19	68	64	61	69
8. In my team we generally acknowledge one another's efforts and achievements	68	15	17	68	65	64	70
9. People in my team are honest and open	62	20	18	62	60	55	64
10. My team resolves conflict quickly when it arises	46	25	28	46	45	41	53
11. Morale is good in my team	51	18	31	51	45	37	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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	60	16	24	60	60	54	63
13. In my workplace, we recognise our successes and innovations	53	22	25	53	51	44	57
14. Staff are treated respectfully regardless of their job	59	15	25	59	58	50	62

All Questions

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

Key **K** Key Driver Question

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

Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	63	18	20	63	60	55	65
15b. My line manager treats all staff in my team fairly	60	17	23	60	59	53	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	57	18	25	57	54	50	61
15d. My line manager treats me with respect	74	14	12	74	74	70	76
16. I receive regular and constructive feedback on my performance	50	21	29	50	42	37	52
17. Overall, I have confidence in the decisions made by my line manager	60	19	20	60	59	52	63

All Questions

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

Key **K** Key Driver Question

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

		% Positive response	% Neutral response	% Negative response	% Positive	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
Senior Managers								
	18a. The senior managers at my workplace are aware of the issues I face in my job	38	24	38	38	39	33	46
	18b. The senior managers at my workplace have a clear direction for the future	35	37	29	35	34	24	45
	18c. The senior managers at my workplace lead by example in creating a positive workplace	36	28	36	36	34	25	45
K	19. There is a positive relationship between senior management and staff in my workplace	33	27	41	33	33	26	42
	20. Overall, I have confidence in the decisions made by my senior managers	37	29	34	37	35	28	46
K	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	30	39	31	-	-	39
K	22. My organisation is making the necessary decisions to meet our future challenges	33	38	30	33	-	-	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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
23. I am kept well informed about what is happening in my workplace	46	24	30	46	46	38	50
24. I have a say in decisions which affect my work	44	24	32	44	44	38	46
25. I think it is safe to speak up and challenge the way things are done	48	19	33	48	50	45	51
26. Where I work, we share the lessons learnt when mistakes are made	54	24	22	54	54	49	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	25	24	50	52	-	58
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	25	20	56	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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
28.	I have received the appropriate training and development to do my job effectively	66	19	15	66	67	64	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	59	17	24	59	76	76	68
30.	I am encouraged to take opportunities to learn new skills and have new experiences	54	21	26	54	53	47	60

All Questions

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

Key **K** Key Driver Question

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

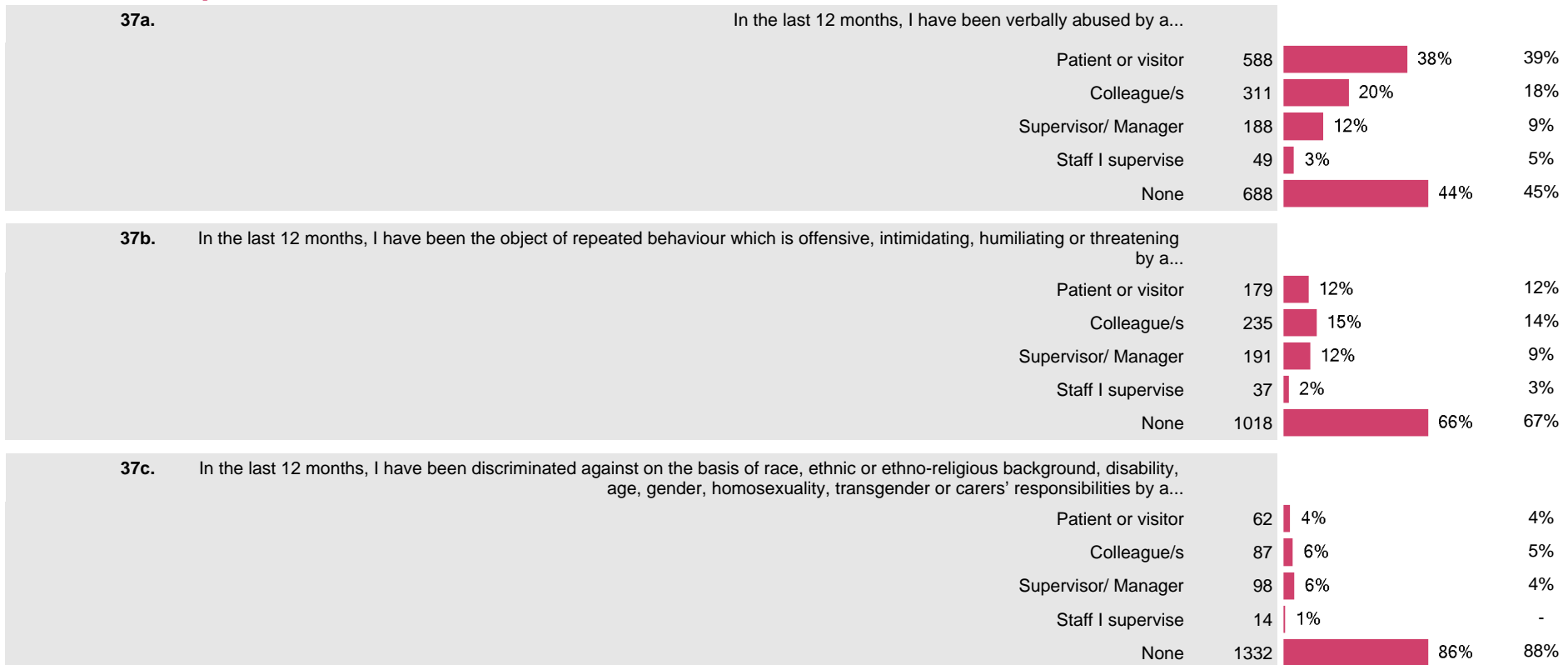
		% Positive response	% Neutral response	% Negative response	% Positive	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall	
Work Environment									
K	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	35	26	39	35	35	31	44
	32.	I am able to achieve a healthy work/life balance most of the time	65	18	17	65	64	60	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	59	21	20	59	59	54	56
	34.	Reasonable expectations are placed on staff according to their position	53	21	26	53	53	47	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	18	11	71	69	65	69
K	36.	My workplace enables strong professional leadership	44	29	26	44	-	-	52

All Questions

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

Mid North Coast Local Health District 2013

Unacceptable Behaviour



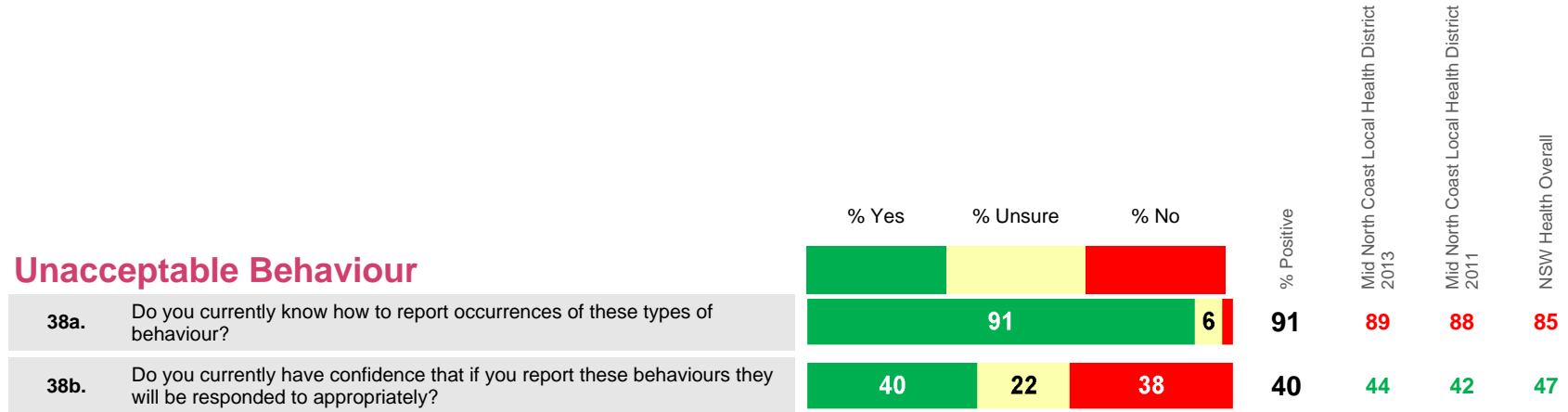
All Questions

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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	56	21	22	56	52	48	62
40. In my workplace patient safety is at the centre of all decision making	67	19	14	67	66	61	69
41. My team's objectives/ work plans are clearly outlined	62	23	15	62	60	54	66
42. Our objectives/work plans help us to deliver a quality service	62	24	14	62	60	53	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	29	21	50	46	-	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	Mid North Coast Local Health District 2013	Mid North Coast Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	69	18	13	69	69	64	73
45. I would recommend my workplace as a good place to work	60	21	20	60	59	53	64
46. I feel motivated to contribute more than what is normally required at work	65	18	17	65	63	58	67
47. I have a strong sense of belonging to my workplace	62	21	17	62	62	58	65
48. Overall I am satisfied to be working here at the present time	67	17	17	67	65	61	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	25	20	55	54	-	59
K 50. There is a positive culture in my workplace	48	22	30	48	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	31	33	36	32	25	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Your Job

1. My job makes good use of my skills and abilities	78	85	80	72	75	84	78	70	73	(r)	78	70	80	71
2. I feel I am able to suggest ideas to improve our ways of doing things	69	67	69	66	78	73	81	60	64	(r)	92	56	50	58
3. Working here makes me want to do the best job I can	71	70	71	63	78	78	88	50	55	(r)	80	62	80	66
4. The right amount of approvals are required for routine decisions	49	37	52	44	52	46	63	30	45	(r)	57	41	40	49
5. I have sufficient control over my work so I can do my job well	65	70	63	66	73	70	72	43	73	(r)	73	53	60	60
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	73	63	51	64	66	69	30	55	(r)	75	39	60	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index		66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	81	69	55	75	75	84	53	64	(r)	78	48	80	52
8. In my team we generally acknowledge one another's efforts and achievements	68	85	70	55	77	76	94	40	64	(r)	78	43	70	54
9. People in my team are honest and open	62	89	64	50	71	69	81	30	55	(r)	70	35	70	44
10. My team resolves conflict quickly when it arises	46	67	47	40	59	48	53	20	55	(r)	58	34	60	37
11. Morale is good in my team	51	81	52	37	59	56	69	20	55	(r)	60	28	40	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

Role	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	74	59	52	63	69	78	40	64	(r)	73	46	60	51
13. In my workplace, we recognise our successes and innovations	53	59	54	41	62	60	78	27	64	(r)	65	28	50	46
14. Staff are treated respectfully regardless of their job	59	63	62	50	62	64	84	33	64	(r)	77	33	50	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	63	60	63	76	65	78	40	82	(r)	85	50	40	60
15b. treats all staff in my team fairly	60	69	57	57	75	63	66	33	73	(r)	83	50	60	56
15c. ensures that when issues are raised in the team, they are addressed	57	56	55	54	74	57	53	37	73	(r)	82	45	50	59
15d. treats me with respect	74	81	74	69	83	80	84	50	82	(r)	87	63	60	67
16. I receive regular and constructive feedback on my performance	50	41	48	45	58	49	66	30	73	(r)	75	41	30	52
17. Overall, I have confidence in the decisions made by my line manager	60	63	60	60	70	60	56	30	70	(r)	83	47	70	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index		66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Senior Managers

18a. are aware of the issues I face in my job	38	44	35	34	53	34	38	40	73	(r)	63	28	30	41
18b. have a clear direction for the future	35	38	32	24	51	32	38	30	55	(r)	73	19	40	39
18c. lead by example in creating a positive workplace	36	35	34	30	49	29	53	30	64	(r)	73	19	40	42
19. There is a positive relationship between senior management and staff in my workplace	33	31	29	24	51	27	56	20	64	(r)	69	22	70	39
20. Overall, I have confidence in the decisions made by my senior managers	37	42	34	35	54	33	47	31	64	(r)	73	23	70	39
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	38	28	30	40	26	44	23	55	(r)	56	18	50	38
22. My organisation is making the necessary decisions to meet our future challenges	33	31	29	33	45	30	50	23	64	(r)	69	19	40	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

Role	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Communication

23. I am kept well informed about what is happening in my workplace	46	56	47	38	51	46	58	27	64	(r)	68	22	50	40
24. I have a say in decisions which affect my work	44	52	43	38	55	43	61	30	55	(r)	69	29	50	48
25. I think it is safe to speak up and challenge the way things are done	48	56	46	44	55	51	65	33	45	(r)	78	38	70	48
26. Where I work, we share the lessons learnt when mistakes are made	54	74	54	44	63	57	61	52	64	(r)	69	45	40	48
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	44	48	44	65	50	81	33	73	(r)	88	35	30	52
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	52	50	59	72	50	81	50	82	(r)	90	51	60	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index		66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	89	67	52	62	74	77	47	55	(r)	81	56	40	58
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	59	52	51	54	66	75	87	43	82	(r)	90	58	90	62
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	59	54	36	60	57	71	40	73	(r)	81	33	30	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

Role	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	46	35	32	47	31	52	21	45	(r)	41	23	50	29
32. I am able to achieve a healthy work/life balance most of the time	65	52	64	64	61	71	81	52	82	(r)	78	58	60	71
33. There are mechanisms in place to support me if I experience stress or pressure	59	44	57	65	64	62	81	38	73	(r)	83	48	40	59
34. Reasonable expectations are placed on staff according to their position	53	52	53	45	53	61	74	38	82	(r)	66	42	40	42
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	73	69	66	79	79	81	52	82	(r)	86	55	40	68
36. My workplace enables strong professional leadership	44	48	45	40	51	43	58	24	64	(r)	71	24	30	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index		66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	70	93	93	93	91	77	73	82	(r)	95	88	70	90
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	22	39	43	49	38	58	23	64	(r)	49	36	40	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	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index		66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	56	54	54	62	66	52	81	43	64	(r)	66	55	50	59
40.	In my workplace patient safety is at the centre of all decision making	67	62	71	66	62	61	68	60	82	(r)	71	61	50	64
41.	My team's objectives/ work plans are clearly outlined	62	73	65	52	65	58	74	50	73	(r)	85	43	60	53
42.	Our objectives/work plans help us to deliver a quality service	62	62	64	54	62	58	77	43	82	(r)	83	44	70	55
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	50	46	51	48	57	42	71	33	55	(r)	68	32	44	49

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Mid North Coast LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1607	27	783	128	103	227	32	30	11	1	60	79	10	86
Employee Engagement Index	66	74	65	63	74	69	82	48	73	(r)	77	55	80	56

Your Workplace

44. Overall I am proud to be a part of this workplace	69	80	69	70	79	69	94	53	91	(r)	78	61	70	58
45. I would recommend my workplace as a good place to work	60	73	59	59	70	61	84	33	73	(r)	71	48	80	46
46. I feel motivated to contribute more than what is normally required at work	65	73	63	62	75	69	68	53	73	(r)	81	51	90	59
47. I have a strong sense of belonging to my workplace	62	65	62	60	69	62	71	53	64	(r)	69	52	80	52
48. Overall I am satisfied to be working here at the present time	67	81	65	63	74	72	87	43	82	(r)	81	58	80	56
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	60	56	47	64	57	81	23	60	(r)	71	38	60	51
50. There is a positive culture in my workplace	48	62	49	41	52	49	81	23	64	(r)	64	26	50	39
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	31	40	29	41	33	42	20	45	(r)	46	24	10	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

Manage staff

Mid North Coast LHD

Yes

No

Respondents	1607	320	1283
Employee Engagement Index	66	74	64

Your Job

1. My job makes good use of my skills and abilities	78	85	77
2. I feel I am able to suggest ideas to improve our ways of doing things	69	81	66
3. Working here makes me want to do the best job I can	71	77	70
4. The right amount of approvals are required for routine decisions	49	47	50
5. I have sufficient control over my work so I can do my job well	65	62	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	76	57

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Mid North Coast LHD

Yes

No

Respondents

1607

320

1283

Employee Engagement Index

66

74

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	68	77	65
8.	In my team we generally acknowledge one another's efforts and achievements	68	80	65
9.	People in my team are honest and open	62	72	59
10.	My team resolves conflict quickly when it arises	46	60	43
11.	Morale is good in my team	51	62	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

Manage staff

Mid North Coast LHD

Yes

No

Respondents 1607 320 1283

Employee Engagement Index 66 74 64

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	66	58
13. In my workplace, we recognise our successes and innovations	53	64	51
14. Staff are treated respectfully regardless of their job	59	66	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Mid North Coast LHD

	Respondents	Yes	No
Employee Engagement Index	1607	320	1283
	66	74	64

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	67	61
15b. treats all staff in my team fairly	60	67	58
15c. ensures that when issues are raised in the team, they are addressed	57	63	56
15d. treats me with respect	74	81	73
16. I receive regular and constructive feedback on my performance	50	55	48
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

	Mid North Coast LHD	Yes	No
Manage staff			
Respondents	1607	320	1283
Employee Engagement Index	66	74	64

Senior Managers

18a. are aware of the issues I face in my job	38	48	35
18b. have a clear direction for the future	35	49	31
18c. lead by example in creating a positive workplace	36	47	33
19. There is a positive relationship between senior management and staff in my workplace	33	45	30
20. Overall, I have confidence in the decisions made by my senior managers	37	52	34
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	41	28
22. My organisation is making the necessary decisions to meet our future challenges	33	45	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

Manage staff

Mid North Coast LHD

	Respondents	Yes	No
Employee Engagement Index	1607	320	1283
	66	74	64

Communication

23. I am kept well informed about what is happening in my workplace	46	56	43
24. I have a say in decisions which affect my work	44	58	41
25. I think it is safe to speak up and challenge the way things are done	48	61	45
26. Where I work, we share the lessons learnt when mistakes are made	54	66	51
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	65	47
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	67	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

Mid North Coast LHD

Yes

No

Respondents 1607 320 1283

Employee Engagement Index 66 74 64

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	68	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	59	60	59
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	61	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

	Mid North Coast LHD	Yes	No
Manage staff			
Respondents	1607	320	1283
Employee Engagement Index	66	74	64

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	44	32
32. I am able to achieve a healthy work/life balance most of the time	65	58	67
33. There are mechanisms in place to support me if I experience stress or pressure	59	59	59
34. Reasonable expectations are placed on staff according to their position	53	53	53
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	74	70
36. My workplace enables strong professional leadership	44	54	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Mid North Coast LHD

	Respondents	Yes	No
Employee Engagement Index	1607	320	1283
	66	74	64

Unacceptable Behaviour

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

Mid North Coast LHD

Yes

No

Respondents 1607 320 1283

Employee Engagement Index 66 74 64

Service Delivery

		Yes	No
39. My work environment allows me to deliver the best possible services (patient care or support services)	56	56	56
40. In my workplace patient safety is at the centre of all decision making	67	72	66
41. My team's objectives/ work plans are clearly outlined	62	72	60
42. Our objectives/work plans help us to deliver a quality service	62	72	59
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	58	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

Manage staff

Mid North Coast LHD

	Respondents	Yes	No
Employee Engagement Index	1607	320	1283
	66	74	64

Your Workplace

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Your Job

1. My job makes good use of my skills and abilities	78	85	82	96	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	69	79	82	89	(r)
3. Working here makes me want to do the best job I can	71	73	75	89	(r)
4. The right amount of approvals are required for routine decisions	49	44	50	43	(r)
5. I have sufficient control over my work so I can do my job well	65	59	61	71	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	75	76	79	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	73	79	89	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	74	83	89	(r)
9. People in my team are honest and open	62	67	69	93	(r)
10. My team resolves conflict quickly when it arises	46	54	61	71	(r)
11. Morale is good in my team	51	59	57	75	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	67	59	79	(r)
13. In my workplace, we recognise our successes and innovations	53	62	59	79	(r)
14. Staff are treated respectfully regardless of their job	59	62	66	75	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	68	62	68	(r)
15b. treats all staff in my team fairly	60	62	70	79	(r)
15c. ensures that when issues are raised in the team, they are addressed	57	59	66	71	(r)
15d. treats me with respect	74	79	80	82	(r)
16. I receive regular and constructive feedback on my performance	50	50	56	71	(r)
17. Overall, I have confidence in the decisions made by my line manager	60	63	69	79	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Senior Managers

18a. are aware of the issues I face in my job	38	34	55	82	(r)
18b. have a clear direction for the future	35	39	55	68	(r)
18c. lead by example in creating a positive workplace	36	38	48	71	(r)
19. There is a positive relationship between senior management and staff in my workplace	33	37	47	64	(r)
20. Overall, I have confidence in the decisions made by my senior managers	37	40	57	71	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	32	43	68	(r)
22. My organisation is making the necessary decisions to meet our future challenges	33	35	50	64	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Communication

23. I am kept well informed about what is happening in my workplace	46	45	55	82	(r)
24. I have a say in decisions which affect my work	44	53	58	82	(r)
25. I think it is safe to speak up and challenge the way things are done	48	56	62	79	(r)
26. Where I work, we share the lessons learnt when mistakes are made	54	62	66	86	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	56	71	79	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	56	75	82	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	64	67	82	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	59	55	69	79	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	55	61	79	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	39	42	57	(r)
32. I am able to achieve a healthy work/life balance most of the time	65	57	61	57	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	59	58	62	70	(r)
34. Reasonable expectations are placed on staff according to their position	53	46	56	71	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	69	77	82	(r)
36. My workplace enables strong professional leadership	44	47	60	71	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	88	89	93	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	39	48	75	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	56	50	57	71	(r)
40. In my workplace patient safety is at the centre of all decision making	67	72	65	71	(r)
41. My team's objectives/ work plans are clearly outlined	62	64	73	86	(r)
42. Our objectives/work plans help us to deliver a quality service	62	68	71	86	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	53	57	71	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Mid North Coast LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1607	157	88	28	7
Employee Engagement Index	66	70	72	88	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	69	74	71	89	(r)
45. I would recommend my workplace as a good place to work	60	66	66	86	(r)
46. I feel motivated to contribute more than what is normally required at work	65	69	77	82	(r)
47. I have a strong sense of belonging to my workplace	62	71	72	86	(r)
48. Overall I am satisfied to be working here at the present time	67	68	70	93	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	56	61	79	(r)
50. There is a positive culture in my workplace	48	52	47	64	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	42	43	46	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Your Job

1. My job makes good use of my skills and abilities	78	77	79	85	(r)	76	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	69	69	69	73	(r)	68	(r)
3. Working here makes me want to do the best job I can	71	71	69	84	(r)	73	(r)
4. The right amount of approvals are required for routine decisions	49	48	50	57	(r)	54	(r)
5. I have sufficient control over my work so I can do my job well	65	62	66	75	(r)	68	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	61	60	69	(r)	53	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	67	69	73	(r)	63	(r)
8. In my team we generally acknowledge one another's efforts and achievements	68	68	69	73	(r)	61	(r)
9. People in my team are honest and open	62	60	63	73	(r)	61	(r)
10. My team resolves conflict quickly when it arises	46	47	43	57	(r)	45	(r)
11. Morale is good in my team	51	49	50	63	(r)	50	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	57	60	75	(r)	58	(r)
13. In my workplace, we recognise our successes and innovations	53	51	53	70	(r)	41	(r)
14. Staff are treated respectfully regardless of their job	59	56	60	79	(r)	61	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	61	63	77	(r)	58	(r)
15b. treats all staff in my team fairly	60	58	58	79	(r)	63	(r)
15c. ensures that when issues are raised in the team, they are addressed	57	56	55	71	(r)	54	(r)
15d. treats me with respect	74	72	76	84	(r)	78	(r)
16. I receive regular and constructive feedback on my performance	50	49	49	63	(r)	39	(r)
17. Overall, I have confidence in the decisions made by my line manager	60	58	61	77	(r)	56	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Senior Managers

18a. are aware of the issues I face in my job	38	39	34	49	(r)	27	(r)
18b. have a clear direction for the future	35	37	30	49	(r)	17	(r)
18c. lead by example in creating a positive workplace	36	37	31	53	(r)	24	(r)
19. There is a positive relationship between senior management and staff in my workplace	33	35	26	47	(r)	23	(r)
20. Overall, I have confidence in the decisions made by my senior managers	37	39	31	54	(r)	27	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	32	26	44	(r)	21	(r)
22. My organisation is making the necessary decisions to meet our future challenges	33	35	26	45	(r)	31	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Communication

23. I am kept well informed about what is happening in my workplace	46	47	42	54	(r)	43	(r)
24. I have a say in decisions which affect my work	44	46	41	53	(r)	37	(r)
25. I think it is safe to speak up and challenge the way things are done	48	48	45	67	(r)	40	(r)
26. Where I work, we share the lessons learnt when mistakes are made	54	53	54	60	(r)	55	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	52	48	56	(r)	44	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	56	53	64	(r)	53	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	66	65	74	(r)	59	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	59	61	54	68	(r)	58	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	55	49	71	(r)	42	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	35	32	45	(r)	29	(r)
32. I am able to achieve a healthy work/life balance most of the time	65	61	69	75	(r)	77	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	59	58	61	65	(r)	56	(r)
34. Reasonable expectations are placed on staff according to their position	53	49	53	71	(r)	59	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	69	71	83	(r)	81	(r)
36. My workplace enables strong professional leadership	44	44	43	60	(r)	36	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	92	91	88	(r)	88	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	39	39	45	(r)	47	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	56	56	53	72	(r)	63	(r)
40. In my workplace patient safety is at the centre of all decision making	67	66	68	72	(r)	73	(r)
41. My team's objectives/ work plans are clearly outlined	62	62	60	70	(r)	56	(r)
42. Our objectives/work plans help us to deliver a quality service	62	62	61	73	(r)	58	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	48	49	63	(r)	53	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Mid North Coast LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1607	881	508	128	1	80	4
Employee Engagement Index	66	64	64	80	(r)	70	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	69	67	68	86	(r)	79	(r)
45. I would recommend my workplace as a good place to work	60	58	57	74	(r)	71	(r)
46. I feel motivated to contribute more than what is normally required at work	65	64	61	78	(r)	71	(r)
47. I have a strong sense of belonging to my workplace	62	61	62	72	(r)	55	(r)
48. Overall I am satisfied to be working here at the present time	67	63	66	85	(r)	72	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	53	55	71	(r)	53	(r)
50. There is a positive culture in my workplace	48	46	49	60	(r)	46	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	36	36	34	(r)	32	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Your Job

1. My job makes good use of my skills and abilities	78	84	75	75	76	80
2. I feel I am able to suggest ideas to improve our ways of doing things	69	80	69	66	65	71
3. Working here makes me want to do the best job I can	71	78	74	72	71	71
4. The right amount of approvals are required for routine decisions	49	59	49	53	48	48
5. I have sufficient control over my work so I can do my job well	65	75	72	64	60	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	72	62	55	61	61

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	74	69	66	68	68
8. In my team we generally acknowledge one another's efforts and achievements	68	74	77	60	65	71
9. People in my team are honest and open	62	72	69	56	63	61
10. My team resolves conflict quickly when it arises	46	54	54	45	48	45
11. Morale is good in my team	51	67	60	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

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	78	62	58	57	60
13. In my workplace, we recognise our successes and innovations	53	71	59	49	50	54
14. Staff are treated respectfully regardless of their job	59	78	62	58	58	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

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	87	70	62	57	62
15b. treats all staff in my team fairly	60	83	72	60	57	57
15c. ensures that when issues are raised in the team, they are addressed	57	81	67	58	51	56
15d. treats me with respect	74	93	86	74	73	72
16. I receive regular and constructive feedback on my performance	50	68	61	48	45	49
17. Overall, I have confidence in the decisions made by my line manager	60	81	70	64	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

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Senior Managers

18a. are aware of the issues I face in my job	38	63	46	36	36	36
18b. have a clear direction for the future	35	62	47	35	29	33
18c. lead by example in creating a positive workplace	36	66	46	35	30	34
19. There is a positive relationship between senior management and staff in my workplace	33	54	39	35	27	31
20. Overall, I have confidence in the decisions made by my senior managers	37	65	50	37	30	36
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	54	44	31	26	28
22. My organisation is making the necessary decisions to meet our future challenges	33	56	43	33	29	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Communication

23. I am kept well informed about what is happening in my workplace	46	61	52	46	40	46
24. I have a say in decisions which affect my work	44	64	55	40	38	46
25. I think it is safe to speak up and challenge the way things are done	48	67	60	48	42	48
26. Where I work, we share the lessons learnt when mistakes are made	54	61	60	54	54	53
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	55	62	51	41	53
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	65	69	58	49	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

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	71	73	64	63	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	59	66	65	61	58	58
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	78	63	54	48	52

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	51	41	39	31	32
32. I am able to achieve a healthy work/life balance most of the time	65	75	73	70	64	62
33. There are mechanisms in place to support me if I experience stress or pressure	59	67	58	59	60	58
34. Reasonable expectations are placed on staff according to their position	53	66	66	55	51	50
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	83	83	72	67	70
36. My workplace enables strong professional leadership	44	66	51	44	42	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	82	82	89	94	93
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	52	44	41	40	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

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	56	69	62	58	55	54
40. In my workplace patient safety is at the centre of all decision making	67	78	68	69	65	66
41. My team's objectives/ work plans are clearly outlined	62	72	66	62	61	61
42. Our objectives/work plans help us to deliver a quality service	62	72	62	62	61	61
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	61	55	52	45	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

Length of Service

	Mid North Coast LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1607	69	105	274	361	793
Employee Engagement Index	66	78	69	66	64	65

Your Workplace

44. Overall I am proud to be a part of this workplace	69	78	73	71	68	68
45. I would recommend my workplace as a good place to work	60	72	63	61	57	59
46. I feel motivated to contribute more than what is normally required at work	65	82	71	66	63	63
47. I have a strong sense of belonging to my workplace	62	75	61	60	58	63
48. Overall I am satisfied to be working here at the present time	67	82	72	70	64	65
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	75	59	57	53	53
50. There is a positive culture in my workplace	48	67	52	47	45	47
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	27	41	38	38	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Mid North Coast LHD

Male

Female

Prefer not to say

Respondents

1607 296 1112 84

Employee Engagement Index

66 63 69 34

Your Job

1. My job makes good use of my skills and abilities	78	77	82	55
2. I feel I am able to suggest ideas to improve our ways of doing things	69	65	73	40
3. Working here makes me want to do the best job I can	71	65	76	43
4. The right amount of approvals are required for routine decisions	49	46	54	12
5. I have sufficient control over my work so I can do my job well	65	58	70	26
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	61	63	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

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	66	71	42
8. In my team we generally acknowledge one another's efforts and achievements	68	63	72	43
9. People in my team are honest and open	62	60	65	43
10. My team resolves conflict quickly when it arises	46	46	48	31
11. Morale is good in my team	51	48	53	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	58	64	24
13. In my workplace, we recognise our successes and innovations	53	52	57	20
14. Staff are treated respectfully regardless of their job	59	55	63	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	61	66	33
15b. treats all staff in my team fairly	60	64	61	28
15c. ensures that when issues are raised in the team, they are addressed	57	60	59	28
15d. treats me with respect	74	74	78	41
16. I receive regular and constructive feedback on my performance	50	49	53	23
17. Overall, I have confidence in the decisions made by my line manager	60	62	63	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Senior Managers

18a. are aware of the issues I face in my job	38	37	40	14
18b. have a clear direction for the future	35	37	36	13
18c. lead by example in creating a positive workplace	36	31	39	17
19. There is a positive relationship between senior management and staff in my workplace	33	32	35	9
20. Overall, I have confidence in the decisions made by my senior managers	37	36	40	12
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	30	32	9
22. My organisation is making the necessary decisions to meet our future challenges	33	31	35	14

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Communication

23. I am kept well informed about what is happening in my workplace	46	47	48	14
24. I have a say in decisions which affect my work	44	49	46	21
25. I think it is safe to speak up and challenge the way things are done	48	49	51	19
26. Where I work, we share the lessons learnt when mistakes are made	54	53	57	26
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	47	53	31
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	55	58	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Mid North Coast LHD

Male

Female

Prefer not to say

Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	61	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	59	61	60	36
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	51	56	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	37	36	10
32. I am able to achieve a healthy work/life balance most of the time	65	67	67	37
33. There are mechanisms in place to support me if I experience stress or pressure	59	56	61	45
34. Reasonable expectations are placed on staff according to their position	53	51	56	23
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	65	75	44
36. My workplace enables strong professional leadership	44	42	48	12

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	89	92	91
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	41	42	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

Gender

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	56	54	60	23
40.	In my workplace patient safety is at the centre of all decision making	67	63	71	35
41.	My team's objectives/ work plans are clearly outlined	62	59	66	29
42.	Our objectives/work plans help us to deliver a quality service	62	57	66	32
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	50	44	54	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

	Mid North Coast LHD	Male	Female	Prefer not to say
Respondents	1607	296	1112	84
Employee Engagement Index	66	63	69	34

Your Workplace

44. Overall I am proud to be a part of this workplace	69	69	73	32
45. I would recommend my workplace as a good place to work	60	57	64	23
46. I feel motivated to contribute more than what is normally required at work	65	64	68	35
47. I have a strong sense of belonging to my workplace	62	58	66	31
48. Overall I am satisfied to be working here at the present time	67	65	70	37
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	53	58	26
50. There is a positive culture in my workplace	48	47	50	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	35	39	13

Demographics

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

Key



At least 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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Your Job

1. My job makes good use of my skills and abilities	78	93	80	82	86	81	77	80	76	82	45
2. I feel I am able to suggest ideas to improve our ways of doing things	69	67	59	70	74	72	70	73	71	67	37
3. Working here makes me want to do the best job I can	71	87	72	71	73	78	71	75	67	75	33
4. The right amount of approvals are required for routine decisions	49	73	55	58	51	48	49	47	49	58	16
5. I have sufficient control over my work so I can do my job well	65	77	62	69	70	68	66	65	59	74	25
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	73	63	56	64	64	61	65	58	59	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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	73	67	67	70	72	66	72	65	71	42
8. In my team we generally acknowledge one another's efforts and achievements	68	77	71	64	71	69	66	72	68	72	42
9. People in my team are honest and open	62	73	73	68	62	65	62	65	56	65	31
10. My team resolves conflict quickly when it arises	46	60	54	56	48	46	45	48	44	50	24
11. Morale is good in my team	51	73	57	54	55	51	50	54	46	53	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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	77	60	60	68	62	58	62	60	62	21
13. In my workplace, we recognise our successes and innovations	53	73	56	52	57	56	54	56	49	55	21
14. Staff are treated respectfully regardless of their job	59	70	67	58	68	63	60	62	54	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

Age Group

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	80	60	67	70	68	63	61	66	60	27
15b. treats all staff in my team fairly	60	80	56	69	69	64	60	62	56	58	25
15c. ensures that when issues are raised in the team, they are addressed	57	80	59	62	67	58	53	58	57	58	24
15d. treats me with respect	74	90	71	79	85	80	70	78	72	76	37
16. I receive regular and constructive feedback on my performance	50	80	51	50	56	55	49	46	54	46	18
17. Overall, I have confidence in the decisions made by my line manager	60	83	59	67	65	64	59	63	61	57	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

Age Group

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Senior Managers

18a. are aware of the issues I face in my job	38	52	41	41	40	43	38	40	36	35	13
18b. have a clear direction for the future	35	47	41	41	43	38	32	39	29	31	11
18c. lead by example in creating a positive workplace	36	57	45	41	38	35	29	43	33	36	13
19. There is a positive relationship between senior management and staff in my workplace	33	60	40	38	36	35	29	38	29	31	6
20. Overall, I have confidence in the decisions made by my senior managers	37	60	40	43	44	38	34	43	33	37	11
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	53	43	39	37	32	24	34	28	27	6
22. My organisation is making the necessary decisions to meet our future challenges	33	53	39	46	35	31	30	35	30	32	11

Demographics

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

Key

 At least 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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Communication

23. I am kept well informed about what is happening in my workplace	46	63	49	53	52	44	46	49	45	41	17
24. I have a say in decisions which affect my work	44	60	46	47	44	43	44	48	47	43	17
25. I think it is safe to speak up and challenge the way things are done	48	70	47	53	56	50	45	50	48	51	21
26. Where I work, we share the lessons learnt when mistakes are made	54	70	60	54	54	59	54	56	54	52	25
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	53	47	54	54	55	50	55	48	49	22
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	60	57	60	66	57	52	61	51	57	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	76	79	70	67	62	60	64	71	71	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	59	76	66	69	60	55	60	57	58	62	41
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	83	71	57	55	54	52	54	53	49	26

Demographics

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

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	59	36	46	41	35	31	39	32	30	14
32. I am able to achieve a healthy work/life balance most of the time	65	79	63	69	72	69	64	62	64	72	38
33. There are mechanisms in place to support me if I experience stress or pressure	59	72	57	57	64	60	55	60	59	64	40
34. Reasonable expectations are placed on staff according to their position	53	76	57	62	67	57	50	54	45	58	19
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	72	71	74	74	73	70	71	73	77	35
36. My workplace enables strong professional leadership	44	79	57	47	50	47	43	46	41	43	13

Demographics

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

Key



At least 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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	79	89	81	91	90	91	92	94	94	94
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	41	43	41	45	41	37	44	40	41	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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	56	86	51	65	57	56	54	62	53	64	17
40. In my workplace patient safety is at the centre of all decision making	67	76	70	69	66	65	64	73	66	75	32
41. My team's objectives/ work plans are clearly outlined	62	83	63	66	57	65	59	68	59	65	30
42. Our objectives/work plans help us to deliver a quality service	62	86	66	64	53	65	60	67	60	65	30
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	72	57	52	53	49	46	54	45	56	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

	Mid North Coast LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1607	30	71	90	118	197	244	306	288	190	67
Employee Engagement Index	66	92	64	68	71	71	65	69	61	68	25

Your Workplace

44. Overall I am proud to be a part of this workplace	69	100	64	74	74	77	68	74	63	73	24
45. I would recommend my workplace as a good place to work	60	90	60	66	65	65	58	62	57	59	19
46. I feel motivated to contribute more than what is normally required at work	65	97	63	66	73	67	65	68	59	67	30
47. I have a strong sense of belonging to my workplace	62	86	60	62	69	65	58	65	59	68	25
48. Overall I am satisfied to be working here at the present time	67	93	64	66	70	73	67	71	63	67	21
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	79	61	62	54	57	53	59	53	58	16
50. There is a positive culture in my workplace	48	86	51	54	48	46	46	51	47	49	17
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	52	37	40	41	37	33	40	37	31	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

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Your Job

1. My job makes good use of my skills and abilities	78	73	(r)	80	60
2. I feel I am able to suggest ideas to improve our ways of doing things	69	61	(r)	71	44
3. Working here makes me want to do the best job I can	71	82	(r)	72	51
4. The right amount of approvals are required for routine decisions	49	63	(r)	50	29
5. I have sufficient control over my work so I can do my job well	65	69	(r)	66	42
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	61	55	(r)	62	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

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	58	(r)	69	53
8. In my team we generally acknowledge one another's efforts and achievements	68	74	(r)	69	54
9. People in my team are honest and open	62	68	(r)	62	52
10. My team resolves conflict quickly when it arises	46	52	(r)	47	35
11. Morale is good in my team	51	55	(r)	51	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	63	(r)	61	34
13. In my workplace, we recognise our successes and innovations	53	56	(r)	55	27
14. Staff are treated respectfully regardless of their job	59	61	(r)	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

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	81	(r)	63	41
15b. treats all staff in my team fairly	60	71	(r)	61	39
15c. ensures that when issues are raised in the team, they are addressed	57	73	(r)	58	36
15d. treats me with respect	74	84	(r)	75	54
16. I receive regular and constructive feedback on my performance	50	76	(r)	50	33
17. Overall, I have confidence in the decisions made by my line manager	60	79	(r)	61	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

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Senior Managers

18a. are aware of the issues I face in my job	38	45	(r)	39	22
18b. have a clear direction for the future	35	40	(r)	36	18
18c. lead by example in creating a positive workplace	36	47	(r)	37	18
19. There is a positive relationship between senior management and staff in my workplace	33	42	(r)	34	13
20. Overall, I have confidence in the decisions made by my senior managers	37	48	(r)	38	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	52	(r)	31	11
22. My organisation is making the necessary decisions to meet our future challenges	33	45	(r)	33	13

Demographics

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

Key



At least 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

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Communication

23. I am kept well informed about what is happening in my workplace	46	50	(r)	47	24
24. I have a say in decisions which affect my work	44	50	(r)	45	26
25. I think it is safe to speak up and challenge the way things are done	48	53	(r)	50	25
26. Where I work, we share the lessons learnt when mistakes are made	54	55	(r)	55	39
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	67	(r)	51	30
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	68	(r)	57	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	63	(r)	67	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	59	68	(r)	60	38
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	63	(r)	55	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

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	52	(r)	35	16
32. I am able to achieve a healthy work/life balance most of the time	65	69	(r)	66	46
33. There are mechanisms in place to support me if I experience stress or pressure	59	61	(r)	60	40
34. Reasonable expectations are placed on staff according to their position	53	58	(r)	54	29
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	73	(r)	73	42
36. My workplace enables strong professional leadership	44	52	(r)	45	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

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	89	(r)	92	86
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	53	(r)	41	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

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	56	73	(r)	58	30
40. In my workplace patient safety is at the centre of all decision making	67	81	(r)	68	47
41. My team's objectives/ work plans are clearly outlined	62	76	(r)	63	46
42. Our objectives/work plans help us to deliver a quality service	62	76	(r)	62	45
43. At my workplace there is a good balance between delivering services and monitoring service delivery	50	66	(r)	51	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Mid North Coast LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1607	62	2	1441	97
Employee Engagement Index	66	75	(r)	67	45

Your Workplace

44. Overall I am proud to be a part of this workplace	69	84	(r)	70	46
45. I would recommend my workplace as a good place to work	60	74	(r)	60	39
46. I feel motivated to contribute more than what is normally required at work	65	69	(r)	66	48
47. I have a strong sense of belonging to my workplace	62	65	(r)	63	42
48. Overall I am satisfied to be working here at the present time	67	77	(r)	68	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	58	(r)	57	34
50. There is a positive culture in my workplace	48	60	(r)	49	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	50	(r)	37	18

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Your Job

1. My job makes good use of my skills and abilities	78	59	80	55
2. I feel I am able to suggest ideas to improve our ways of doing things	69	46	71	38
3. Working here makes me want to do the best job I can	71	51	73	40
4. The right amount of approvals are required for routine decisions	49	49	51	20
5. I have sufficient control over my work so I can do my job well	65	54	66	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	61	36	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

Disability

Mid North Coast LHD

Yes

No

Prefer not to say

Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	64	69	43
8. In my team we generally acknowledge one another's efforts and achievements	68	59	69	48
9. People in my team are honest and open	62	44	63	39
10. My team resolves conflict quickly when it arises	46	37	48	27
11. Morale is good in my team	51	28	52	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	44	61	30
13. In my workplace, we recognise our successes and innovations	53	31	55	25
14. Staff are treated respectfully regardless of their job	59	31	61	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

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	51	64	36
15b. treats all staff in my team fairly	60	51	61	31
15c. ensures that when issues are raised in the team, they are addressed	57	36	58	36
15d. treats me with respect	74	51	76	43
16. I receive regular and constructive feedback on my performance	50	33	51	21
17. Overall, I have confidence in the decisions made by my line manager	60	49	62	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

Disability

Mid North Coast LHD

Yes

No

Prefer not to say

Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Senior Managers

18a. are aware of the issues I face in my job	38	36	39	16
18b. have a clear direction for the future	35	33	35	11
18c. lead by example in creating a positive workplace	36	23	37	20
19. There is a positive relationship between senior management and staff in my workplace	33	26	34	11
20. Overall, I have confidence in the decisions made by my senior managers	37	26	38	13
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	28	31	7
22. My organisation is making the necessary decisions to meet our future challenges	33	26	34	8

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Mid North Coast LHD	Yes	No	Prefer not to say
Disability				
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Communication

23. I am kept well informed about what is happening in my workplace	46	28	47	20
24. I have a say in decisions which affect my work	44	31	46	24
25. I think it is safe to speak up and challenge the way things are done	48	36	50	26
26. Where I work, we share the lessons learnt when mistakes are made	54	41	55	35
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	41	52	22
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	44	57	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	41	68	46
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	59	54	60	33
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	36	55	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

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	28	36	13
32. I am able to achieve a healthy work/life balance most of the time	65	36	67	41
33. There are mechanisms in place to support me if I experience stress or pressure	59	41	60	46
34. Reasonable expectations are placed on staff according to their position	53	44	54	28
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	49	73	44
36. My workplace enables strong professional leadership	44	36	46	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

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	82	92	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	38	41	13

Demographics

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

Key



At least 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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	56	50	58	25
40.	In my workplace patient safety is at the centre of all decision making	67	50	68	43
41.	My team's objectives/ work plans are clearly outlined	62	45	63	38
42.	Our objectives/work plans help us to deliver a quality service	62	46	63	36
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	50	42	51	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	39	1503	56
Employee Engagement Index	66	46	67	37

Your Workplace

44. Overall I am proud to be a part of this workplace	69	53	71	38
45. I would recommend my workplace as a good place to work	60	39	61	26
46. I feel motivated to contribute more than what is normally required at work	65	45	66	38
47. I have a strong sense of belonging to my workplace	62	39	63	40
48. Overall I am satisfied to be working here at the present time	67	47	68	38
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	34	57	34
50. There is a positive culture in my workplace	48	32	49	26
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	32	37	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Your Job

1. My job makes good use of my skills and abilities	78	79	81	44
2. I feel I am able to suggest ideas to improve our ways of doing things	69	69	76	24
3. Working here makes me want to do the best job I can	71	72	72	46
4. The right amount of approvals are required for routine decisions	49	49	61	20
5. I have sufficient control over my work so I can do my job well	65	64	77	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	61	61	62	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

English Speaking Background

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	68	68	73	48
8.	In my team we generally acknowledge one another's efforts and achievements	68	69	70	40
9.	People in my team are honest and open	62	62	63	36
10.	My team resolves conflict quickly when it arises	46	46	53	28
11.	Morale is good in my team	51	50	65	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Being Valued

12. I believe I am valued for what I can offer at my workplace	60	60	68	24
13. In my workplace, we recognise our successes and innovations	53	53	60	24
14. Staff are treated respectfully regardless of their job	59	59	63	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

English Speaking Background

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Your Line Manager

15a. recognises and acknowledges when I have done my job well	63	62	77	40
15b. treats all staff in my team fairly	60	60	67	32
15c. ensures that when issues are raised in the team, they are addressed	57	57	66	32
15d. treats me with respect	74	75	79	36
16. I receive regular and constructive feedback on my performance	50	49	62	24
17. Overall, I have confidence in the decisions made by my line manager	60	60	70	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Senior Managers

18a. are aware of the issues I face in my job	38	37	55	12
18b. have a clear direction for the future	35	34	55	16
18c. lead by example in creating a positive workplace	36	35	55	16
19. There is a positive relationship between senior management and staff in my workplace	33	32	52	16
20. Overall, I have confidence in the decisions made by my senior managers	37	36	55	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	31	30	49	8
22. My organisation is making the necessary decisions to meet our future challenges	33	32	51	13

Demographics

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

Key



At least 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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Communication

23. I am kept well informed about what is happening in my workplace	46	45	57	25
24. I have a say in decisions which affect my work	44	44	59	29
25. I think it is safe to speak up and challenge the way things are done	48	48	62	29
26. Where I work, we share the lessons learnt when mistakes are made	54	54	61	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	50	50	68	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	56	55	72	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	66	65	80	50
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	59	59	72	46
30. I am encouraged to take opportunities to learn new skills and have new experiences	54	53	74	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	35	34	52	21
32. I am able to achieve a healthy work/life balance most of the time	65	65	78	50
33. There are mechanisms in place to support me if I experience stress or pressure	59	58	72	50
34. Reasonable expectations are placed on staff according to their position	53	52	71	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	71	78	42
36. My workplace enables strong professional leadership	44	44	59	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	91	91	93	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	40	40	46	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	56	56	73	25
40.	In my workplace patient safety is at the centre of all decision making	67	67	75	33
41.	My team's objectives/ work plans are clearly outlined	62	62	71	38
42.	Our objectives/work plans help us to deliver a quality service	62	62	70	38
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	50	49	66	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

	Mid North Coast LHD	Yes	No	Prefer not to say
Respondents	1607	1476	95	25
Employee Engagement Index	66	66	71	38

Your Workplace

44. Overall I am proud to be a part of this workplace	69	70	75	42
45. I would recommend my workplace as a good place to work	60	60	68	25
46. I feel motivated to contribute more than what is normally required at work	65	65	71	42
47. I have a strong sense of belonging to my workplace	62	62	66	42
48. Overall I am satisfied to be working here at the present time	67	67	71	29
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	55	56	56	25
50. There is a positive culture in my workplace	48	48	53	25
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	35	52	8

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?

