

**67%**

2013: 60%

**ENGAGEMENT INDEX**

**54%**

2013: 46%

**WORKPLACE CULTURE INDEX**

**2,362**

2013: 1009

**ACTUAL RESPONSES**

**48%**

2013: 22%  
1% Confidence Interval

**ESTIMATED RESPONSE RATE**

## Employee Engagement Index

### Say

*% Positive*      *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	<b>70</b>	<b>+6</b>
45.	I would recommend my workplace as a good place to work	<b>62</b>	<b>+8</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>65</b>	<b>+7</b>
48.	Overall I am satisfied to be working here at the present time	<b>66</b>	<b>+5</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>71</b>	<b>+5</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>65</b>	<b>+6</b>

## 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>
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>39</b>	-
50. There is a positive culture in my workplace	<b>53</b>	-
19. There is a positive relationship between senior management and staff in my workplace	<b>41</b>	<b>+10</b>
36. My workplace enables strong professional leadership	<b>54</b>	-
22. My organisation is making the necessary decisions to meet our future challenges	<b>41</b>	-
24. I have a say in decisions which affect my work	<b>48</b>	<b>+6</b>

## In this report

### HEADLINES

A top line summary of key insights

### COMPARISONS

Score summary against selected comparators

### ALL QUESTIONS

Detailed results for the entire question set

### DEMOGRAPHICS

Score comparisons of demographics

### GUIDE

A guide on how to interpret the results

### ACTION

Initiatives for maintaining and improving engagement

## Highlights and lowlights

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

### Highlights

Sections	% Positive
Training and Development Opportunities	69
Your Job	67
Your Line Manager	65

Questions	% Positive
1. My job makes good use of my skills and abilities	81
15d. My line manager treats me with respect	78
28. I have received the appropriate training and development to do my job effectively	76
3. Working here makes me want to do the best job I can	71
44. Overall I am proud to be a part of this workplace	70

### Lowlights

Sections	% Positive
Senior Managers	43
Communication	54
Work Environment	57

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39
22. My organisation is making the necessary decisions to meet our future challenges	41
19. There is a positive relationship between senior management and staff in my workplace	41
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42
18c. The senior managers at my workplace lead by example in creating a positive workplace	44

## Most Improved and Least Improved since 2013

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

### Most improved

Sections	% Positive	Variance from 2013
Senior Managers	43	+8
Work Environment	57	+7
Service Delivery	63	+6

Questions	% Positive	Variance from 2013
4. The right amount of approvals are required for routine decisions	51	+11
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	+11
18c. The senior managers at my workplace lead by example in creating a positive workplace	44	+11
20. Overall, I have confidence in the decisions made by my senior managers	45	+10
19. There is a positive relationship between senior management and staff in my workplace	41	+10

### Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	69	+2
Your Team	62	+3
Being Valued	60	+6

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	-6
8. In my team we generally acknowledge one another's efforts and achievements	70	0
7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	+1
9. People in my team are honest and open	66	+2
1. My job makes good use of my skills and abilities	81	+3

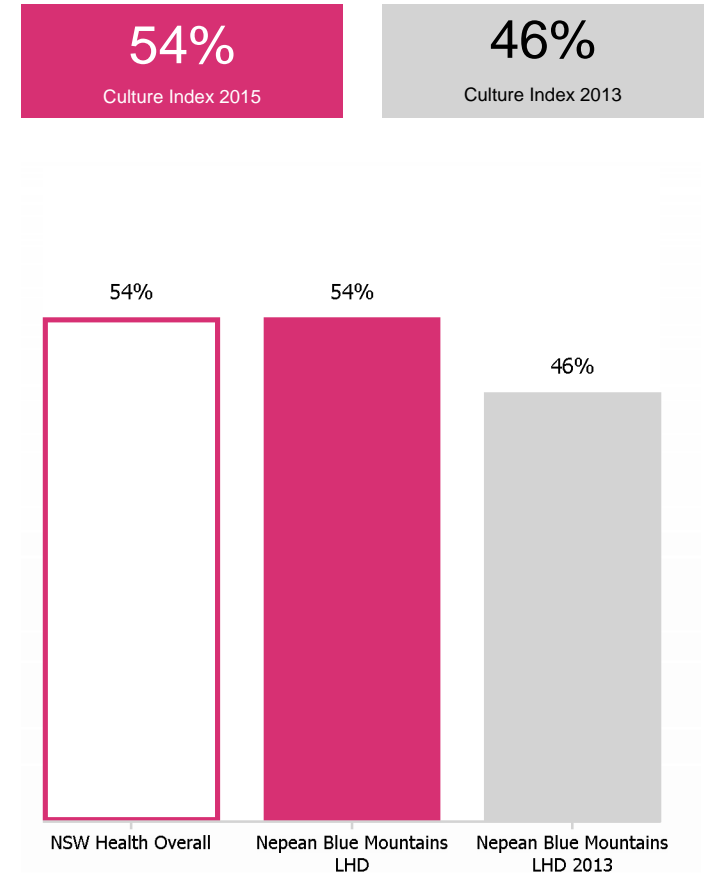
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# Employee Workplace Culture Index

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

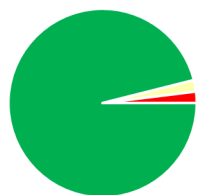
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		52	18	31	+6
12. I believe I am valued for what I can offer at my workplace		62	16	22	+4
13. In my workplace, we recognise our successes and innovations		56	22	22	+6
14. Staff are treated respectfully regardless of their job		62	17	22	+7
17. Overall, I have confidence in the decisions made by my line manager		65	16	19	+6
18b. The senior managers at my workplace have a clear direction for the future		44	30	26	+10
18c. The senior managers at my workplace lead by example in creating a positive workplace		44	26	31	+11
20. Overall, I have confidence in the decisions made by my senior managers		45	26	30	+10
24. I have a say in decisions which affect my work		48	22	31	+6
25. I think it is safe to speak up and challenge the way things are done		51	19	30	+6
26. Where I work, we share the lessons learnt when mistakes are made		58	21	21	+6
31. I have confidence in the processes that my workplace uses to resolve staff conflict		45	27	28	+8
41. My team's objectives/ work plans are clearly outlined		66	20	14	+6
42. Our objectives/work plans help us to deliver a quality service		65	21	14	+7
51. Overall, I believe the culture at my workplace has improved in the last 12 months		42	28	30	+11



# Trend Comparison

This section shows comparisons between Nepean Blue Mountains LHD and the 2013 survey results for Nepean Blue Mountains Local Health District



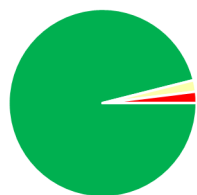
- 96% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 2% ■ Proportion of questions in line with 2013 scores
- 2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
4. The right amount of approvals are required for routine decisions	<b>51</b>	+11
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>42</b>	+11
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>44</b>	+11
20. Overall, I have confidence in the decisions made by my senior managers	<b>45</b>	+10
19. There is a positive relationship between senior management and staff in my workplace	<b>41</b>	+10
18b. The senior managers at my workplace have a clear direction for the future	<b>44</b>	+10
34. Reasonable expectations are placed on staff according to their position	<b>56</b>	+9
33. There are mechanisms in place to support me if I experience stress or pressure	<b>53</b>	+9
43. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>54</b>	+9
45. I would recommend my workplace as a good place to work	<b>62</b>	+8
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>62</b>	+8
16. I receive regular and constructive feedback on my performance	<b>57</b>	+8

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

	<i>% Positive</i>	<i>Variance from 2013</i>
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>45</b>	+8
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>60</b>	+7
42. Our objectives/work plans help us to deliver a quality service	<b>65</b>	+7
47. I have a strong sense of belonging to my workplace	<b>65</b>	+7
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>64</b>	+7
14. Staff are treated respectfully regardless of their job	<b>62</b>	+7
17. Overall, I have confidence in the decisions made by my line manager	<b>65</b>	+6
32. I am able to achieve a healthy work/life balance most of the time	<b>67</b>	+6
11. Morale is good in my team	<b>52</b>	+6
18a. The senior managers at my workplace are aware of the issues I face in my job	<b>45</b>	+6
44. Overall I am proud to be a part of this workplace	<b>70</b>	+6
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>56</b>	+6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>61</b>	+6

# Trend Comparison

This section shows comparisons between Nepean Blue Mountains LHD and the 2013 survey results for Nepean Blue Mountains Local Health District



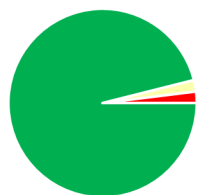
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NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
40. In my workplace patient safety is at the centre of all decision making	<b>70</b>	+6
41. My team's objectives/ work plans are clearly outlined	<b>66</b>	+6
23. I am kept well informed about what is happening in my workplace	<b>52</b>	+6
25. I think it is safe to speak up and challenge the way things are done	<b>51</b>	+6
13. In my workplace, we recognise our successes and innovations	<b>56</b>	+6
15b. My line manager treats all staff in my team fairly	<b>65</b>	+6
24. I have a say in decisions which affect my work	<b>48</b>	+6
46. I feel motivated to contribute more than what is normally required at work	<b>65</b>	+6
26. Where I work, we share the lessons learnt when mistakes are made	<b>58</b>	+6
10. My team resolves conflict quickly when it arises	<b>54</b>	+5
3. Working here makes me want to do the best job I can	<b>71</b>	+5
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>69</b>	+5
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>62</b>	+5

# Trend Comparison

This section shows comparisons between Nepean Blue Mountains LHD and the 2013 survey results for Nepean Blue Mountains Local Health District



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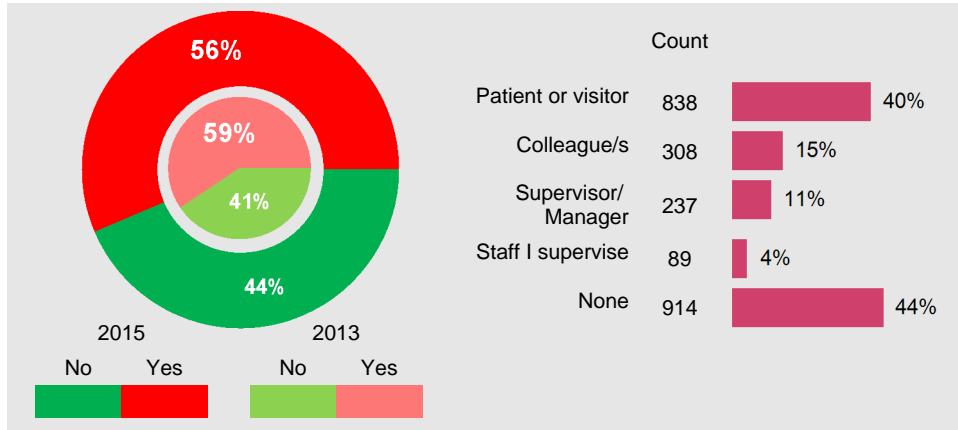
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
28. I have received the appropriate training and development to do my job effectively	76	+5
15d. My line manager treats me with respect	78	+5
5. I have sufficient control over my work so I can do my job well	65	+5
15a. My line manager recognises and acknowledges when I have done my job well	66	+5
48. Overall I am satisfied to be working here at the present time	66	+5
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+4
39. My work environment allows me to deliver the best possible services (patient care or support services)	60	+4
12. I believe I am valued for what I can offer at my workplace	62	+4
1. My job makes good use of my skills and abilities	81	+3
9. People in my team are honest and open	66	+2
7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	+1
8. In my team we generally acknowledge one another's efforts and achievements	70	0
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	-6

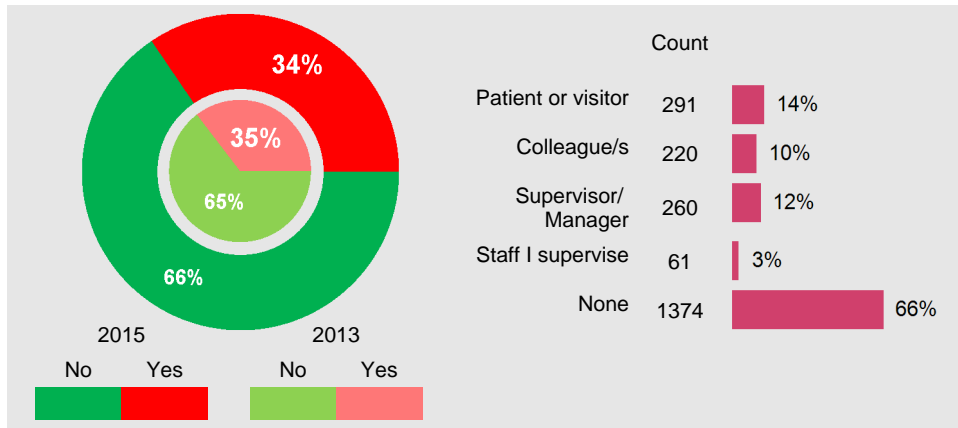
# Unacceptable Behaviour

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

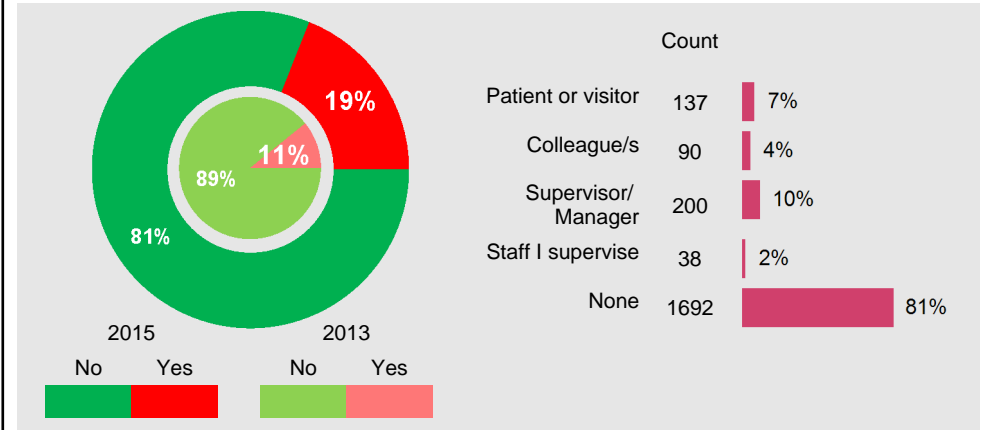
37a. In the last 12 months, I have been verbally abused by a ...



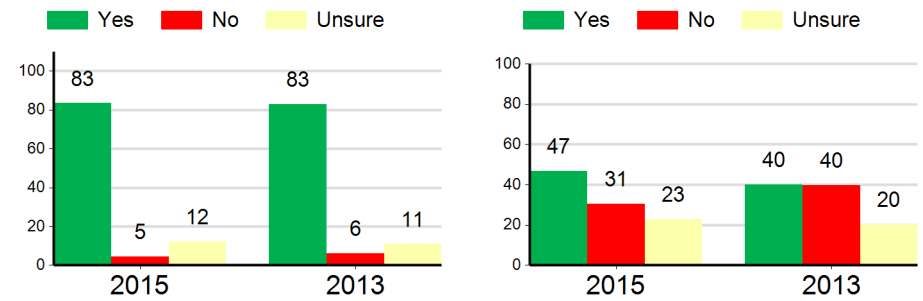
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	81	8	10	81	78	76	81
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	18	69	65	60	69
3. Working here makes me want to do the best job I can	71	16	13	71	66	66	72
4. The right amount of approvals are required for routine decisions	51	23	26	51	40	-	52
5. I have sufficient control over my work so I can do my job well	65	16	19	65	60	54	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	62	19	19	62	54	49	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	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains 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	70	14	15	70	69	67	69
8. In my team we generally acknowledge one another's efforts and achievements	70	15	15	70	69	66	70
9. People in my team are honest and open	66	19	15	66	64	62	64
10. My team resolves conflict quickly when it arises	54	23	22	54	49	46	53
11. Morale is good in my team	52	18	31	52	45	42	53

# All Questions

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

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

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

## Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	62	16	22	62	58	53	63
13. In my workplace, we recognise our successes and innovations	56	22	22	56	50	45	57
14. Staff are treated respectfully regardless of their job	62	17	22	62	55	51	62

# All Questions

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

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

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

## Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	66	16	18	66	61	57	65
<b>15b.</b> My line manager treats all staff in my team fairly	65	14	21	65	59	57	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	62	18	20	62	56	56	61
<b>15d.</b> My line manager treats me with respect	78	11	11	78	72	71	76
<b>16.</b> I receive regular and constructive feedback on my performance	57	20	23	57	49	41	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	65	16	19	65	58	56	63

# All Questions

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

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

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

		% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>Senior Managers</b>								
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	45	22	33	45	39	33	46
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	44	30	26	44	35	25	45
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	44	26	31	44	33	26	45
<b>K</b>	<b>19.</b> There is a positive relationship between senior management and staff in my workplace	41	24	34	41	31	25	42
	<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	45	26	30	45	34	29	46
<b>K</b>	<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	28	33	39	-	-	39
<b>K</b>	<b>22.</b> My organisation is making the necessary decisions to meet our future challenges	41	32	27	41	-	-	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	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall	
	<b>23.</b>	I am kept well informed about what is happening in my workplace	52	21	28	52	46	41	50
<b>K</b>	<b>24.</b>	I have a say in decisions which affect my work	48	22	31	48	42	35	46
	<b>25.</b>	I think it is safe to speak up and challenge the way things are done	51	19	30	51	45	40	51
	<b>26.</b>	Where I work, we share the lessons learnt when mistakes are made	58	21	21	58	52	51	59
	<b>27a.</b>	I am aware of the strategic objectives and direction of the organisation I work for	56	22	21	56	50	-	58
	<b>27b.</b>	I am aware of how my work contributes to the overall strategic objectives of my organisation	61	20	19	61	54	-	62

# All Questions

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

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

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

## Training and Development Opportunities

	% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>28.</b> I have received the appropriate training and development to do my job effectively	76	14	10	<b>76</b>	<b>71</b>	<b>68</b>	<b>73</b>
<b>29.</b> I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	68	12	20	<b>68</b>	<b>74</b>	<b>70</b>	<b>68</b>
<b>30.</b> I am encouraged to take opportunities to learn new skills and have new experiences	64	17	19	<b>64</b>	<b>57</b>	<b>53</b>	<b>60</b>

# All Questions

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

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

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

## Work Environment

		% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>31.</b>	I have confidence in the processes that my workplace uses to resolve staff conflict	45	27	28	45	37	34	44
<b>32.</b>	I am able to achieve a healthy work/life balance most of the time	67	15	18	67	60	58	65
<b>33.</b>	There are mechanisms in place to support me if I experience stress or pressure	53	22	25	53	44	40	56
<b>34.</b>	Reasonable expectations are placed on staff according to their position	56	19	26	56	47	46	57
<b>35.</b>	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	17	14	69	64	61	69
<b>K 36.</b>	My workplace enables strong professional leadership	54	22	24	54	-	-	52

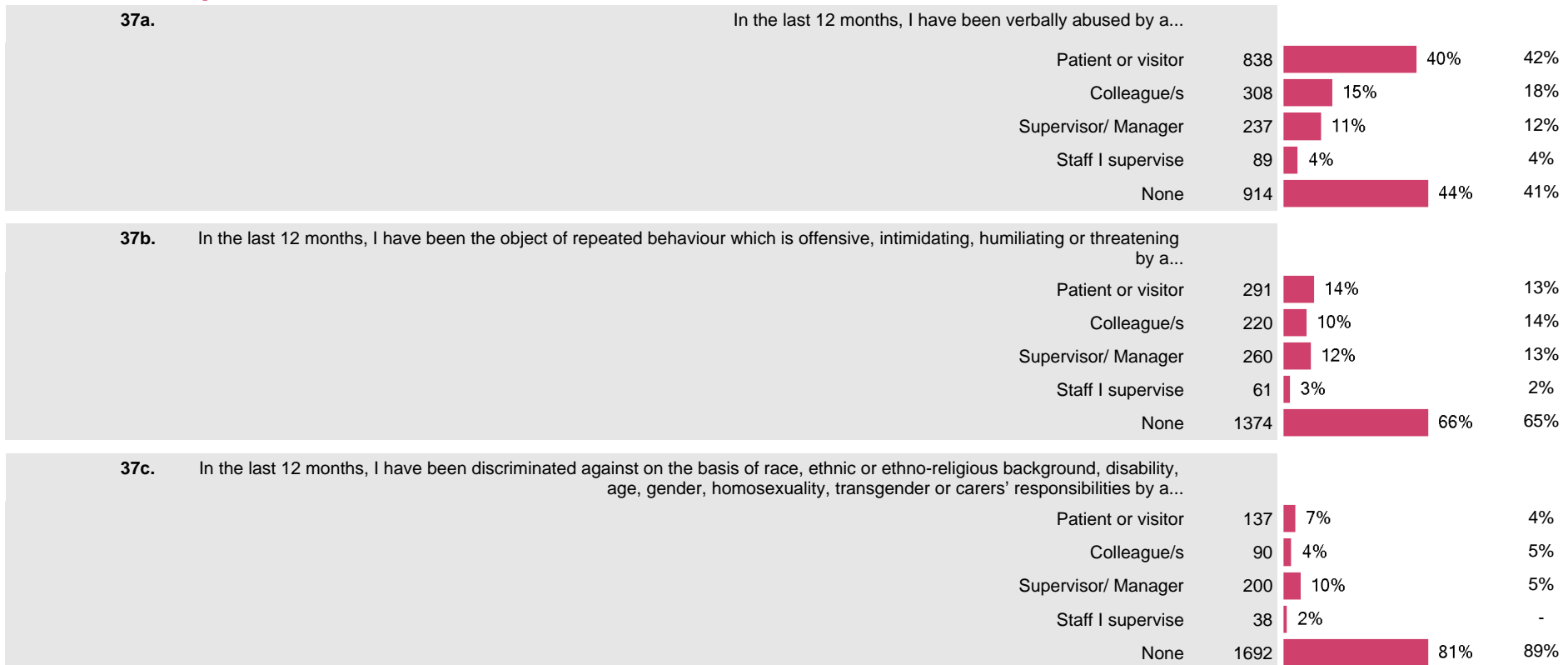


# All Questions

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

Nepean Blue Mountains 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

	% Yes	% Unsure	% No	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	83	12	5	83	83	82	85
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	47	23	31	47	40	37	47

# All Questions

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

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

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

## Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	60	20	20	60	56	48	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	70	17	12	70	64	63	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	66	20	14	66	60	57	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	65	21	14	65	58	55	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	54	25	21	54	45	-	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	Nepean Blue Mountains Local Health District 2013	Nepean Blue Mountains Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	70	18	12	70	64	66	73
45. I would recommend my workplace as a good place to work	62	19	19	62	53	54	64
46. I feel motivated to contribute more than what is normally required at work	65	16	19	65	59	56	67
47. I have a strong sense of belonging to my workplace	65	18	17	65	59	59	65
48. Overall I am satisfied to be working here at the present time	66	16	18	66	62	61	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	24	17	60	52	-	59
<b>K</b> 50. There is a positive culture in my workplace	53	21	26	53	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	28	30	42	31	26	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	Nepean Blue Mountains 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	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Your Job

1. My job makes good use of my skills and abilities	81	86	84	74	80	86	79	65	80	(r)	88	60	69	79
2. I feel I am able to suggest ideas to improve our ways of doing things	69	75	69	65	72	75	76	70	59	(r)	83	50	69	69
3. Working here makes me want to do the best job I can	71	72	73	68	70	73	72	63	67	(r)	77	58	38	73
4. The right amount of approvals are required for routine decisions	51	49	55	47	45	48	33	49	69	(r)	40	44	33	58
5. I have sufficient control over my work so I can do my job well	65	62	62	72	69	69	76	64	73	(r)	67	57	46	69
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	62	68	62	59	61	67	64	58	67	(r)	81	49	38	62

# Demographics

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

## Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Nepean Blue Mountains 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		2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index		67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	70	73	71	66	70	78	67	62	71	(r)	85	57	69	57
8.	In my team we generally acknowledge one another's efforts and achievements	70	80	71	61	69	78	79	62	63	(r)	89	48	62	59
9.	People in my team are honest and open	66	79	66	62	65	75	76	58	57	(r)	79	42	62	58
10.	My team resolves conflict quickly when it arises	54	61	54	53	57	58	52	50	57	(r)	63	40	54	51
11.	Morale is good in my team	52	66	50	49	52	58	52	49	43	(r)	79	36	46	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														
	Nepean Blue Mountains 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	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118	
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63	

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	71	62	60	65	66	67	57	65	(r)	73	48	62	58
13. In my workplace, we recognise our successes and innovations	56	62	57	48	61	62	73	52	50	(r)	73	39	46	45
14. Staff are treated respectfully regardless of their job	62	70	62	57	61	70	73	57	67	(r)	79	42	38	51

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Nepean Blue Mountains 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
<b>Role</b>														
Respondents	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	65	65	68	73	72	79	51	57	(r)	77	52	54	64
15b. treats all staff in my team fairly	65	75	64	65	70	71	73	51	59	(r)	81	45	69	65
15c. ensures that when issues are raised in the team, they are addressed	62	70	63	60	63	64	64	58	53	(r)	69	41	46	60
15d. treats me with respect	78	84	78	76	79	84	81	63	76	(r)	90	56	62	75
16. I receive regular and constructive feedback on my performance	57	57	57	53	65	57	67	51	56	(r)	71	40	54	53
17. Overall, I have confidence in the decisions made by my line manager	65	66	65	61	69	71	64	58	63	(r)	77	45	58	63



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Nepean Blue Mountains 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		2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index		67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Senior Managers

18a. are aware of the issues I face in my job	45	52	43	40	49	45	42	50	55	(r)	56	45	23	47
18b. have a clear direction for the future	44	48	42	37	51	45	42	49	55	(r)	67	42	23	46
18c. lead by example in creating a positive workplace	44	49	40	40	52	46	52	51	51	(r)	56	39	23	47
19. There is a positive relationship between senior management and staff in my workplace	41	49	37	40	49	44	42	47	53	(r)	65	40	15	41
20. Overall, I have confidence in the decisions made by my senior managers	45	51	43	38	50	48	42	40	65	(r)	65	40	31	43
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	45	36	31	47	41	42	37	53	(r)	56	43	31	40
22. My organisation is making the necessary decisions to meet our future challenges	41	48	39	36	48	41	45	40	55	(r)	71	40	15	43

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Nepean Blue Mountains 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
<b>Role</b>														
Respondents	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Communication

23. I am kept well informed about what is happening in my workplace	52	56	51	49	52	55	55	41	58	(r)	79	41	38	49
24. I have a say in decisions which affect my work	48	51	45	43	52	52	55	40	56	(r)	73	37	42	50
25. I think it is safe to speak up and challenge the way things are done	51	63	50	47	53	54	55	56	56	(r)	67	40	38	47
26. Where I work, we share the lessons learnt when mistakes are made	58	68	57	57	57	61	58	65	70	(r)	75	40	31	54
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	62	55	49	62	54	73	65	74	(r)	88	45	31	58
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	62	58	59	71	58	76	58	78	(r)	81	54	54	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	Nepean Blue Mountains 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		2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index		67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	77	77	68	67	82	82	67	88	(r)	81	69	77	75
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	68	60	58	72	85	77	91	77	65	(r)	85	75	100	77
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	70	63	59	66	69	79	55	72	(r)	81	39	62	65

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Nepean Blue Mountains 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	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	47	45	41	45	44	42	53	62	(r)	58	39	31	42
32. I am able to achieve a healthy work/life balance most of the time	67	64	65	69	70	73	79	65	74	(r)	77	52	77	66
33. There are mechanisms in place to support me if I experience stress or pressure	53	47	52	51	55	60	52	57	62	(r)	71	46	38	50
34. Reasonable expectations are placed on staff according to their position	56	65	55	48	54	61	55	72	66	(r)	58	47	54	53
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	71	63	79	76	80	79	58	82	(r)	83	63	62	70
36. My workplace enables strong professional leadership	54	60	53	49	54	58	67	56	62	(r)	75	41	46	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														
	Nepean Blue Mountains 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	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118	
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63	

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>83</b>	<b>70</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>80</b>	<b>88</b>	<b>79</b>	<b>92</b>	(r)	<b>90</b>	<b>79</b>	<b>77</b>	<b>84</b>
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>45</b>	<b>45</b>	<b>50</b>	<b>52</b>	<b>47</b>	<b>52</b>	<b>44</b>	<b>62</b>	(r)	<b>52</b>	<b>40</b>	<b>38</b>	<b>50</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Nepean Blue Mountains 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		2362	92	1046	187	207	343	33	46	51	1	48	122	13	118
Employee Engagement Index		67	69	67	67	67	71	71	61	72	(r)	77	53	50	63

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	60	58	62	65	59	67	59	76	(r)	63	63	23	60
40.	In my workplace patient safety is at the centre of all decision making	70	68	71	67	64	73	64	64	84	(r)	73	76	38	71
41.	My team's objectives/ work plans are clearly outlined	66	78	65	60	68	69	61	64	74	(r)	88	58	31	66
42.	Our objectives/work plans help us to deliver a quality service	65	72	64	62	67	67	73	61	74	(r)	79	57	46	67
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	54	51	55	58	52	55	60	67	(r)	67	53	33	62

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Demographic Groups														
	Nepean Blue Mountains 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	2362	92	1046	187	207	343	33	46	51	1	48	122	13	118	
Employee Engagement Index	67	69	67	67	67	71	71	61	72	(r)	77	53	50	63	

## Your Workplace

Statement	Overall	Nepean Blue Mountains 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
44. Overall I am proud to be a part of this workplace	70	71	71	74	69	75	73	61	82	(r)	83	55	46	63	
45. I would recommend my workplace as a good place to work	62	67	61	63	64	66	67	57	70	(r)	77	45	46	57	
46. I feel motivated to contribute more than what is normally required at work	65	71	63	69	66	70	67	64	72	(r)	77	55	46	61	
47. I have a strong sense of belonging to my workplace	65	66	67	66	64	70	72	59	70	(r)	72	48	54	58	
48. Overall I am satisfied to be working here at the present time	66	67	64	65	67	71	79	64	70	(r)	77	58	69	67	
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	61	61	54	57	67	61	56	64	(r)	73	48	31	52	
50. There is a positive culture in my workplace	53	62	52	50	51	59	67	52	58	(r)	73	39	23	46	
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	44	43	41	46	41	36	41	32	(r)	63	42	38	37	

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Nepean Blue Mountains LHD

Yes

No

Respondents 2362 443 1867

Employee Engagement Index 67 73 65

## Your Job

1. My job makes good use of my skills and abilities	81	86	80
2. I feel I am able to suggest ideas to improve our ways of doing things	69	77	68
3. Working here makes me want to do the best job I can	71	74	71
4. The right amount of approvals are required for routine decisions	51	48	52
5. I have sufficient control over my work so I can do my job well	65	64	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	62	73	60



# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	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	70	76	69
8. In my team we generally acknowledge one another's efforts and achievements	70	79	68
9. People in my team are honest and open	66	71	65
10. My team resolves conflict quickly when it arises	54	62	53
11. Morale is good in my team	52	61	50

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	67	61
13. In my workplace, we recognise our successes and innovations	56	64	55
14. Staff are treated respectfully regardless of their job	62	68	60

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	68	66
15b. treats all staff in my team fairly	65	68	65
15c. ensures that when issues are raised in the team, they are addressed	62	63	61
15d. treats me with respect	78	78	78
16. I receive regular and constructive feedback on my performance	57	61	56
17. Overall, I have confidence in the decisions made by my line manager	65	68	64

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Senior Managers

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

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Communication

23. I am kept well informed about what is happening in my workplace	52	61	50
24. I have a say in decisions which affect my work	48	56	46
25. I think it is safe to speak up and challenge the way things are done	51	57	50
26. Where I work, we share the lessons learnt when mistakes are made	58	64	57
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	68	54
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	69	59

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Nepean Blue Mountains LHD

Yes

No

Respondents	2362	443	1867
Employee Engagement Index	67	73	65

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	75	77
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	68	63	70
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	71	62

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Nepean Blue Mountains LHD

Yes

No

Respondents 2362 443 1867

Employee Engagement Index 67 73 65

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	48	44
32. I am able to achieve a healthy work/life balance most of the time	67	67	67
33. There are mechanisms in place to support me if I experience stress or pressure	53	56	53
34. Reasonable expectations are placed on staff according to their position	56	59	55
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	70
36. My workplace enables strong professional leadership	54	62	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

## Manage staff

Nepean Blue Mountains LHD

Yes

No

Respondents	2362	443	1867
Employee Engagement Index	67	73	65

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>88</b>	<b>83</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>50</b>	46



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	60	60
40.	In my workplace patient safety is at the centre of all decision making	70	71	70
41.	My team's objectives/ work plans are clearly outlined	66	74	64
42.	Our objectives/work plans help us to deliver a quality service	65	72	64
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	59	53

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Nepean Blue Mountains LHD

	Respondents	Yes	No
Employee Engagement Index	2362	443	1867
	67	73	65

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	76	69
45. I would recommend my workplace as a good place to work	62	69	60
46. I feel motivated to contribute more than what is normally required at work	65	74	63
47. I have a strong sense of belonging to my workplace	65	75	63
48. Overall I am satisfied to be working here at the present time	66	71	65
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	62	59
50. There is a positive culture in my workplace	53	58	52
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	52	40

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Your Job

1. My job makes good use of my skills and abilities	81	84	90	94	95
2. I feel I am able to suggest ideas to improve our ways of doing things	69	76	75	86	95
3. Working here makes me want to do the best job I can	71	74	77	78	89
4. The right amount of approvals are required for routine decisions	51	52	39	47	63
5. I have sufficient control over my work so I can do my job well	65	65	59	69	84
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	62	72	74	86	89

# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>70</b>	<b>72</b>	<b>83</b>	<b>89</b>	<b>79</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>70</b>	<b>77</b>	<b>83</b>	<b>89</b>	<b>89</b>
9. People in my team are honest and open	<b>66</b>	<b>72</b>	<b>70</b>	<b>80</b>	<b>79</b>
10. My team resolves conflict quickly when it arises	<b>54</b>	<b>61</b>	<b>67</b>	<b>67</b>	<b>68</b>
11. Morale is good in my team	<b>52</b>	<b>61</b>	<b>60</b>	<b>69</b>	<b>79</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	70	61	78	79
13. In my workplace, we recognise our successes and innovations	56	61	65	83	74
14. Staff are treated respectfully regardless of their job	62	68	71	72	74

# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	68	70	72	84
15b. treats all staff in my team fairly	65	66	71	78	79
15c. ensures that when issues are raised in the team, they are addressed	62	62	64	75	79
15d. treats me with respect	78	77	80	83	95
16. I receive regular and constructive feedback on my performance	57	60	59	67	84
17. Overall, I have confidence in the decisions made by my line manager	65	64	72	78	89

# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Senior Managers

18a. are aware of the issues I face in my job	45	49	54	67	84
18b. have a clear direction for the future	44	47	62	67	79
18c. lead by example in creating a positive workplace	44	50	51	66	84
19. There is a positive relationship between senior management and staff in my workplace	41	42	47	72	84
20. Overall, I have confidence in the decisions made by my senior managers	45	50	57	67	79
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	43	51	58	68
22. My organisation is making the necessary decisions to meet our future challenges	41	44	57	69	79

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Communication

23. I am kept well informed about what is happening in my workplace	52	57	61	72	95
24. I have a say in decisions which affect my work	48	54	55	78	84
25. I think it is safe to speak up and challenge the way things are done	51	58	50	67	84
26. Where I work, we share the lessons learnt when mistakes are made	58	63	65	72	84
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	63	77	81	100
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	64	77	83	89



# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	73	77	83	78
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	68	61	72	67	74
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	68	71	83	89

# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	47	48	53	68
32. I am able to achieve a healthy work/life balance most of the time	67	70	61	67	79
33. There are mechanisms in place to support me if I experience stress or pressure	53	56	58	56	68
34. Reasonable expectations are placed on staff according to their position	56	59	55	72	84
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	68	71	81	84
36. My workplace enables strong professional leadership	54	60	61	78	95

# Demographics

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

**Key**



At least 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

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>86</b>	<b>90</b>	<b>92</b>	<b>100</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>48</b>	<b>52</b>	<b>58</b>	<b>72</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	61	59	71	68
40. In my workplace patient safety is at the centre of all decision making	70	71	68	75	89
41. My team's objectives/ work plans are clearly outlined	66	71	78	83	84
42. Our objectives/work plans help us to deliver a quality service	65	69	71	83	95
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	58	57	78	79

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Nepean Blue Mountains LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2362	260	100	36	19
Employee Engagement Index	67	73	70	85	94

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	77	70	86	95
45. I would recommend my workplace as a good place to work	62	68	66	81	95
46. I feel motivated to contribute more than what is normally required at work	65	72	70	91	95
47. I have a strong sense of belonging to my workplace	65	75	70	89	95
48. Overall I am satisfied to be working here at the present time	66	70	65	83	95
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	63	60	64	79
50. There is a positive culture in my workplace	53	58	58	67	79
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	49	53	72	74

# Demographics

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

## Key



At least 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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>81</b>	81	<b>82</b>	<b>84</b>	(r)	<b>75</b>	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>69</b>	<b>70</b>	<b>68</b>	<b>71</b>	(r)	<b>67</b>	(r)
3. Working here makes me want to do the best job I can	<b>71</b>	<b>70</b>	<b>72</b>	<b>74</b>	(r)	<b>77</b>	(r)
4. The right amount of approvals are required for routine decisions	<b>51</b>	<b>50</b>	<b>54</b>	<b>52</b>	(r)	<b>56</b>	(r)
5. I have sufficient control over my work so I can do my job well	<b>65</b>	<b>64</b>	<b>66</b>	<b>67</b>	(r)	<b>67</b>	(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	<b>62</b>	<b>63</b>	<b>61</b>	<b>63</b>	(r)	<b>55</b>	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(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	70	70	73	73	(r)	53	(r)
8. In my team we generally acknowledge one another's efforts and achievements	70	69	72	72	(r)	64	(r)
9. People in my team are honest and open	66	65	69	70	(r)	58	(r)
10. My team resolves conflict quickly when it arises	54	54	56	59	(r)	50	(r)
11. Morale is good in my team	52	51	50	59	(r)	52	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	61	63	73	(r)	63	(r)
13. In my workplace, we recognise our successes and innovations	56	56	56	61	(r)	39	(r)
14. Staff are treated respectfully regardless of their job	62	61	63	68	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	66	69	67	(r)	61	(r)
15b. treats all staff in my team fairly	65	64	66	72	(r)	69	(r)
15c. ensures that when issues are raised in the team, they are addressed	62	61	61	66	(r)	66	(r)
15d. treats me with respect	78	76	80	89	(r)	83	(r)
16. I receive regular and constructive feedback on my performance	57	57	58	51	(r)	48	(r)
17. Overall, I have confidence in the decisions made by my line manager	65	65	65	66	(r)	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

## Employment Status

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Senior Managers

18a. are aware of the issues I face in my job	<b>45</b>	45	45	<b>49</b>	(r)	<b>34</b>	(r)
18b. have a clear direction for the future	<b>44</b>	<b>46</b>	<b>42</b>	<b>52</b>	(r)	<b>35</b>	(r)
18c. lead by example in creating a positive workplace	<b>44</b>	44	<b>42</b>	<b>51</b>	(r)	<b>47</b>	(r)
19. There is a positive relationship between senior management and staff in my workplace	<b>41</b>	41	42	<b>51</b>	(r)	<b>34</b>	(r)
20. Overall, I have confidence in the decisions made by my senior managers	<b>45</b>	45	<b>44</b>	<b>52</b>	(r)	<b>47</b>	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>39</b>	<b>38</b>	<b>40</b>	<b>45</b>	(r)	<b>38</b>	(r)
22. My organisation is making the necessary decisions to meet our future challenges	<b>41</b>	42	<b>41</b>	<b>48</b>	(r)	<b>36</b>	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	52	53	50	53	(r)	40	(r)
24. I have a say in decisions which affect my work	48	48	47	54	(r)	21	(r)
25. I think it is safe to speak up and challenge the way things are done	51	51	53	53	(r)	45	(r)
26. Where I work, we share the lessons learnt when mistakes are made	58	57	58	66	(r)	52	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	58	54	59	(r)	45	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	61	59	60	(r)	65	(r)

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	76	77	72	(r)	78	(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	68	69	66	71	(r)	69	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	64	63	68	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	44	46	46	(r)	40	(r)
32. I am able to achieve a healthy work/life balance most of the time	67	64	73	69	(r)	59	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	53	52	56	58	(r)	51	(r)
34. Reasonable expectations are placed on staff according to their position	56	55	58	60	(r)	51	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	68	73	73	(r)	68	(r)
36. My workplace enables strong professional leadership	54	54	53	62	(r)	48	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	83	84	84	77	(r)	77	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	45	51	47	(r)	49	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>60</b>	61	<b>59</b>	<b>63</b>	(r)	<b>59</b>	(r)
40. In my workplace patient safety is at the centre of all decision making	<b>70</b>	70	<b>71</b>	<b>69</b>	(r)	<b>63</b>	(r)
41. My team's objectives/ work plans are clearly outlined	<b>66</b>	66	<b>67</b>	<b>68</b>	(r)	<b>60</b>	(r)
42. Our objectives/work plans help us to deliver a quality service	<b>65</b>	65	<b>66</b>	65	(r)	<b>60</b>	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	<b>54</b>	54	<b>54</b>	<b>57</b>	(r)	<b>48</b>	(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

	Nepean Blue Mountains LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2362	1487	643	123	2	64	6
Employee Engagement Index	67	66	69	70	(r)	64	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	69	73	75	(r)	63	(r)
45. I would recommend my workplace as a good place to work	62	60	65	68	(r)	56	(r)
46. I feel motivated to contribute more than what is normally required at work	65	65	65	71	(r)	63	(r)
47. I have a strong sense of belonging to my workplace	65	65	69	64	(r)	54	(r)
48. Overall I am satisfied to be working here at the present time	66	65	69	70	(r)	70	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	58	65	64	(r)	54	(r)
50. There is a positive culture in my workplace	53	51	57	61	(r)	48	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	44	42	38	(r)	21	(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

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Your Job

1. My job makes good use of my skills and abilities	81	79	83	81	83	81
2. I feel I am able to suggest ideas to improve our ways of doing things	69	73	70	69	71	69
3. Working here makes me want to do the best job I can	71	79	74	71	74	68
4. The right amount of approvals are required for routine decisions	51	64	59	53	56	46
5. I have sufficient control over my work so I can do my job well	65	76	66	66	66	62
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	73	60	63	65	60

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	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	70	75	68	70	70	70
8. In my team we generally acknowledge one another's efforts and achievements	70	76	65	71	72	69
9. People in my team are honest and open	66	75	64	63	68	65
10. My team resolves conflict quickly when it arises	54	58	57	57	59	51
11. Morale is good in my team	52	65	55	53	57	47

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

### Being Valued

12. I believe I am valued for what I can offer at my workplace	62	76	64	61	65	59
13. In my workplace, we recognise our successes and innovations	56	63	60	57	60	53
14. Staff are treated respectfully regardless of their job	62	75	65	60	64	59

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	79	68	69	70	62
15b. treats all staff in my team fairly	65	80	74	66	67	61
15c. ensures that when issues are raised in the team, they are addressed	62	76	68	63	64	57
15d. treats me with respect	78	87	85	79	78	75
16. I receive regular and constructive feedback on my performance	57	66	57	62	57	54
17. Overall, I have confidence in the decisions made by my line manager	65	80	66	66	67	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

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Senior Managers

18a. are aware of the issues I face in my job	45	55	57	46	46	41
18b. have a clear direction for the future	44	53	51	47	46	41
18c. lead by example in creating a positive workplace	44	57	55	44	46	39
19. There is a positive relationship between senior management and staff in my workplace	41	60	50	42	46	35
20. Overall, I have confidence in the decisions made by my senior managers	45	59	52	46	50	40
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	53	49	42	41	34
22. My organisation is making the necessary decisions to meet our future challenges	41	52	46	44	44	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

### Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Communication

23. I am kept well informed about what is happening in my workplace	52	64	54	55	55	47
24. I have a say in decisions which affect my work	48	55	54	47	52	43
25. I think it is safe to speak up and challenge the way things are done	51	62	52	53	57	46
26. Where I work, we share the lessons learnt when mistakes are made	58	73	62	57	61	54
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	64	59	55	58	54
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	73	64	62	59	59

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	80	78	77	77	75
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	68	80	78	73	69	64
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	73	68	64	65	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

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	57	48	45	50	40
32. I am able to achieve a healthy work/life balance most of the time	67	78	70	64	69	65
33. There are mechanisms in place to support me if I experience stress or pressure	53	65	63	55	57	49
34. Reasonable expectations are placed on staff according to their position	56	71	66	56	58	51
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	78	78	69	72	66
36. My workplace enables strong professional leadership	54	66	61	57	59	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

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>72</b>	<b>78</b>	<b>81</b>	83	<b>87</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>56</b>	<b>55</b>	<b>46</b>	<b>50</b>	<b>43</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	70	68	60	66	54
40. In my workplace patient safety is at the centre of all decision making	70	75	75	68	74	68
41. My team's objectives/ work plans are clearly outlined	66	75	72	65	69	63
42. Our objectives/work plans help us to deliver a quality service	65	73	70	63	69	63
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	62	60	54	59	49

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Nepean Blue Mountains 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	2362	169	171	325	533	1099
Employee Engagement Index	67	78	70	67	68	64

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	79	75	72	71	67
45. I would recommend my workplace as a good place to work	62	75	64	62	64	59
46. I feel motivated to contribute more than what is normally required at work	65	79	70	66	67	61
47. I have a strong sense of belonging to my workplace	65	70	63	65	66	65
48. Overall I am satisfied to be working here at the present time	66	83	73	66	68	61
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	68	68	61	64	56
50. There is a positive culture in my workplace	53	65	63	56	58	47
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	42	41	48	52	36

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Your Job

1. My job makes good use of my skills and abilities	81	81	82	78
2. I feel I am able to suggest ideas to improve our ways of doing things	69	73	70	62
3. Working here makes me want to do the best job I can	71	73	72	62
4. The right amount of approvals are required for routine decisions	51	50	51	51
5. I have sufficient control over my work so I can do my job well	65	65	66	59
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	67	62	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

## Gender

	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	78	69	67
8. In my team we generally acknowledge one another's efforts and achievements	70	78	69	62
9. People in my team are honest and open	66	74	65	58
10. My team resolves conflict quickly when it arises	54	63	53	52
11. Morale is good in my team	52	62	50	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

**Gender**

	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	67	63	49
13. In my workplace, we recognise our successes and innovations	56	63	56	47
14. Staff are treated respectfully regardless of their job	62	66	63	46

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Gender			
		Nepean Blue Mountains LHD	Male	Female	Prefer not to say
	Respondents	2362	342	1677	180
	Employee Engagement Index	67	73	68	51

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	74	66	61
15b. treats all staff in my team fairly	65	74	65	55
15c. ensures that when issues are raised in the team, they are addressed	62	70	61	59
15d. treats me with respect	78	84	78	66
16. I receive regular and constructive feedback on my performance	57	65	56	57
17. Overall, I have confidence in the decisions made by my line manager	65	71	65	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

	Gender			
	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Senior Managers

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



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Gender			
		Nepean Blue Mountains LHD	Male	Female	Prefer not to say
	Respondents	2362	342	1677	180
	Employee Engagement Index	67	73	68	51

## Communication

23.	I am kept well informed about what is happening in my workplace	52	57	52	44
24.	I have a say in decisions which affect my work	48	56	48	39
25.	I think it is safe to speak up and challenge the way things are done	51	61	51	37
26.	Where I work, we share the lessons learnt when mistakes are made	58	67	57	47
27a.	I am aware of the strategic objectives and direction of the organisation I work for	56	58	57	52
27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	61	65	60	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

**Gender**

Nepean Blue Mountains LHD

Male

Female

Prefer not to say

Respondents

2362 342 1677 180

Employee Engagement Index

67 73 68 51

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	78	77	70
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	77	66	72
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	66	65	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

## Gender

	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	50	44	45
32. I am able to achieve a healthy work/life balance most of the time	67	69	67	59
33. There are mechanisms in place to support me if I experience stress or pressure	53	59	54	46
34. Reasonable expectations are placed on staff according to their position	56	63	55	50
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	71	63
36. My workplace enables strong professional leadership	54	61	55	42

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

**Gender**

Nepean Blue Mountains LHD

Male

Female

Prefer not to say

	Nepean Blue Mountains LHD	Male	Female	Prefer not to say
Respondents	2362	342	1677	180
Employee Engagement Index	67	73	68	51

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>85</b>	84	<b>81</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>52</b>	46	<b>44</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

Nepean Blue Mountains LHD

Male

Female

Prefer not to say

Respondents

2362 342 1677 180

Employee Engagement Index

67 73 68 51

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	64	59
40.	In my workplace patient safety is at the centre of all decision making	70	70	69
41.	My team's objectives/ work plans are clearly outlined	66	68	59
42.	Our objectives/work plans help us to deliver a quality service	65	68	59
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	57	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

## Gender

Nepean Blue Mountains LHD

Male

Female

Prefer not to say

Respondents

2362 342 1677 180

Employee Engagement Index

67 73 68 51

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	76	72	50
45. I would recommend my workplace as a good place to work	62	70	63	42
46. I feel motivated to contribute more than what is normally required at work	65	70	66	49
47. I have a strong sense of belonging to my workplace	65	73	66	51
48. Overall I am satisfied to be working here at the present time	66	74	66	51
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	64	61	48
50. There is a positive culture in my workplace	53	60	54	43
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	49	42	39

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Your Job

1. My job makes good use of my skills and abilities	81	80	85	84	84	79	85	77	83	83	68
2. I feel I am able to suggest ideas to improve our ways of doing things	69	70	75	72	74	70	77	64	71	68	41
3. Working here makes me want to do the best job I can	71	76	73	69	74	70	75	69	75	72	50
4. The right amount of approvals are required for routine decisions	51	71	55	51	54	53	54	44	51	51	33
5. I have sufficient control over my work so I can do my job well	65	75	68	64	68	64	70	61	67	66	39
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	62	68	69	63	63	65	68	57	63	60	38

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	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	70	68	70	70	72	69	76	69	70	75	54
8. In my team we generally acknowledge one another's efforts and achievements	70	69	71	69	70	68	74	66	75	74	53
9. People in my team are honest and open	66	64	70	67	67	61	72	61	69	66	51
10. My team resolves conflict quickly when it arises	54	56	56	59	58	54	61	48	54	51	39
11. Morale is good in my team	52	60	58	56	55	51	60	43	51	47	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

### Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	66	66	65	65	62	70	60	63	63	31
13. In my workplace, we recognise our successes and innovations	56	63	60	60	60	56	62	54	54	54	29
14. Staff are treated respectfully regardless of their job	62	67	73	64	65	64	64	58	62	59	29

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	73	74	73	70	67	70	60	63	63	49
15b. treats all staff in my team fairly	65	76	73	69	69	66	68	60	63	68	40
15c. ensures that when issues are raised in the team, they are addressed	62	75	68	66	66	60	65	57	58	62	44
15d. treats me with respect	78	88	89	85	80	77	78	72	76	79	57
16. I receive regular and constructive feedback on my performance	57	63	58	63	61	57	63	48	54	51	45
17. Overall, I have confidence in the decisions made by my line manager	65	74	70	71	68	65	68	58	62	65	45

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Senior Managers

18a. are aware of the issues I face in my job	45	48	45	46	52	47	54	42	43	40	23
18b. have a clear direction for the future	44	53	43	47	53	48	51	40	43	31	23
18c. lead by example in creating a positive workplace	44	55	45	48	53	45	51	39	39	32	19
19. There is a positive relationship between senior management and staff in my workplace	41	54	47	47	50	45	48	33	35	31	17
20. Overall, I have confidence in the decisions made by my senior managers	45	55	48	52	53	49	48	40	41	31	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	48	45	43	47	43	43	33	35	29	18
22. My organisation is making the necessary decisions to meet our future challenges	41	48	44	40	50	45	45	41	39	27	23

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Communication

23. I am kept well informed about what is happening in my workplace	52	61	56	58	61	55	55	43	47	45	27
24. I have a say in decisions which affect my work	48	53	52	56	54	47	55	42	46	39	20
25. I think it is safe to speak up and challenge the way things are done	51	56	61	61	56	51	58	46	45	46	20
26. Where I work, we share the lessons learnt when mistakes are made	58	68	65	61	63	61	59	55	56	46	35
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	61	56	57	61	57	61	57	57	49	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	68	62	59	63	61	61	62	63	56	45

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	89	83	84	77	71	77	71	76	73	67
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	68	71	71	70	73	68	70	64	64	69	64
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	80	75	69	70	60	67	56	60	57	46

# Demographics

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

## Key

  At least 1 percentage points greater than overall score

  At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	62	49	47	52	44	50	42	39	38	24
32. I am able to achieve a healthy work/life balance most of the time	67	66	70	71	70	66	71	62	65	65	57
33. There are mechanisms in place to support me if I experience stress or pressure	53	65	59	59	56	52	60	49	48	47	38
34. Reasonable expectations are placed on staff according to their position	56	69	58	60	62	58	59	47	53	54	35
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	78	73	72	73	68	71	67	70	69	52
36. My workplace enables strong professional leadership	54	71	65	59	60	56	58	47	51	45	21

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	83	73	76	83	84	83	87	86	87	89	76
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	52	45	48	54	48	50	43	45	49	29

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	66	60	63	65	62	63	57	60	56	46
40. In my workplace patient safety is at the centre of all decision making	70	69	73	69	72	70	77	70	68	68	57
41. My team's objectives/ work plans are clearly outlined	66	74	73	70	69	65	69	62	67	59	47
42. Our objectives/work plans help us to deliver a quality service	65	70	74	71	68	66	68	61	66	58	41
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	61	57	60	58	55	58	50	51	45	40



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Nepean Blue Mountains 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	2362	80	204	219	322	310	294	331	285	146	134
Employee Engagement Index	67	74	70	67	71	66	71	65	68	69	38

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	79	76	69	75	67	75	70	71	73	39
45. I would recommend my workplace as a good place to work	62	71	67	63	66	62	67	58	61	64	29
46. I feel motivated to contribute more than what is normally required at work	65	72	68	65	71	65	69	64	66	63	33
47. I have a strong sense of belonging to my workplace	65	66	67	66	67	65	72	65	66	68	39
48. Overall I am satisfied to be working here at the present time	66	79	69	66	71	66	70	61	65	70	38
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	68	67	63	63	60	64	54	58	66	31
50. There is a positive culture in my workplace	53	68	60	57	56	55	59	46	49	54	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	41	47	45	49	45	48	38	40	33	21

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Your Job

1. My job makes good use of my skills and abilities	81	80	(r)	82	62
2. I feel I am able to suggest ideas to improve our ways of doing things	69	82	(r)	71	43
3. Working here makes me want to do the best job I can	71	84	(r)	72	42
4. The right amount of approvals are required for routine decisions	51	65	(r)	51	38
5. I have sufficient control over my work so I can do my job well	65	76	(r)	66	37
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	73	(r)	63	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

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	61	(r)	71	57
8. In my team we generally acknowledge one another's efforts and achievements	70	76	(r)	71	50
9. People in my team are honest and open	66	61	(r)	67	50
10. My team resolves conflict quickly when it arises	54	59	(r)	55	43
11. Morale is good in my team	52	45	(r)	53	33

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	61	(r)	64	35
13. In my workplace, we recognise our successes and innovations	56	61	(r)	57	30
14. Staff are treated respectfully regardless of their job	62	59	(r)	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

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	60	(r)	68	40
15b. treats all staff in my team fairly	65	65	(r)	67	35
15c. ensures that when issues are raised in the team, they are addressed	62	63	(r)	63	38
15d. treats me with respect	78	77	(r)	79	49
16. I receive regular and constructive feedback on my performance	57	63	(r)	58	30
17. Overall, I have confidence in the decisions made by my line manager	65	67	(r)	66	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

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Senior Managers

18a. are aware of the issues I face in my job	45	44	(r)	46	24
18b. have a clear direction for the future	44	42	(r)	46	24
18c. lead by example in creating a positive workplace	44	38	(r)	45	25
19. There is a positive relationship between senior management and staff in my workplace	41	38	(r)	43	22
20. Overall, I have confidence in the decisions made by my senior managers	45	33	(r)	46	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	27	(r)	41	18
22. My organisation is making the necessary decisions to meet our future challenges	41	42	(r)	43	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

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Communication

23. I am kept well informed about what is happening in my workplace	52	66	(r)	52	30
24. I have a say in decisions which affect my work	48	56	(r)	49	16
25. I think it is safe to speak up and challenge the way things are done	51	58	(r)	53	18
26. Where I work, we share the lessons learnt when mistakes are made	58	56	(r)	59	38
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	65	(r)	57	33
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	67	(r)	62	38

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	81	(r)	77	57
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	68	77	(r)	69	55
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	81	(r)	65	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

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	48	(r)	46	26
32. I am able to achieve a healthy work/life balance most of the time	67	73	(r)	68	45
33. There are mechanisms in place to support me if I experience stress or pressure	53	52	(r)	55	28
34. Reasonable expectations are placed on staff according to their position	56	56	(r)	57	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	71	(r)	71	45
36. My workplace enables strong professional leadership	54	58	(r)	55	26

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	83	(r)	<b>84</b>	<b>68</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>56</b>	(r)	<b>48</b>	<b>23</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	69	(r)	61	40
40. In my workplace patient safety is at the centre of all decision making	70	75	(r)	71	53
41. My team's objectives/ work plans are clearly outlined	66	81	(r)	67	43
42. Our objectives/work plans help us to deliver a quality service	65	79	(r)	66	37
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	70	(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

	Nepean Blue Mountains LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2362	49	3	2154	107
Employee Engagement Index	67	74	(r)	68	39

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	81	(r)	71	50
45. I would recommend my workplace as a good place to work	62	69	(r)	63	30
46. I feel motivated to contribute more than what is normally required at work	65	67	(r)	66	35
47. I have a strong sense of belonging to my workplace	65	73	(r)	67	38
48. Overall I am satisfied to be working here at the present time	66	71	(r)	67	36
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	69	(r)	61	34
50. There is a positive culture in my workplace	53	50	(r)	55	25
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	48	(r)	43	27

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Your Job

1. My job makes good use of my skills and abilities	81	83	82	54
2. I feel I am able to suggest ideas to improve our ways of doing things	69	70	71	34
3. Working here makes me want to do the best job I can	71	80	72	45
4. The right amount of approvals are required for routine decisions	51	47	52	30
5. I have sufficient control over my work so I can do my job well	65	67	66	34
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	62	62	63	34

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	70	77	70	63
8.	In my team we generally acknowledge one another's efforts and achievements	70	65	70	49
9.	People in my team are honest and open	66	65	66	48
10.	My team resolves conflict quickly when it arises	54	53	55	43
11.	Morale is good in my team	52	53	52	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

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	66	63	31
13. In my workplace, we recognise our successes and innovations	56	58	57	24
14. Staff are treated respectfully regardless of their job	62	61	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

## Disability

Nepean Blue Mountains LHD

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	76	67	34
15b. treats all staff in my team fairly	65	78	66	31
15c. ensures that when issues are raised in the team, they are addressed	62	67	63	30
15d. treats me with respect	78	84	79	43
16. I receive regular and constructive feedback on my performance	57	55	58	28
17. Overall, I have confidence in the decisions made by my line manager	65	72	66	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

## Disability

Nepean Blue Mountains LHD

Yes

No

Prefer not to say

Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Senior Managers

18a. are aware of the issues I face in my job	45	47	46	16
18b. have a clear direction for the future	44	51	45	25
18c. lead by example in creating a positive workplace	44	58	44	25
19. There is a positive relationship between senior management and staff in my workplace	41	53	42	23
20. Overall, I have confidence in the decisions made by my senior managers	45	54	45	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	54	39	22
22. My organisation is making the necessary decisions to meet our future challenges	41	53	42	22

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Communication

23. I am kept well informed about what is happening in my workplace	52	61	52	24
24. I have a say in decisions which affect my work	48	56	48	18
25. I think it is safe to speak up and challenge the way things are done	51	54	52	15
26. Where I work, we share the lessons learnt when mistakes are made	58	54	58	31
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	65	57	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	67	61	31

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	74	77	49
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	68	74	68	58
30. I am encouraged to take opportunities to learn new skills and have new experiences	64	61	65	33

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

Yes

No

Prefer not to say

Respondents

2362 60 2192 68

Employee Engagement Index

67 71 67 39

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	53	45	22
32. I am able to achieve a healthy work/life balance most of the time	67	60	68	43
33. There are mechanisms in place to support me if I experience stress or pressure	53	60	54	25
34. Reasonable expectations are placed on staff according to their position	56	61	56	27
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	70	42
36. My workplace enables strong professional leadership	54	60	55	19

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

Yes

No

Prefer not to say

Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>86</b>	<b>84</b>	<b>67</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	<b>50</b>	<b>47</b>	<b>23</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

Yes

No

Prefer not to say

Respondents	2362	60	2192	68
Employee Engagement Index	67	71	67	39

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	66	60	46
40. In my workplace patient safety is at the centre of all decision making	70	69	71	54
41. My team's objectives/ work plans are clearly outlined	66	68	67	40
42. Our objectives/work plans help us to deliver a quality service	65	68	66	33
43. At my workplace there is a good balance between delivering services and monitoring service delivery	54	56	54	33

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Nepean Blue Mountains LHD

Yes

No

Prefer not to say

Respondents

2362 60 2192 68

Employee Engagement Index

67 71 67 39

## Your Workplace

44. Overall I am proud to be a part of this workplace	70	75	71	45
45. I would recommend my workplace as a good place to work	62	70	63	28
46. I feel motivated to contribute more than what is normally required at work	65	61	66	40
47. I have a strong sense of belonging to my workplace	65	68	66	39
48. Overall I am satisfied to be working here at the present time	66	70	67	36
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	60	68	60	32
50. There is a positive culture in my workplace	53	64	54	24
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	52	43	19

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	1917	321	79
Employee Engagement Index	67	67	71	47

## Your Job

1. My job makes good use of my skills and abilities	<b>81</b>	81	<b>87</b>	<b>67</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>69</b>	70	<b>76</b>	<b>47</b>
3. Working here makes me want to do the best job I can	<b>71</b>	71	<b>74</b>	<b>54</b>
4. The right amount of approvals are required for routine decisions	<b>51</b>	<b>49</b>	<b>65</b>	<b>39</b>
5. I have sufficient control over my work so I can do my job well	<b>65</b>	<b>65</b>	<b>68</b>	<b>39</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>62</b>	62	<b>68</b>	<b>44</b>



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	1917	321	79
Employee Engagement Index	67	67	71	47

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	<b>70</b>	70	<b>72</b>	<b>58</b>
8.	In my team we generally acknowledge one another's efforts and achievements	<b>70</b>	70	<b>76</b>	<b>49</b>
9.	People in my team are honest and open	<b>66</b>	66	<b>70</b>	<b>49</b>
10.	My team resolves conflict quickly when it arises	<b>54</b>	<b>53</b>	<b>65</b>	<b>38</b>
11.	Morale is good in my team	<b>52</b>	<b>50</b>	<b>66</b>	<b>31</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

	Nepean Blue Mountains LHD	Yes	No	Prefer not to say
Respondents	2362	1917	321	79
Employee Engagement Index	67	67	71	47

## Being Valued

12. I believe I am valued for what I can offer at my workplace	62	61	73	46
13. In my workplace, we recognise our successes and innovations	56	55	67	39
14. Staff are treated respectfully regardless of their job	62	61	70	37

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## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>66</b>	67	<b>72</b>	<b>42</b>
15b. treats all staff in my team fairly	<b>65</b>	<b>66</b>	<b>70</b>	<b>38</b>
15c. ensures that when issues are raised in the team, they are addressed	<b>62</b>	61	<b>70</b>	<b>47</b>
15d. treats me with respect	<b>78</b>	78	<b>83</b>	<b>58</b>
16. I receive regular and constructive feedback on my performance	<b>57</b>	56	<b>64</b>	<b>38</b>
17. Overall, I have confidence in the decisions made by my line manager	<b>65</b>	65	<b>69</b>	<b>46</b>

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## Senior Managers

18a. are aware of the issues I face in my job	45	44	59	24
18b. have a clear direction for the future	44	43	56	35
18c. lead by example in creating a positive workplace	44	43	56	27
19. There is a positive relationship between senior management and staff in my workplace	41	41	52	22
20. Overall, I have confidence in the decisions made by my senior managers	45	44	56	26
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	39	39	49	19
22. My organisation is making the necessary decisions to meet our future challenges	41	40	54	26

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## Communication

23. I am kept well informed about what is happening in my workplace	52	51	64	35
24. I have a say in decisions which affect my work	48	47	60	23
25. I think it is safe to speak up and challenge the way things are done	51	51	61	26
26. Where I work, we share the lessons learnt when mistakes are made	58	56	70	43
27a. I am aware of the strategic objectives and direction of the organisation I work for	56	56	66	45
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	61	60	68	45

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## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>76</b>	76	<b>80</b>	<b>61</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>68</b>	<b>67</b>	<b>77</b>	<b>69</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>64</b>	64	<b>68</b>	<b>38</b>

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## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	43	61	35
32. I am able to achieve a healthy work/life balance most of the time	67	67	70	47
33. There are mechanisms in place to support me if I experience stress or pressure	53	53	59	36
34. Reasonable expectations are placed on staff according to their position	56	55	63	42
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	69	70	71	47
36. My workplace enables strong professional leadership	54	53	64	34

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## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>85</b>	<b>78</b>	<b>66</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>47</b>	47	<b>50</b>	<b>36</b>



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## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	58	74	50
40.	In my workplace patient safety is at the centre of all decision making	70	69	78	64
41.	My team's objectives/ work plans are clearly outlined	66	65	76	46
42.	Our objectives/work plans help us to deliver a quality service	65	65	74	39
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	54	53	66	32

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## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>70</b>	70	<b>75</b>	<b>55</b>
45. I would recommend my workplace as a good place to work	<b>62</b>	62	<b>67</b>	<b>38</b>
46. I feel motivated to contribute more than what is normally required at work	<b>65</b>	65	<b>70</b>	<b>42</b>
47. I have a strong sense of belonging to my workplace	<b>65</b>	66	<b>70</b>	<b>48</b>
48. Overall I am satisfied to be working here at the present time	<b>66</b>	66	<b>70</b>	<b>46</b>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>60</b>	59	<b>67</b>	<b>41</b>
50. There is a positive culture in my workplace	<b>53</b>	<b>52</b>	<b>63</b>	<b>36</b>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>42</b>	<b>41</b>	<b>57</b>	<b>30</b>

# Guide to this Report

## Methodology

The YourSay survey was delivered as an online and paper based survey to meet the operational needs of a workforce that operates 24 hours a day, 7 days a week.

## Questionnaire design

The questionnaire was designed by ORC International in conjunction with the NSW Health workplace culture project team, the Department of Health Workplace Culture Survey Reference Group and Chief Executives of all NSW Health organisations. The questionnaire was designed to be succinct and provide actionable results to help inform the organisation and highlight areas for improvement.

## Data Collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were also made available. All staff were given the opportunity to complete the survey between 30th March to 24th April 2015. Paper surveys were accepted until the 1st of May 2015. ORC International set up and hosted the online survey. Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

## Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2013 Workplace Survey.

## Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question. Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

## Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall. Summary responses for each question by demographic data is not provided where there are less than fifty respondents from each demographic.

## Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population. If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

## Rounding

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at April 2015. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate. The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to "Q5. Which of the following best describes your current employment status?" A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).

Q5. Which of the following best describes your current employment status?

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

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

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

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

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

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

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

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

# Action Planning

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

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

## Top 3 areas to focus on


## Celebrate!

## What three things are working well?

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

## What needs to be improved?

## How will this be achieved?

## Who is going to make this happen?

## When will this be achieved?

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