

68%

2013: 67%

ENGAGEMENT INDEX

53%

2013: 52%

WORKPLACE CULTURE INDEX

2,871

2013: 2360

ACTUAL RESPONSES

33%

2013: 23%
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	73	+1
45.	I would recommend my workplace as a good place to work	63	0
Stay			
47.	I have a strong sense of belonging to my workplace	66	+1
48.	Overall I am satisfied to be working here at the present time	68	+1
Strive			
3.	Working here makes me want to do the best job I can	71	0
46.	I feel motivated to contribute more than what is normally required at work	67	+1

Key Questions to focus on

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

	% Positive	Variance from 2013
50. There is a positive culture in my workplace	54	-
36. My workplace enables strong professional leadership	52	-
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	0
19. There is a positive relationship between senior management and staff in my workplace	41	-1
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	+1
24. I have a say in decisions which affect my work	44	-1

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	70
Your Job	65
Your Line Manager	64

Questions	% Positive
1. My job makes good use of my skills and abilities	79
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76
15d. My line manager treats me with respect	76
44. Overall I am proud to be a part of this workplace	73
3. Working here makes me want to do the best job I can	71

Lowlights

Sections	% Positive
Senior Managers	41
Communication	52
Work Environment	57

Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37
22. My organisation is making the necessary decisions to meet our future challenges	40
19. There is a positive relationship between senior management and staff in my workplace	41
18b. The senior managers at my workplace have a clear direction for the future	42

Most Improved and Least Improved since 2013

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

Most improved

Sections	% Positive	Variance from 2013
Your Line Manager	64	+2
Being Valued	62	+2
Service Delivery	62	+1

Questions	% Positive	Variance from 2013
16. I receive regular and constructive feedback on my performance	51	+6
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	+3
40. In my workplace patient safety is at the centre of all decision making	69	+3
15a. My line manager recognises and acknowledges when I have done my job well	66	+3
13. In my workplace, we recognise our successes and innovations	58	+3

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	70	-1
Senior Managers	41	-1
Communication	52	-1

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	-7
23. I am kept well informed about what is happening in my workplace	49	-2
25. I think it is safe to speak up and challenge the way things are done	49	-2
5. I have sufficient control over my work so I can do my job well	62	-2
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	-1

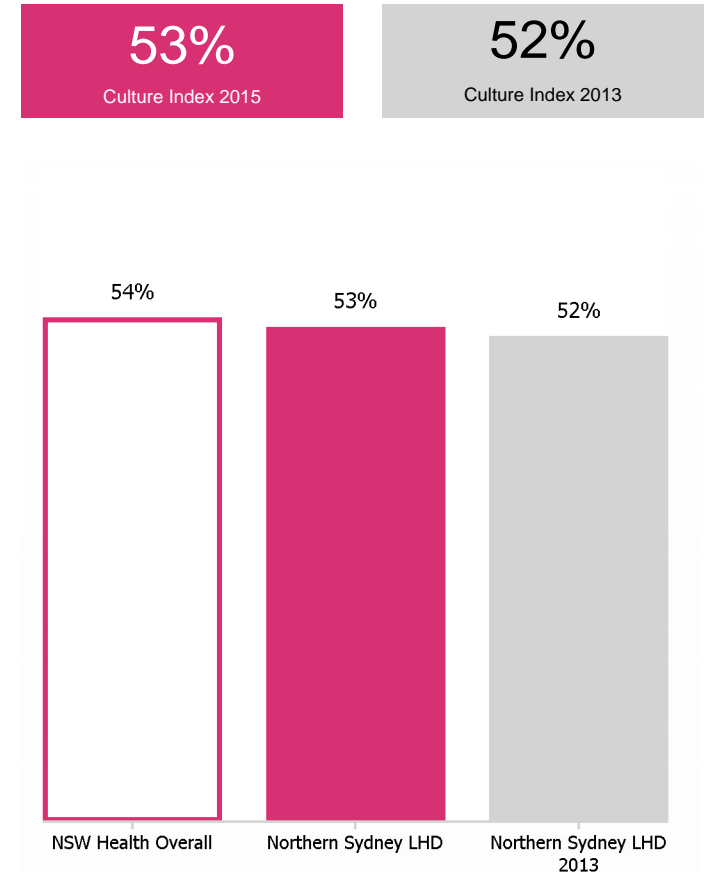
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		55	19	26	+1
12. I believe I am valued for what I can offer at my workplace		64	16	20	+1
13. In my workplace, we recognise our successes and innovations		58	21	20	+3
14. Staff are treated respectfully regardless of their job		63	16	21	+2
17. Overall, I have confidence in the decisions made by my line manager		64	18	19	+2
18b. The senior managers at my workplace have a clear direction for the future		42	32	26	0
18c. The senior managers at my workplace lead by example in creating a positive workplace		42	29	29	0
20. Overall, I have confidence in the decisions made by my senior managers		44	29	28	+1
24. I have a say in decisions which affect my work		44	25	31	-1
25. I think it is safe to speak up and challenge the way things are done		49	21	30	-2
26. Where I work, we share the lessons learnt when mistakes are made		59	22	19	+1
31. I have confidence in the processes that my workplace uses to resolve staff conflict		44	27	29	+1
41. My team's objectives/ work plans are clearly outlined		63	24	13	-1
42. Our objectives/work plans help us to deliver a quality service		65	23	12	+1
51. Overall, I believe the culture at my workplace has improved in the last 12 months		36	35	30	+3



Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



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

16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
16. I receive regular and constructive feedback on my performance	51	■ +6
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	■ +3
40. In my workplace patient safety is at the centre of all decision making	69	■ +3
15a. My line manager recognises and acknowledges when I have done my job well	66	■ +3
13. In my workplace, we recognise our successes and innovations	58	■ +3
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	■ +3
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	■ +3
17. Overall, I have confidence in the decisions made by my line manager	64	■ +2
10. My team resolves conflict quickly when it arises	55	■ +2
4. The right amount of approvals are required for routine decisions	48	■ +2
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	■ +2
39. My work environment allows me to deliver the best possible services (patient care or support services)	60	■ +2

Trend Comparison

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

16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
15b. My line manager treats all staff in my team fairly	64	■ +2
32. I am able to achieve a healthy work/life balance most of the time	65	■ +2
33. There are mechanisms in place to support me if I experience stress or pressure	55	■ +2
14. Staff are treated respectfully regardless of their job	63	■ +2
26. Where I work, we share the lessons learnt when mistakes are made	59	■ +1
47. I have a strong sense of belonging to my workplace	66	■ +1
42. Our objectives/work plans help us to deliver a quality service	65	■ +1
28. I have received the appropriate training and development to do my job effectively	71	■ +1
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	■ +1
18a. The senior managers at my workplace are aware of the issues I face in my job	44	■ +1
20. Overall, I have confidence in the decisions made by my senior managers	44	■ +1
44. Overall I am proud to be a part of this workplace	73	■ +1
48. Overall I am satisfied to be working here at the present time	68	■ +1

Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



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16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	% Positive	Variance from 2013
15d. My line manager treats me with respect	76	+1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	+1
46. I feel motivated to contribute more than what is normally required at work	67	+1
12. I believe I am valued for what I can offer at my workplace	64	+1
9. People in my team are honest and open	67	+1
11. Morale is good in my team	55	+1
8. In my team we generally acknowledge one another's efforts and achievements	71	+1
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+1
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	0
3. Working here makes me want to do the best job I can	71	0
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	0
15c. My line manager ensures that when issues are raised in the team, they are addressed	63	0
18b. The senior managers at my workplace have a clear direction for the future	42	0

Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



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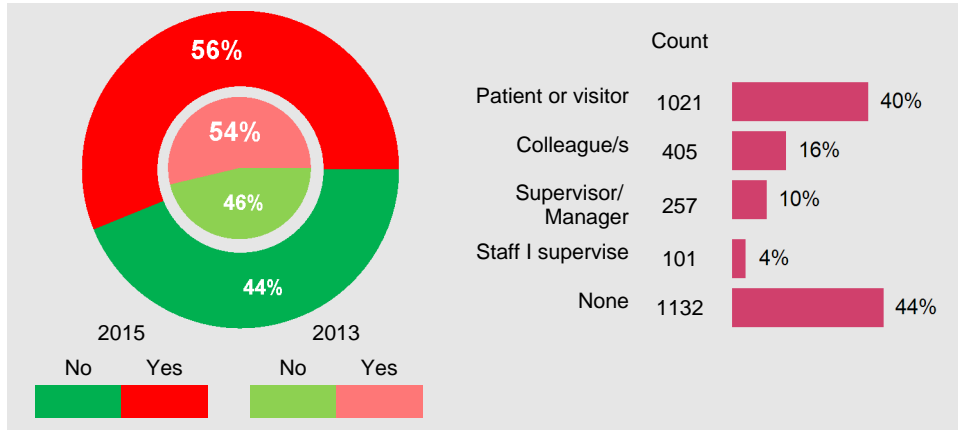
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
45. I would recommend my workplace as a good place to work	63	0 ■
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	0 ■
1. My job makes good use of my skills and abilities	79	0 ■
19. There is a positive relationship between senior management and staff in my workplace	41	-1 ■
24. I have a say in decisions which affect my work	44	-1 ■
34. Reasonable expectations are placed on staff according to their position	56	-1 ■
41. My team's objectives/ work plans are clearly outlined	63	-1 ■
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	-1 ■
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	-1 ■
5. I have sufficient control over my work so I can do my job well	62	-2 ■
25. I think it is safe to speak up and challenge the way things are done	49	-2 ■
23. I am kept well informed about what is happening in my workplace	49	-2 ■
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	-7 ■

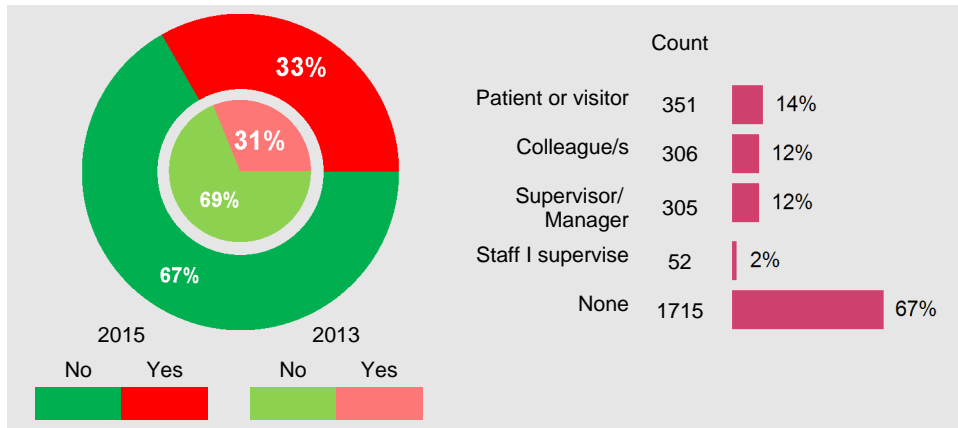
Unacceptable Behaviour

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

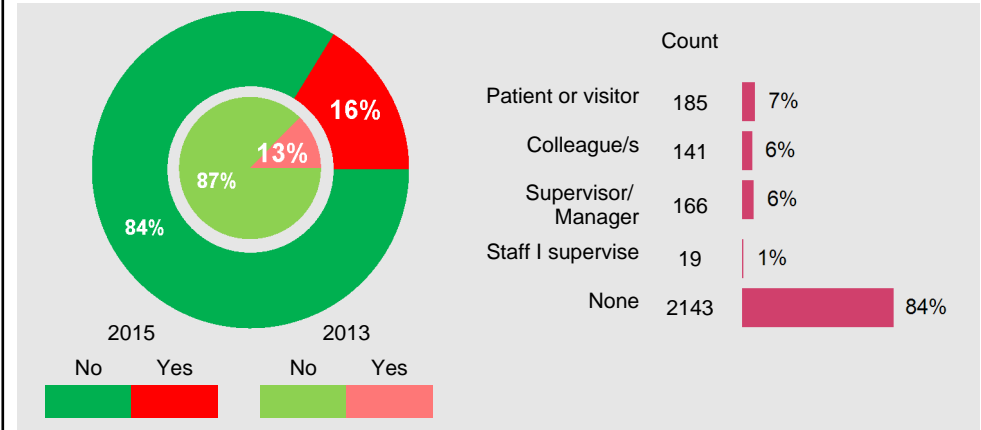
37a. In the last 12 months, I have been verbally abused by a ...



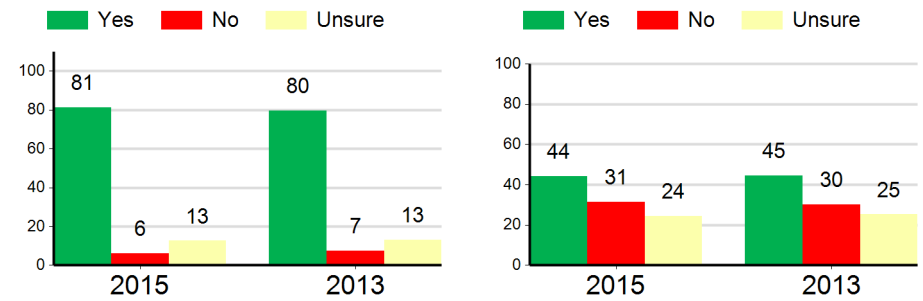
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



38. Do you currently ...



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

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

All Questions

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

Key **K** Key Driver Question

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

Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	79	10	11	79	80	78	81
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	18	69	69	68	69
3. Working here makes me want to do the best job I can	71	16	13	71	71	69	72
4. The right amount of approvals are required for routine decisions	48	23	29	48	46	-	52
5. I have sufficient control over my work so I can do my job well	62	19	19	62	64	61	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	19	19	62	60	58	62

All Questions

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

Key **K** Key Driver Question

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

Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney 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	69	15	16	69	69	69	69
8. In my team we generally acknowledge one another's efforts and achievements	71	14	15	71	70	69	70
9. People in my team are honest and open	67	19	15	67	66	65	64
10. My team resolves conflict quickly when it arises	55	24	21	55	53	53	53
11. Morale is good in my team	55	19	26	55	54	53	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	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	64	16	20	64	63	62	63
13. In my workplace, we recognise our successes and innovations	58	21	20	58	56	53	57
14. Staff are treated respectfully regardless of their job	63	16	21	63	61	59	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	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	66	16	18	66	63	66	65
15b. My line manager treats all staff in my team fairly	64	16	21	64	62	63	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	63	17	20	63	63	62	61
15d. My line manager treats me with respect	76	12	12	76	75	77	76
16. I receive regular and constructive feedback on my performance	51	22	26	51	46	49	52
17. Overall, I have confidence in the decisions made by my line manager	64	18	19	64	62	63	63

All Questions

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

Key **K** Key Driver Question

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

Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
18a.	The senior managers at my workplace are aware of the issues I face in my job	44	24	32	44	43	38	46
18b.	The senior managers at my workplace have a clear direction for the future	42	32	26	42	42	30	45
K 18c.	The senior managers at my workplace lead by example in creating a positive workplace	42	29	29	42	43	34	45
K 19.	There is a positive relationship between senior management and staff in my workplace	41	28	32	41	41	33	42
20.	Overall, I have confidence in the decisions made by my senior managers	44	29	28	44	43	36	46
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	32	32	37	-	-	39
22.	My organisation is making the necessary decisions to meet our future challenges	40	34	26	40	-	-	43

All Questions

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

Key **K** Key Driver Question

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

Communication

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall	
	23.	I am kept well informed about what is happening in my workplace	49	22	29	49	51	48	50
K	24.	I have a say in decisions which affect my work	44	25	31	44	45	43	46
	25.	I think it is safe to speak up and challenge the way things are done	49	21	30	49	51	50	51
	26.	Where I work, we share the lessons learnt when mistakes are made	59	22	19	59	58	56	59
	27a.	I am aware of the strategic objectives and direction of the organisation I work for	54	25	21	54	55	-	58
	27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	59	24	18	59	58	-	62

All Questions

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

Key **K** Key Driver Question

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

Training and Development Opportunities

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
28. I have received the appropriate training and development to do my job effectively	71	18	12	71	70	71	73
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	76	12	12	76	84	84	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	19	19	63	60	60	60

All Questions

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

Key **K** Key Driver Question

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

Work Environment

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
K	31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	27	29	44	42	41	44
	32. I am able to achieve a healthy work/life balance most of the time	65	17	18	65	63	62	65
	33. There are mechanisms in place to support me if I experience stress or pressure	55	23	22	55	54	53	56
	34. Reasonable expectations are placed on staff according to their position	56	22	23	56	56	54	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	19	12	68	69	66	69
K	36. My workplace enables strong professional leadership	52	27	21	52	-	-	52

All Questions

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

Northern Sydney Local Health District 2013

Unacceptable Behaviour

Question	Response	Count	Percentage	Overall Percentage
37a. In the last 12 months, I have been verbally abused by a...	Patient or visitor	1021	40%	37%
	Colleague/s	405	16%	17%
	Supervisor/ Manager	257	10%	10%
	Staff I supervise	101	4%	4%
	None	1132	44%	46%
	37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a...	Patient or visitor	351	14%
Colleague/s		306	12%	11%
Supervisor/ Manager		305	12%	11%
Staff I supervise		52	2%	2%
None		1715	67%	69%
37c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, gender, homosexuality, transgender or carers' responsibilities by a...		Patient or visitor	185	7%
	Colleague/s	141	6%	5%
	Supervisor/ Manager	166	6%	5%
	Staff I supervise	19	1%	1%
	None	2143	84%	87%

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	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	81	13	6	81	80	82	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	44	24	31	44	45	45	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	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	60	21	19	60	58	50	62
40. In my workplace patient safety is at the centre of all decision making	69	19	12	69	66	64	69
41. My team's objectives/ work plans are clearly outlined	63	24	13	63	64	64	66
42. Our objectives/work plans help us to deliver a quality service	65	23	12	65	64	63	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	29	19	52	51	-	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	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	73	16	11	73	72	69	73
45. I would recommend my workplace as a good place to work	63	19	18	63	64	59	64
46. I feel motivated to contribute more than what is normally required at work	67	18	16	67	66	65	67
47. I have a strong sense of belonging to my workplace	66	18	16	66	65	64	65
48. Overall I am satisfied to be working here at the present time	68	15	17	68	67	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	24	16	61	57	-	59
K 50. There is a positive culture in my workplace	54	22	24	54	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	35	30	36	33	30	39

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Your Job

1. My job makes good use of my skills and abilities	79	86	82	65	74	86	78	79	77	(r)	74	63	87	68
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	67	66	74	71	61	78	41	(r)	72	65	87	67
3. Working here makes me want to do the best job I can	71	69	71	74	71	74	70	72	55	(r)	63	74	73	69
4. The right amount of approvals are required for routine decisions	48	46	46	51	50	48	68	51	41	(r)	41	60	47	45
5. I have sufficient control over my work so I can do my job well	62	60	57	68	71	64	74	59	59	(r)	62	62	80	63
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	59	62	61	65	64	48	64	45	(r)	68	60	67	53

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Northern Sydney 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		2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index		68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	71	69	63	65	76	61	70	64	(r)	75	67	60	65
8. In my team we generally acknowledge one another's efforts and achievements	71	79	71	62	69	74	61	70	68	(r)	72	60	73	65
9. People in my team are honest and open	67	79	64	61	63	73	74	67	55	(r)	70	56	60	64
10. My team resolves conflict quickly when it arises	55	60	51	49	57	57	52	58	55	(r)	61	63	57	60
11. Morale is good in my team	55	63	52	53	60	54	52	62	45	(r)	62	53	47	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	71	62	65	70	64	65	60	55	(r)	66	62	73	61
13. In my workplace, we recognise our successes and innovations	58	64	57	50	61	61	61	58	55	(r)	59	56	53	56
14. Staff are treated respectfully regardless of their job	63	69	60	58	65	68	65	64	59	(r)	62	60	73	59

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	70	61	68	70	68	65	67	55	(r)	70	64	87	70
15b. treats all staff in my team fairly	64	75	59	62	70	66	57	63	45	(r)	64	68	73	67
15c. ensures that when issues are raised in the team, they are addressed	63	73	59	65	65	65	65	65	59	(r)	60	65	67	66
15d. treats me with respect	76	79	73	78	79	80	78	73	55	(r)	75	77	87	79
16. I receive regular and constructive feedback on my performance	51	53	49	51	54	50	43	46	41	(r)	60	54	73	54
17. Overall, I have confidence in the decisions made by my line manager	64	75	60	66	67	67	48	57	45	(r)	64	66	73	66

Demographics

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

Key



At least 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	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Senior Managers

18a. are aware of the issues I face in my job	44	47	41	40	45	42	35	49	50	(r)	55	60	47	48
18b. have a clear direction for the future	42	46	39	42	45	39	52	35	36	(r)	55	52	40	42
18c. lead by example in creating a positive workplace	42	43	37	46	48	40	43	39	41	(r)	55	56	47	48
19. There is a positive relationship between senior management and staff in my workplace	41	46	35	38	50	36	43	46	32	(r)	52	56	47	44
20. Overall, I have confidence in the decisions made by my senior managers	44	46	39	45	51	40	43	44	36	(r)	57	56	47	47
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	44	32	34	41	35	35	38	41	(r)	45	52	47	40
22. My organisation is making the necessary decisions to meet our future challenges	40	42	35	38	48	37	39	39	32	(r)	54	52	40	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Communication

23. I am kept well informed about what is happening in my workplace	49	50	50	41	50	46	57	54	27	(r)	57	53	53	46
24. I have a say in decisions which affect my work	44	49	41	38	49	41	48	49	32	(r)	53	48	60	44
25. I think it is safe to speak up and challenge the way things are done	49	54	48	44	52	46	57	46	32	(r)	50	52	60	46
26. Where I work, we share the lessons learnt when mistakes are made	59	60	59	55	60	61	65	67	45	(r)	58	57	53	56
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	49	53	47	60	53	68	47	45	(r)	65	59	53	47
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	57	56	58	64	57	74	57	55	(r)	64	61	53	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Northern Sydney 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		2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index		68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	81	75	55	60	75	70	65	73	(r)	69	65	73	62
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	69	74	82	77	78	83	82	55	(r)	83	79	73	81
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	67	68	42	54	68	61	56	36	(r)	64	52	60	51

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	46	42	41	43	45	52	44	43	(r)	40	51	47	44
32. I am able to achieve a healthy work/life balance most of the time	65	60	63	68	67	69	70	65	33	(r)	60	67	80	67
33. There are mechanisms in place to support me if I experience stress or pressure	55	39	57	51	55	59	61	51	33	(r)	57	51	60	55
34. Reasonable expectations are placed on staff according to their position	56	58	54	55	55	56	65	58	43	(r)	55	58	53	59
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	62	64	65	69	79	74	67	52	(r)	66	65	50	71
36. My workplace enables strong professional leadership	52	60	52	44	52	55	43	54	43	(r)	52	45	47	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														
	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176	
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	68	88	75	77	82	70	71	76	(r)	83	63	67	75
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	34	43	45	44	48	48	42	38	(r)	44	39	33	48

Demographics

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

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Northern Sydney 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		2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index		68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	50	58	62	67	58	61	69	71	(r)	59	77	60	62
40.	In my workplace patient safety is at the centre of all decision making	69	69	69	71	65	72	43	72	67	(r)	61	77	73	68
41.	My team's objectives/ work plans are clearly outlined	63	66	64	51	60	65	70	64	62	(r)	65	66	53	65
42.	Our objectives/work plans help us to deliver a quality service	65	60	66	56	66	68	70	65	67	(r)	66	69	67	65
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	45	50	48	54	51	57	60	43	(r)	57	58	53	59

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Northern Sydney 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	2871	178	1110	186	304	514	23	73	22	0	122	63	15	176
Employee Engagement Index	68	70	67	68	69	68	68	68	52	(r)	64	76	59	67

Your Workplace

44. Overall I am proud to be a part of this workplace	73	73	72	72	74	74	65	81	57	(r)	69	83	60	72
45. I would recommend my workplace as a good place to work	63	71	62	61	62	63	65	64	48	(r)	63	74	60	64
46. I feel motivated to contribute more than what is normally required at work	67	69	65	68	72	67	70	64	43	(r)	62	71	53	67
47. I have a strong sense of belonging to my workplace	66	70	67	63	68	65	65	56	57	(r)	62	78	53	62
48. Overall I am satisfied to be working here at the present time	68	71	66	69	70	67	74	71	52	(r)	64	76	53	70
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	60	60	56	59	65	65	65	62	(r)	59	68	60	57
50. There is a positive culture in my workplace	54	66	51	49	56	54	48	63	48	(r)	57	58	47	55
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	40	35	29	38	28	26	42	43	(r)	48	45	33	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

Northern Sydney LHD

	Respondents	Yes	No
Employee Engagement Index	2871	641	2146
	68	74	66

Your Job

1. My job makes good use of my skills and abilities	79	86	77
2. I feel I am able to suggest ideas to improve our ways of doing things	69	78	66
3. Working here makes me want to do the best job I can	71	74	70
4. The right amount of approvals are required for routine decisions	48	40	50
5. I have sufficient control over my work so I can do my job well	62	59	63
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	74	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Northern Sydney LHD

Yes

No

Respondents

2871

641

2146

Employee Engagement Index

68

74

66

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	69	76	68
8.	In my team we generally acknowledge one another's efforts and achievements	71	80	68
9.	People in my team are honest and open	67	76	64
10.	My team resolves conflict quickly when it arises	55	66	51
11.	Morale is good in my team	55	63	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

Northern Sydney LHD

	Respondents	Yes	No
Employee Engagement Index	2871	641	2146
	68	74	66

Being Valued

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

Northern Sydney LHD

Yes

No

Respondents	2871	641	2146
Employee Engagement Index	68	74	66

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	70	64
15b. treats all staff in my team fairly	64	69	62
15c. ensures that when issues are raised in the team, they are addressed	63	68	61
15d. treats me with respect	76	79	75
16. I receive regular and constructive feedback on my performance	51	57	49
17. Overall, I have confidence in the decisions made by my line manager	64	68	62

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Northern Sydney LHD		
		Yes	No
Manage staff			
Respondents	2871	641	2146
Employee Engagement Index	68	74	66

Senior Managers

18a. are aware of the issues I face in my job	44	53	41
18b. have a clear direction for the future	42	48	40
18c. lead by example in creating a positive workplace	42	46	41
19. There is a positive relationship between senior management and staff in my workplace	41	44	39
20. Overall, I have confidence in the decisions made by my senior managers	44	49	42
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	44	34
22. My organisation is making the necessary decisions to meet our future challenges	40	45	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

Northern Sydney LHD

	Respondents	Yes	No
Employee Engagement Index	2871	641	2146
	68	74	66

Communication

23. I am kept well informed about what is happening in my workplace	49	55	47
24. I have a say in decisions which affect my work	44	55	40
25. I think it is safe to speak up and challenge the way things are done	49	56	46
26. Where I work, we share the lessons learnt when mistakes are made	59	66	57
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	62	51
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	66	56

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Northern Sydney LHD

Yes

No

Respondents	2871	641	2146
Employee Engagement Index	68	74	66

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	75	69
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	76	77	76
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	71	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

	Northern Sydney LHD	
	Yes	No
Manage staff		
Respondents	2871	2146
Employee Engagement Index	68	66

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	50	41
32. I am able to achieve a healthy work/life balance most of the time	65	62	66
33. There are mechanisms in place to support me if I experience stress or pressure	55	62	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	68	70	67
36. My workplace enables strong professional leadership	52	60	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

Manage staff

Northern Sydney LHD

Yes

No

Respondents	2871	641	2146
Employee Engagement Index	68	74	66

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	92	78
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	52	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

	Northern Sydney LHD		
		Yes	No
Manage staff			
Respondents	2871	641	2146
Employee Engagement Index	68	74	66

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	59	60
40.	In my workplace patient safety is at the centre of all decision making	69	72	68
41.	My team's objectives/ work plans are clearly outlined	63	72	61
42.	Our objectives/work plans help us to deliver a quality service	65	73	63
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	56	50

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Northern Sydney LHD

	Respondents	Yes	No
Employee Engagement Index	2871	641	2146
	68	74	66

Your Workplace

44. Overall I am proud to be a part of this workplace	73	78	71
45. I would recommend my workplace as a good place to work	63	69	61
46. I feel motivated to contribute more than what is normally required at work	67	73	64
47. I have a strong sense of belonging to my workplace	66	76	62
48. Overall I am satisfied to be working here at the present time	68	74	66
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	67	58
50. There is a positive culture in my workplace	54	58	52
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	42	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

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Your Job

1. My job makes good use of my skills and abilities	79	86	83	91	100
2. I feel I am able to suggest ideas to improve our ways of doing things	69	75	81	89	100
3. Working here makes me want to do the best job I can	71	71	75	83	100
4. The right amount of approvals are required for routine decisions	48	41	36	39	80
5. I have sufficient control over my work so I can do my job well	62	55	61	67	90
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	80	86	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	71	83	82	100
8. In my team we generally acknowledge one another's efforts and achievements	71	76	86	86	100
9. People in my team are honest and open	67	70	85	86	90
10. My team resolves conflict quickly when it arises	55	60	73	74	80
11. Morale is good in my team	55	57	70	68	90

Demographics

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

Key



At least 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

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	66	74	84	80
13. In my workplace, we recognise our successes and innovations	58	62	67	77	90
14. Staff are treated respectfully regardless of their job	63	66	73	81	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	68	73	78	80
15b. treats all staff in my team fairly	64	66	71	80	90
15c. ensures that when issues are raised in the team, they are addressed	63	65	69	76	90
15d. treats me with respect	76	76	80	89	90
16. I receive regular and constructive feedback on my performance	51	54	59	64	80
17. Overall, I have confidence in the decisions made by my line manager	64	66	67	79	90

Demographics

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

Key



At least 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

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Senior Managers

18a. are aware of the issues I face in my job	44	47	59	64	90
18b. have a clear direction for the future	42	42	52	64	90
18c. lead by example in creating a positive workplace	42	38	55	61	80
19. There is a positive relationship between senior management and staff in my workplace	41	35	49	66	80
20. Overall, I have confidence in the decisions made by my senior managers	44	41	57	71	80
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	36	52	64	70
22. My organisation is making the necessary decisions to meet our future challenges	40	40	48	64	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Communication

23. I am kept well informed about what is happening in my workplace	49	48	60	72	90
24. I have a say in decisions which affect my work	44	46	60	79	80
25. I think it is safe to speak up and challenge the way things are done	49	47	62	80	70
26. Where I work, we share the lessons learnt when mistakes are made	59	61	70	80	80
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	54	68	80	100
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	59	71	79	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	75	72	84	80
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	76	74	81	79	90
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	67	72	80	80

Demographics

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

Key



At least 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

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	49	47	63	80
32. I am able to achieve a healthy work/life balance most of the time	65	62	64	57	70
33. There are mechanisms in place to support me if I experience stress or pressure	55	59	64	69	80
34. Reasonable expectations are placed on staff according to their position	56	54	61	68	90
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	69	73	75	100
36. My workplace enables strong professional leadership	52	56	63	76	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	91	93	92	100
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	49	54	59	80

Demographics

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

Key



At least 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

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	59	53	69	100
40. In my workplace patient safety is at the centre of all decision making	69	72	68	80	80
41. My team's objectives/ work plans are clearly outlined	63	67	78	76	90
42. Our objectives/work plans help us to deliver a quality service	65	69	76	80	100
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	53	58	59	90

Demographics

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

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Management Responsibility

	Northern Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	2871	355	176	76	10
Employee Engagement Index	68	70	76	84	95

Your Workplace

44. Overall I am proud to be a part of this workplace	73	76	79	84	90
45. I would recommend my workplace as a good place to work	63	65	72	80	90
46. I feel motivated to contribute more than what is normally required at work	67	69	75	85	100
47. I have a strong sense of belonging to my workplace	66	73	79	88	90
48. Overall I am satisfied to be working here at the present time	68	69	78	84	100
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	65	68	76	90
50. There is a positive culture in my workplace	54	53	65	69	78
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	38	45	58	80

Demographics

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

Key



At least 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

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Your Job

1. My job makes good use of my skills and abilities	79	79	79	84	(r)	76	73
2. I feel I am able to suggest ideas to improve our ways of doing things	69	70	69	71	(r)	59	67
3. Working here makes me want to do the best job I can	71	70	72	79	(r)	69	60
4. The right amount of approvals are required for routine decisions	48	47	46	55	(r)	54	33
5. I have sufficient control over my work so I can do my job well	62	61	62	66	(r)	71	67
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	63	59	64	(r)	65	67

Demographics

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

Key



At least 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

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	68	71	74	(r)	65	73
8. In my team we generally acknowledge one another's efforts and achievements	71	69	72	75	(r)	65	87
9. People in my team are honest and open	67	66	65	76	(r)	63	80
10. My team resolves conflict quickly when it arises	55	55	53	58	(r)	49	47
11. Morale is good in my team	55	54	52	64	(r)	58	73

Demographics

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

Key



At least 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

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	64	63	71	(r)	57	67
13. In my workplace, we recognise our successes and innovations	58	58	57	66	(r)	53	60
14. Staff are treated respectfully regardless of their job	63	62	61	74	(r)	63	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	66	63	75	(r)	60	60
15b. treats all staff in my team fairly	64	62	63	76	(r)	58	67
15c. ensures that when issues are raised in the team, they are addressed	63	62	61	74	(r)	64	67
15d. treats me with respect	76	76	75	86	(r)	71	80
16. I receive regular and constructive feedback on my performance	51	52	47	58	(r)	45	60
17. Overall, I have confidence in the decisions made by my line manager	64	63	61	78	(r)	66	73

Demographics

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

Key



At least 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

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Senior Managers

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

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Communication

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

Demographics

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

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	70	73	71	(r)	67	60
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	76	78	75	73	(r)	65	60
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	64	60	69	(r)	51	40

Demographics

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

Key



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(r) Where group has less than 10 respondents

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	43	40	51	(r)	51	47
32. I am able to achieve a healthy work/life balance most of the time	65	62	71	65	(r)	70	80
33. There are mechanisms in place to support me if I experience stress or pressure	55	55	55	56	(r)	53	47
34. Reasonable expectations are placed on staff according to their position	56	54	56	65	(r)	54	67
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	66	72	73	(r)	67	73
36. My workplace enables strong professional leadership	52	52	48	64	(r)	46	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	83	85	67	(r)	75	60
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	44	43	47	(r)	49	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

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	60	57	69	(r)	64	47
40. In my workplace patient safety is at the centre of all decision making	69	68	69	77	(r)	68	53
41. My team's objectives/ work plans are clearly outlined	63	61	64	73	(r)	65	60
42. Our objectives/work plans help us to deliver a quality service	65	64	65	75	(r)	65	53
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	52	48	61	(r)	59	47

Demographics

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Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Northern Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	2871	1773	703	252	5	83	15
Employee Engagement Index	68	67	67	74	(r)	68	62

Your Workplace

44. Overall I am proud to be a part of this workplace	73	72	73	78	(r)	78	60
45. I would recommend my workplace as a good place to work	63	62	62	73	(r)	68	60
46. I feel motivated to contribute more than what is normally required at work	67	66	66	76	(r)	62	60
47. I have a strong sense of belonging to my workplace	66	66	66	65	(r)	56	71
48. Overall I am satisfied to be working here at the present time	68	67	67	75	(r)	74	60
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	59	63	67	(r)	58	60
50. There is a positive culture in my workplace	54	53	53	65	(r)	54	40
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	37	32	35	(r)	41	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Your Job

1. My job makes good use of my skills and abilities	79	81	80	77	80	80
2. I feel I am able to suggest ideas to improve our ways of doing things	69	71	69	68	67	70
3. Working here makes me want to do the best job I can	71	82	74	70	70	69
4. The right amount of approvals are required for routine decisions	48	61	54	55	44	43
5. I have sufficient control over my work so I can do my job well	62	73	61	63	60	61
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	68	65	61	60	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

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	76	68	68	68	69
8. In my team we generally acknowledge one another's efforts and achievements	71	73	68	68	72	71
9. People in my team are honest and open	67	76	67	67	66	65
10. My team resolves conflict quickly when it arises	55	60	53	58	54	53
11. Morale is good in my team	55	69	56	57	56	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

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	75	69	64	64	61
13. In my workplace, we recognise our successes and innovations	58	71	59	61	56	56
14. Staff are treated respectfully regardless of their job	63	81	68	63	61	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	79	67	66	63	64
15b. treats all staff in my team fairly	64	78	67	66	61	60
15c. ensures that when issues are raised in the team, they are addressed	63	77	67	66	62	58
15d. treats me with respect	76	89	81	75	76	73
16. I receive regular and constructive feedback on my performance	51	61	56	54	49	49
17. Overall, I have confidence in the decisions made by my line manager	64	84	68	66	62	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Senior Managers

18a. are aware of the issues I face in my job	44	61	47	43	41	42
18b. have a clear direction for the future	42	61	40	44	39	39
18c. lead by example in creating a positive workplace	42	65	40	43	42	37
19. There is a positive relationship between senior management and staff in my workplace	41	63	42	42	39	35
20. Overall, I have confidence in the decisions made by my senior managers	44	68	45	46	42	38
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	58	40	38	35	32
22. My organisation is making the necessary decisions to meet our future challenges	40	61	42	40	38	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Communication

23. I am kept well informed about what is happening in my workplace	49	67	51	51	44	46
24. I have a say in decisions which affect my work	44	54	44	42	42	43
25. I think it is safe to speak up and challenge the way things are done	49	59	51	47	47	47
26. Where I work, we share the lessons learnt when mistakes are made	59	68	63	60	60	56
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	62	54	51	53	53
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	70	58	58	57	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

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	71	72	70	72	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	76	74	78	76	80	75
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	70	69	64	64	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	52	47	49	44	39
32. I am able to achieve a healthy work/life balance most of the time	65	75	70	67	64	62
33. There are mechanisms in place to support me if I experience stress or pressure	55	62	55	54	56	54
34. Reasonable expectations are placed on staff according to their position	56	70	53	58	55	52
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	79	65	69	67	66
36. My workplace enables strong professional leadership	52	67	55	55	51	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

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	64	78	72	84	88
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	53	46	45	43	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	72	66	63	57	56
40. In my workplace patient safety is at the centre of all decision making	69	80	70	69	70	67
41. My team's objectives/ work plans are clearly outlined	63	74	63	63	63	61
42. Our objectives/work plans help us to deliver a quality service	65	76	71	66	64	62
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	65	56	55	49	48

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Northern Sydney 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	2871	264	223	484	652	1190
Employee Engagement Index	68	79	71	68	66	66

Your Workplace

44. Overall I am proud to be a part of this workplace	73	87	74	74	71	70
45. I would recommend my workplace as a good place to work	63	81	69	64	62	58
46. I feel motivated to contribute more than what is normally required at work	67	79	71	67	63	65
47. I have a strong sense of belonging to my workplace	66	66	66	65	64	67
48. Overall I am satisfied to be working here at the present time	68	79	74	68	66	65
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	69	61	60	61	59
50. There is a positive culture in my workplace	54	69	60	57	54	48
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	33	40	41	35	33

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Northern Sydney LHD

Male

Female

Prefer not to say

Respondents

2871 581 1994 135

Employee Engagement Index

68 66 71 39

Your Job

1. My job makes good use of my skills and abilities	79	76	82	53
2. I feel I am able to suggest ideas to improve our ways of doing things	69	69	71	40
3. Working here makes me want to do the best job I can	71	67	75	41
4. The right amount of approvals are required for routine decisions	48	46	49	24
5. I have sufficient control over my work so I can do my job well	62	61	65	35
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	64	64	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

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	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	69	70	71	53
8. In my team we generally acknowledge one another's efforts and achievements	71	70	72	53
9. People in my team are honest and open	67	67	68	49
10. My team resolves conflict quickly when it arises	55	57	55	41
11. Morale is good in my team	55	53	57	33

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	66	66	30
13. In my workplace, we recognise our successes and innovations	58	58	61	27
14. Staff are treated respectfully regardless of their job	63	62	66	33

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	68	67	40
15b. treats all staff in my team fairly	64	66	65	37
15c. ensures that when issues are raised in the team, they are addressed	63	65	64	33
15d. treats me with respect	76	77	78	48
16. I receive regular and constructive feedback on my performance	51	54	52	31
17. Overall, I have confidence in the decisions made by my line manager	64	65	66	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Northern Sydney LHD

Male

Female

Prefer not to say

Respondents

2871 581 1994 135

Employee Engagement Index

68 66 71 39

Senior Managers

18a. are aware of the issues I face in my job	44	49	44	21
18b. have a clear direction for the future	42	44	43	17
18c. lead by example in creating a positive workplace	42	44	43	18
19. There is a positive relationship between senior management and staff in my workplace	41	45	40	17
20. Overall, I have confidence in the decisions made by my senior managers	44	46	45	15
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	42	36	15
22. My organisation is making the necessary decisions to meet our future challenges	40	43	40	16

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Communication

23. I am kept well informed about what is happening in my workplace	49	50	50	19
24. I have a say in decisions which affect my work	44	48	45	16
25. I think it is safe to speak up and challenge the way things are done	49	53	49	20
26. Where I work, we share the lessons learnt when mistakes are made	59	58	62	31
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	53	56	32
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	60	60	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	68	73	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	76	78	63
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	62	64	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	48	43	22
32. I am able to achieve a healthy work/life balance most of the time	65	64	67	47
33. There are mechanisms in place to support me if I experience stress or pressure	55	54	57	30
34. Reasonable expectations are placed on staff according to their position	56	54	58	30
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	61	72	42
36. My workplace enables strong professional leadership	52	51	54	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Northern Sydney LHD

Male

Female

Prefer not to say

Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	79	82	78
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	44	45	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Northern Sydney LHD

Male

Female

Prefer not to say

Respondents

2871 581 1994 135

Employee Engagement Index

68 66 71 39

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	58	62	33
40.	In my workplace patient safety is at the centre of all decision making	69	66	72	42
41.	My team's objectives/ work plans are clearly outlined	63	60	66	41
42.	Our objectives/work plans help us to deliver a quality service	65	63	68	40
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	52	53	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Northern Sydney LHD	Male	Female	Prefer not to say
Respondents	2871	581	1994	135
Employee Engagement Index	68	66	71	39

Your Workplace

44. Overall I am proud to be a part of this workplace	73	70	76	44
45. I would recommend my workplace as a good place to work	63	61	66	32
46. I feel motivated to contribute more than what is normally required at work	67	65	69	38
47. I have a strong sense of belonging to my workplace	66	66	68	40
48. Overall I am satisfied to be working here at the present time	68	66	70	40
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	58	63	36
50. There is a positive culture in my workplace	54	53	56	32
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	37	36	19

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Your Job

1. My job makes good use of my skills and abilities	79	84	82	78	81	80	81	79	77	81	60
2. I feel I am able to suggest ideas to improve our ways of doing things	69	67	68	72	72	70	70	69	69	74	48
3. Working here makes me want to do the best job I can	71	78	74	66	70	72	73	72	74	74	46
4. The right amount of approvals are required for routine decisions	48	61	58	48	46	45	50	45	45	49	25
5. I have sufficient control over my work so I can do my job well	62	67	62	61	64	61	63	60	65	66	47
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	64	60	65	62	65	65	60	64	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

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	75	70	67	65	72	71	67	74	74	52
8. In my team we generally acknowledge one another's efforts and achievements	71	72	68	72	65	72	74	71	73	75	53
9. People in my team are honest and open	67	78	68	68	63	68	69	66	66	66	48
10. My team resolves conflict quickly when it arises	55	62	54	55	51	57	56	54	55	58	40
11. Morale is good in my team	55	68	58	55	54	57	58	53	53	54	32

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	74	63	65	66	67	70	64	61	66	39
13. In my workplace, we recognise our successes and innovations	58	73	60	64	60	57	60	58	57	59	33
14. Staff are treated respectfully regardless of their job	63	77	65	69	64	65	63	63	62	61	36

Demographics

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

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	73	67	70	69	68	67	64	65	66	41
15b. treats all staff in my team fairly	64	74	65	68	67	65	66	63	63	62	35
15c. ensures that when issues are raised in the team, they are addressed	63	76	65	67	67	68	63	62	63	59	35
15d. treats me with respect	76	83	78	82	80	78	76	74	75	77	52
16. I receive regular and constructive feedback on my performance	51	55	54	56	57	55	53	51	48	49	27
17. Overall, I have confidence in the decisions made by my line manager	64	78	67	71	67	68	64	62	62	58	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group										
	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Senior Managers

18a. are aware of the issues I face in my job	44	54	45	38	46	45	51	43	44	46	23
18b. have a clear direction for the future	42	54	47	38	42	48	44	41	41	38	26
18c. lead by example in creating a positive workplace	42	58	47	39	48	45	43	40	39	39	23
19. There is a positive relationship between senior management and staff in my workplace	41	57	45	38	45	42	42	41	36	36	18
20. Overall, I have confidence in the decisions made by my senior managers	44	64	50	39	44	47	48	43	41	37	23
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	50	44	33	36	41	38	36	35	31	18
22. My organisation is making the necessary decisions to meet our future challenges	40	57	45	38	41	45	38	38	38	34	22

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Communication

23. I am kept well informed about what is happening in my workplace	49	65	54	49	48	54	52	47	45	45	24
24. I have a say in decisions which affect my work	44	48	45	43	48	44	47	44	43	45	19
25. I think it is safe to speak up and challenge the way things are done	49	55	49	50	56	52	53	46	47	46	23
26. Where I work, we share the lessons learnt when mistakes are made	59	72	62	59	62	61	61	60	58	57	35
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	53	56	53	53	57	51	56	52	58	39
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	61	62	57	57	63	58	58	58	61	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	79	75	74	68	70	72	71	66	74	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	76	74	73	78	75	78	76	79	77	82	66
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	74	71	66	64	66	65	60	59	58	39

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group										
	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	60	48	44	42	49	41	43	43	41	20
32. I am able to achieve a healthy work/life balance most of the time	65	67	67	66	63	67	66	65	61	70	56
33. There are mechanisms in place to support me if I experience stress or pressure	55	64	53	53	55	60	58	57	55	58	34
34. Reasonable expectations are placed on staff according to their position	56	64	58	57	57	57	56	54	54	58	33
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	76	71	71	67	69	66	67	69	70	54
36. My workplace enables strong professional leadership	52	74	59	56	55	53	52	48	50	47	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

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	69	74	75	78	86	84	83	83	91	85
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	47	46	47	46	47	40	46	45	48	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Age Group										
		Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143	
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45	

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	75	65	62	61	58	58	59	61	58	41
40.	In my workplace patient safety is at the centre of all decision making	69	81	69	70	68	69	69	71	70	68	53
41.	My team's objectives/ work plans are clearly outlined	63	76	64	65	61	63	66	62	63	65	46
42.	Our objectives/work plans help us to deliver a quality service	65	79	71	65	60	67	66	65	65	66	46
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	70	58	51	55	54	52	46	48	50	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Northern Sydney 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	2871	131	326	278	290	318	340	396	338	274	143
Employee Engagement Index	68	77	71	66	68	68	69	67	69	72	45

Your Workplace

44. Overall I am proud to be a part of this workplace	73	83	76	74	73	72	73	71	74	75	53
45. I would recommend my workplace as a good place to work	63	77	69	65	67	64	64	61	61	62	36
46. I feel motivated to contribute more than what is normally required at work	67	77	70	64	67	67	67	65	67	71	44
47. I have a strong sense of belonging to my workplace	66	68	66	63	65	65	69	65	68	74	44
48. Overall I am satisfied to be working here at the present time	68	78	70	67	64	68	70	66	70	73	46
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	76	64	56	62	62	57	59	64	64	38
50. There is a positive culture in my workplace	54	74	61	56	52	53	54	52	53	53	30
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	48	36	32	39	37	37	36	37	31	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

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Your Job

1. My job makes good use of my skills and abilities	79	60	(r)	81	52
2. I feel I am able to suggest ideas to improve our ways of doing things	69	64	(r)	70	46
3. Working here makes me want to do the best job I can	71	58	(r)	72	51
4. The right amount of approvals are required for routine decisions	48	50	(r)	49	27
5. I have sufficient control over my work so I can do my job well	62	50	(r)	63	43
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	50	(r)	63	43

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	76	(r)	70	53
8. In my team we generally acknowledge one another's efforts and achievements	71	80	(r)	71	57
9. People in my team are honest and open	67	63	(r)	67	57
10. My team resolves conflict quickly when it arises	55	52	(r)	55	44
11. Morale is good in my team	55	56	(r)	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

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	62	(r)	65	39
13. In my workplace, we recognise our successes and innovations	58	62	(r)	59	35
14. Staff are treated respectfully regardless of their job	63	58	(r)	64	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

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	58	(r)	67	41
15b. treats all staff in my team fairly	64	54	(r)	65	43
15c. ensures that when issues are raised in the team, they are addressed	63	54	(r)	64	43
15d. treats me with respect	76	65	(r)	77	54
16. I receive regular and constructive feedback on my performance	51	48	(r)	52	37
17. Overall, I have confidence in the decisions made by my line manager	64	62	(r)	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

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Senior Managers

18a. are aware of the issues I face in my job	44	60	(r)	45	28
18b. have a clear direction for the future	42	50	(r)	43	23
18c. lead by example in creating a positive workplace	42	48	(r)	43	28
19. There is a positive relationship between senior management and staff in my workplace	41	42	(r)	41	30
20. Overall, I have confidence in the decisions made by my senior managers	44	42	(r)	44	25
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	39	(r)	37	26
22. My organisation is making the necessary decisions to meet our future challenges	40	46	(r)	40	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Communication

23. I am kept well informed about what is happening in my workplace	49	54	(r)	50	29
24. I have a say in decisions which affect my work	44	38	(r)	44	29
25. I think it is safe to speak up and challenge the way things are done	49	48	(r)	49	31
26. Where I work, we share the lessons learnt when mistakes are made	59	52	(r)	60	42
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	52	(r)	55	33
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	46	(r)	60	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

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	61	(r)	72	53
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	74	(r)	77	59
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	64	(r)	63	43

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	43	(r)	44	29
32. I am able to achieve a healthy work/life balance most of the time	65	48	(r)	66	56
33. There are mechanisms in place to support me if I experience stress or pressure	55	52	(r)	56	37
34. Reasonable expectations are placed on staff according to their position	56	52	(r)	56	38
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	64	(r)	69	41
36. My workplace enables strong professional leadership	52	43	(r)	53	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

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	61	(r)	81	81
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	39	(r)	45	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	60	33	(r)	61	37
40. In my workplace patient safety is at the centre of all decision making	69	58	(r)	70	53
41. My team's objectives/ work plans are clearly outlined	63	50	(r)	64	43
42. Our objectives/work plans help us to deliver a quality service	65	38	(r)	66	43
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	38	(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

	Northern Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	2871	26	2	2673	122
Employee Engagement Index	68	55	(r)	69	48

Your Workplace

44. Overall I am proud to be a part of this workplace	73	63	(r)	74	55
45. I would recommend my workplace as a good place to work	63	52	(r)	64	42
46. I feel motivated to contribute more than what is normally required at work	67	50	(r)	67	45
47. I have a strong sense of belonging to my workplace	66	48	(r)	67	45
48. Overall I am satisfied to be working here at the present time	68	58	(r)	69	49
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	46	(r)	61	45
50. There is a positive culture in my workplace	54	54	(r)	55	38
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	46	(r)	36	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Your Job

1. My job makes good use of my skills and abilities	79	70	80	43
2. I feel I am able to suggest ideas to improve our ways of doing things	69	68	70	39
3. Working here makes me want to do the best job I can	71	72	72	46
4. The right amount of approvals are required for routine decisions	48	53	48	22
5. I have sufficient control over my work so I can do my job well	62	64	63	33
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	60	63	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

Northern Sydney LHD

	Respondents	Yes	No	Prefer not to say
	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	58	70	42
8. In my team we generally acknowledge one another's efforts and achievements	71	68	71	46
9. People in my team are honest and open	67	60	67	41
10. My team resolves conflict quickly when it arises	55	45	55	32
11. Morale is good in my team	55	48	56	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	60	65	31
13. In my workplace, we recognise our successes and innovations	58	57	59	25
14. Staff are treated respectfully regardless of their job	63	56	64	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

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	66	67	36
15b. treats all staff in my team fairly	64	64	64	38
15c. ensures that when issues are raised in the team, they are addressed	63	57	64	32
15d. treats me with respect	76	78	77	45
16. I receive regular and constructive feedback on my performance	51	48	52	24
17. Overall, I have confidence in the decisions made by my line manager	64	67	64	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

	Northern Sydney LHD	Yes	No	Prefer not to say
Disability				
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Senior Managers

18a. are aware of the issues I face in my job	44	44	44	20
18b. have a clear direction for the future	42	45	43	20
18c. lead by example in creating a positive workplace	42	44	43	22
19. There is a positive relationship between senior management and staff in my workplace	41	42	41	25
20. Overall, I have confidence in the decisions made by my senior managers	44	48	44	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	43	37	23
22. My organisation is making the necessary decisions to meet our future challenges	40	39	40	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Communication

23. I am kept well informed about what is happening in my workplace	49	42	50	25
24. I have a say in decisions which affect my work	44	43	44	25
25. I think it is safe to speak up and challenge the way things are done	49	45	49	20
26. Where I work, we share the lessons learnt when mistakes are made	59	53	60	26
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	55	54	28
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	51	59	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



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(r) Where group has less than 10 respondents

Disability

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	74	71	45
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	76	69	77	60
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	58	63	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	42	44	14
32. I am able to achieve a healthy work/life balance most of the time	65	60	66	45
33. There are mechanisms in place to support me if I experience stress or pressure	55	54	56	20
34. Reasonable expectations are placed on staff according to their position	56	48	57	25
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	67	69	27
36. My workplace enables strong professional leadership	52	53	53	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

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	68	82	80
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	42	45	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Northern Sydney LHD	Yes	No	Prefer not to say
Disability					
	Respondents	2871	68	2694	68
	Employee Engagement Index	68	66	69	35

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	62	60	33
40.	In my workplace patient safety is at the centre of all decision making	69	65	70	39
41.	My team's objectives/ work plans are clearly outlined	63	60	64	36
42.	Our objectives/work plans help us to deliver a quality service	65	54	66	34
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	49	52	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Northern Sydney LHD	Yes	No	Prefer not to say
Disability				
Respondents	2871	68	2694	68
Employee Engagement Index	68	66	69	35

Your Workplace

44. Overall I am proud to be a part of this workplace	73	72	74	41
45. I would recommend my workplace as a good place to work	63	66	64	28
46. I feel motivated to contribute more than what is normally required at work	67	60	68	31
47. I have a strong sense of belonging to my workplace	66	62	67	25
48. Overall I am satisfied to be working here at the present time	68	66	69	39
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	60	61	30
50. There is a positive culture in my workplace	54	54	55	23
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	49	36	14

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Your Job

1. My job makes good use of my skills and abilities	79	80	81	42
2. I feel I am able to suggest ideas to improve our ways of doing things	69	70	68	37
3. Working here makes me want to do the best job I can	71	72	74	33
4. The right amount of approvals are required for routine decisions	48	45	61	25
5. I have sufficient control over my work so I can do my job well	62	62	67	33
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	63	62	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	70	70	37
8. In my team we generally acknowledge one another's efforts and achievements	71	71	71	42
9. People in my team are honest and open	67	68	62	42
10. My team resolves conflict quickly when it arises	55	55	57	36
11. Morale is good in my team	55	54	60	28

Demographics

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

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(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Being Valued

12. I believe I am valued for what I can offer at my workplace	64	65	68	28
13. In my workplace, we recognise our successes and innovations	58	59	61	26
14. Staff are treated respectfully regardless of their job	63	64	65	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	67	66	31
15b. treats all staff in my team fairly	64	65	63	29
15c. ensures that when issues are raised in the team, they are addressed	63	63	67	27
15d. treats me with respect	76	77	76	41
16. I receive regular and constructive feedback on my performance	51	51	55	24
17. Overall, I have confidence in the decisions made by my line manager	64	65	64	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



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(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Senior Managers

18a. are aware of the issues I face in my job	44	44	48	12
18b. have a clear direction for the future	42	42	47	18
18c. lead by example in creating a positive workplace	42	41	51	16
19. There is a positive relationship between senior management and staff in my workplace	41	39	49	16
20. Overall, I have confidence in the decisions made by my senior managers	44	43	50	17
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	36	43	17
22. My organisation is making the necessary decisions to meet our future challenges	40	39	44	16

Demographics

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English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

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23. I am kept well informed about what is happening in my workplace	49	49	53	21
24. I have a say in decisions which affect my work	44	43	51	21
25. I think it is safe to speak up and challenge the way things are done	49	49	51	17
26. Where I work, we share the lessons learnt when mistakes are made	59	60	63	24
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	54	58	24
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	58	63	27

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	71	72	72	44
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	75	82	67
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	64	64	33

Demographics

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Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	42	50	20
32. I am able to achieve a healthy work/life balance most of the time	65	66	65	46
33. There are mechanisms in place to support me if I experience stress or pressure	55	57	52	20
34. Reasonable expectations are placed on staff according to their position	56	56	59	20
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	69	67	34
36. My workplace enables strong professional leadership	52	53	54	23

Demographics

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At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	81	83	75	73
38b. have confidence that if you report these behaviours they will be responded to appropriately?	44	46	42	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



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(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	60	59	67	31
40.	In my workplace patient safety is at the centre of all decision making	69	69	75	36
41.	My team's objectives/ work plans are clearly outlined	63	64	65	32
42.	Our objectives/work plans help us to deliver a quality service	65	66	67	35
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	52	54	24

Demographics

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

Key



At least 1 percentage points greater than overall score



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(r) Where group has less than 10 respondents

English Speaking Background

	Northern Sydney LHD	Yes	No	Prefer not to say
Respondents	2871	2193	564	76
Employee Engagement Index	68	69	69	30

Your Workplace

44. Overall I am proud to be a part of this workplace	73	74	73	35
45. I would recommend my workplace as a good place to work	63	64	64	26
46. I feel motivated to contribute more than what is normally required at work	67	68	66	24
47. I have a strong sense of belonging to my workplace	66	67	66	28
48. Overall I am satisfied to be working here at the present time	68	69	70	36
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	62	59	28
50. There is a positive culture in my workplace	54	54	57	22
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	43	22

Guide to this Report

Methodology

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

Questionnaire design

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

Data Collection

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

Comparative data

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

Results

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

Anonymity

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

Confidence Intervals

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

Rounding

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

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

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

Total estimated Full time responses as a proportion of all respondents to the survey:	
$\frac{1850 + 1175}{29474}$	$\times 31493 = 21290$ Estimated Full Time responses
Total estimated Part time responses as a proportion of all respondents to the survey:	
$\frac{7753 + 486}{29474}$	$\times 31493 = 8803$ Estimated Part Time responses
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.	
$\frac{21289 + (8803 \times 0.33)}{94882.6}$	$= 25\%$ Estimated Response Rate

Action Planning

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

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

Top 3 areas to focus on

Celebrate!

What three things are working well?

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

What needs to be improved?

How will this be achieved?

Who is going to make this happen?

When will this be achieved?

