

73%

2013: 64%

ENGAGEMENT INDEX

59%

2013: 52%

WORKPLACE CULTURE INDEX

4,687

2013: 3081

ACTUAL RESPONSES

46%

2013: 29%
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	78	+9
45.	I would recommend my workplace as a good place to work	70	+10

Stay

47.	I have a strong sense of belonging to my workplace	70	+8
48.	Overall I am satisfied to be working here at the present time	73	+8

Strive

3.	Working here makes me want to do the best job I can	75	+7
46.	I feel motivated to contribute more than what is normally required at work	72	+10

Key Questions to focus on

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

	<i>% Positive</i>	<i>Variance from 2013</i>
50.	There is a positive culture in my workplace	62 -
19.	There is a positive relationship between senior management and staff in my workplace	51 +9
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	47 -
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	51 +9
36.	My workplace enables strong professional leadership	59 -
22.	My organisation is making the necessary decisions to meet our future challenges	50 -

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	72
Your Job	69
Service Delivery	68

Questions	% Positive
1. My job makes good use of my skills and abilities	81
44. Overall I am proud to be a part of this workplace	78
15d. My line manager treats me with respect	77
28. I have received the appropriate training and development to do my job effectively	76
3. Working here makes me want to do the best job I can	75

Lowlights

Sections	% Positive
Senior Managers	51
Communication	59
Work Environment	61

Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47
22. My organisation is making the necessary decisions to meet our future challenges	50
18b. The senior managers at my workplace have a clear direction for the future	50
19. There is a positive relationship between senior management and staff in my workplace	51

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 Workplace	67	+9
Service Delivery	68	+8
Being Valued	66	+8

Questions	% Positive	Variance from 2013
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	+10
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	+10
45. I would recommend my workplace as a good place to work	70	+10
46. I feel motivated to contribute more than what is normally required at work	72	+10
44. Overall I am proud to be a part of this workplace	78	+9

Least improved

Sections	% Positive	Variance from 2013
Your Team	65	+3
Training and Development Opportunities	72	+3
Your Line Manager	67	+4

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	74	-1
8. In my team we generally acknowledge one another's efforts and achievements	70	+1
9. People in my team are honest and open	66	+2
7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	+3
10. My team resolves conflict quickly when it arises	58	+3

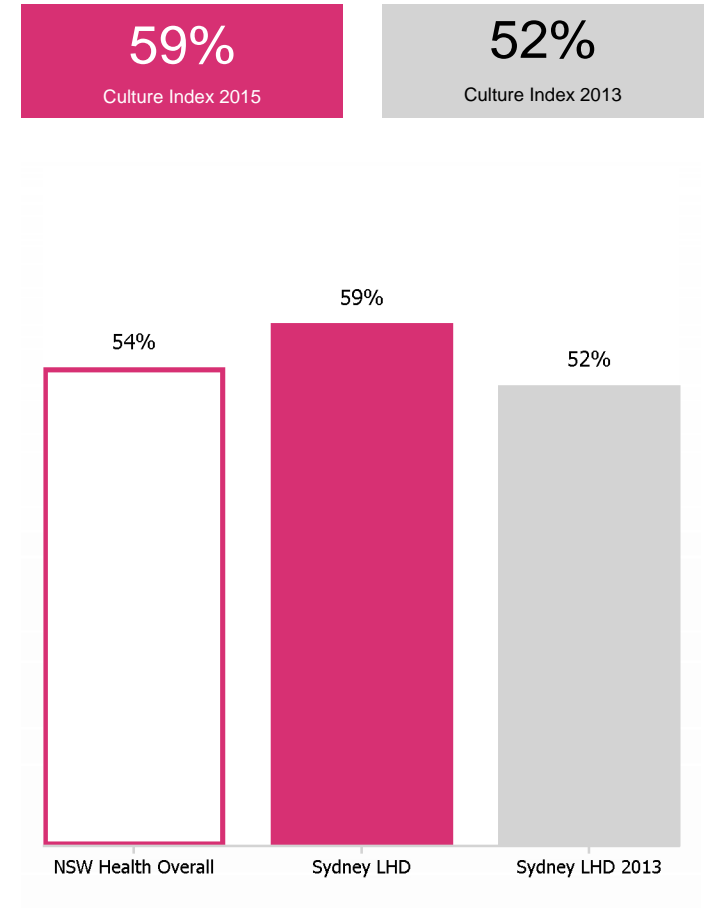
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		60	20	21	+8
12. I believe I am valued for what I can offer at my workplace		69	15	16	+8
13. In my workplace, we recognise our successes and innovations		61	22	17	+7
14. Staff are treated respectfully regardless of their job		67	15	18	+7
17. Overall, I have confidence in the decisions made by my line manager		68	16	16	+4
18b. The senior managers at my workplace have a clear direction for the future		50	31	19	+8
18c. The senior managers at my workplace lead by example in creating a positive workplace		52	27	21	+8
20. Overall, I have confidence in the decisions made by my senior managers		53	26	20	+9
24. I have a say in decisions which affect my work		52	24	24	+7
25. I think it is safe to speak up and challenge the way things are done		56	21	23	+6
26. Where I work, we share the lessons learnt when mistakes are made		64	20	16	+7
31. I have confidence in the processes that my workplace uses to resolve staff conflict		51	25	24	+9
41. My team's objectives/ work plans are clearly outlined		69	19	12	+7
42. Our objectives/work plans help us to deliver a quality service		70	20	10	+7
51. Overall, I believe the culture at my workplace has improved in the last 12 months		45	33	22	+10



Trend Comparison

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



- 98% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 0% ■ Proportion of questions in line with 2013 scores
- 2% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	+10
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	+10
45. I would recommend my workplace as a good place to work	70	+10
46. I feel motivated to contribute more than what is normally required at work	72	+10
44. Overall I am proud to be a part of this workplace	78	+9
39. My work environment allows me to deliver the best possible services (patient care or support services)	67	+9
20. Overall, I have confidence in the decisions made by my senior managers	53	+9
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	+9
19. There is a positive relationship between senior management and staff in my workplace	51	+9
31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	+9
18c. The senior managers at my workplace lead by example in creating a positive workplace	52	+8
12. I believe I am valued for what I can offer at my workplace	69	+8

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

	<i>% Positive</i>	<i>Variance from 2013</i>
5. I have sufficient control over my work so I can do my job well	68	+8
48. Overall I am satisfied to be working here at the present time	73	+8
18b. The senior managers at my workplace have a clear direction for the future	50	+8
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	+8
11. Morale is good in my team	60	+8
40. In my workplace patient safety is at the centre of all decision making	74	+8
47. I have a strong sense of belonging to my workplace	70	+8
14. Staff are treated respectfully regardless of their job	67	+7
13. In my workplace, we recognise our successes and innovations	61	+7
3. Working here makes me want to do the best job I can	75	+7
26. Where I work, we share the lessons learnt when mistakes are made	64	+7
42. Our objectives/work plans help us to deliver a quality service	70	+7
33. There are mechanisms in place to support me if I experience stress or pressure	61	+7

Trend Comparison

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

	<i>% Positive</i>	<i>Variance from 2013</i>
4. The right amount of approvals are required for routine decisions	55	+7
41. My team's objectives/ work plans are clearly outlined	69	+7
24. I have a say in decisions which affect my work	52	+7
2. I feel I am able to suggest ideas to improve our ways of doing things	71	+6
32. I am able to achieve a healthy work/life balance most of the time	65	+6
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	+6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	+6
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	+6
16. I receive regular and constructive feedback on my performance	56	+6
25. I think it is safe to speak up and challenge the way things are done	56	+6
34. Reasonable expectations are placed on staff according to their position	61	+6
1. My job makes good use of my skills and abilities	81	+5
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	+5

Trend Comparison

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



- 98% ■ Proportion of questions above 2013 scores by 1 or more percentage points
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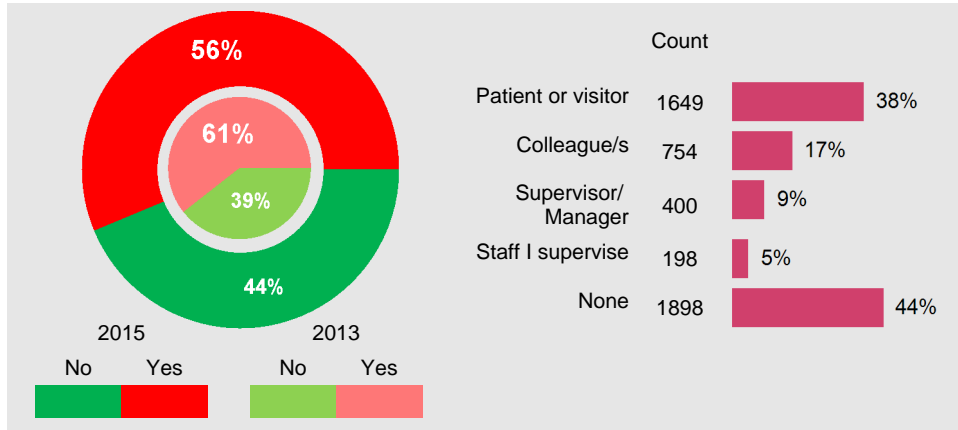
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
18a. The senior managers at my workplace are aware of the issues I face in my job	52	+5
28. I have received the appropriate training and development to do my job effectively	76	+5
23. I am kept well informed about what is happening in my workplace	58	+5
17. Overall, I have confidence in the decisions made by my line manager	68	+4
15b. My line manager treats all staff in my team fairly	67	+4
15d. My line manager treats me with respect	77	+4
15a. My line manager recognises and acknowledges when I have done my job well	68	+4
15c. My line manager ensures that when issues are raised in the team, they are addressed	66	+3
10. My team resolves conflict quickly when it arises	58	+3
7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	+3
9. People in my team are honest and open	66	+2
8. In my team we generally acknowledge one another's efforts and achievements	70	+1
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	74	-1

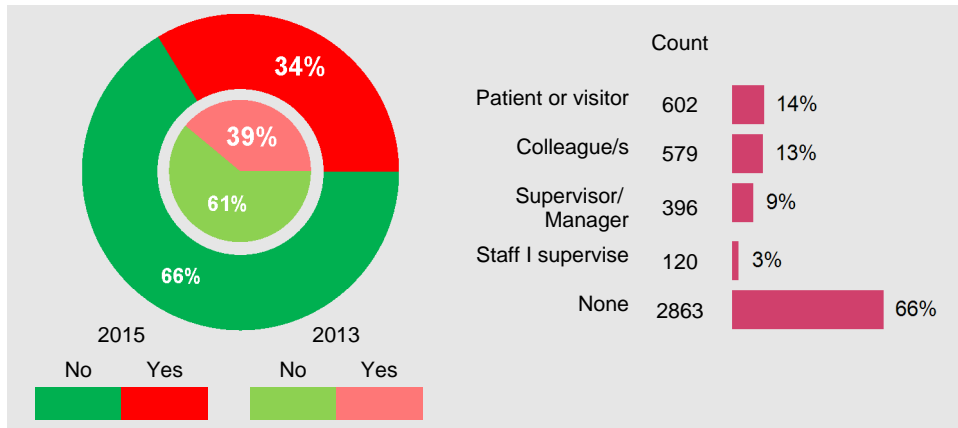
Unacceptable Behaviour

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

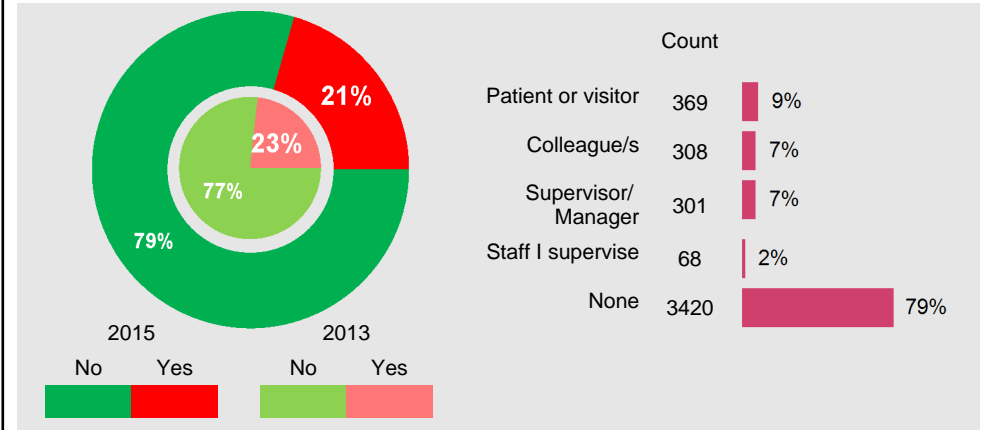
37a. In the last 12 months, I have been verbally abused by a ...



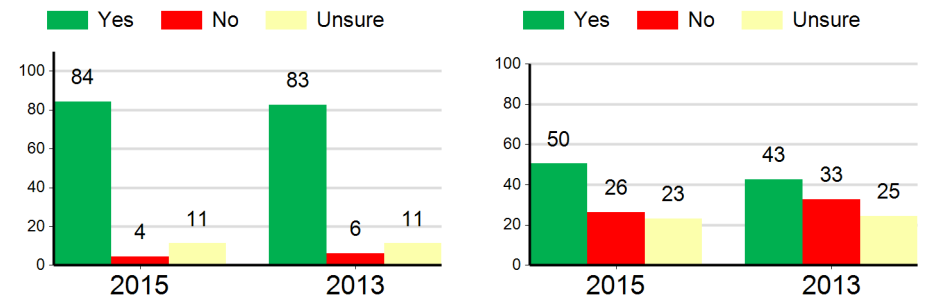
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	81	8	11	81	76	78	81
2. I feel I am able to suggest ideas to improve our ways of doing things	71	14	15	71	65	63	69
3. Working here makes me want to do the best job I can	75	14	11	75	67	66	72
4. The right amount of approvals are required for routine decisions	55	22	22	55	49	-	52
5. I have sufficient control over my work so I can do my job well	68	15	17	68	60	59	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	65	19	16	65	58	55	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	Sydney Local Health District 2013	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	70	15	15	70	67	63	69
8. In my team we generally acknowledge one another's efforts and achievements	70	16	14	70	69	68	70
9. People in my team are honest and open	66	20	15	66	64	60	64
10. My team resolves conflict quickly when it arises	58	23	20	58	55	50	53
11. Morale is good in my team	60	20	21	60	52	50	53

All Questions

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

Key **K** Key Driver Question

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

		% Positive response	% Neutral response	% Negative response	% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
Being Valued								
12.	I believe I am valued for what I can offer at my workplace	69	15	16	69	60	59	63
13.	In my workplace, we recognise our successes and innovations	61	22	17	61	54	51	57
14.	Staff are treated respectfully regardless of their job	67	15	18	67	59	56	62

All Questions

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

Key **K** Key Driver Question

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

Your Line Manager		% Positive response	% Neutral response	% Negative response	% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
15a.	My line manager recognises and acknowledges when I have done my job well	68	16	15	68	65	60	65
15b.	My line manager treats all staff in my team fairly	67	15	18	67	63	57	62
15c.	My line manager ensures that when issues are raised in the team, they are addressed	66	17	18	66	62	58	61
15d.	My line manager treats me with respect	77	11	11	77	74	72	76
16.	I receive regular and constructive feedback on my performance	56	21	22	56	51	47	52
17.	Overall, I have confidence in the decisions made by my line manager	68	16	16	68	63	59	63

All Questions

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

Key **K** Key Driver Question

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

		% Positive response	% Neutral response	% Negative response	% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
Senior Managers								
	18a. The senior managers at my workplace are aware of the issues I face in my job	52	23	25	52	47	40	46
	18b. The senior managers at my workplace have a clear direction for the future	50	31	19	50	42	31	45
	18c. The senior managers at my workplace lead by example in creating a positive workplace	52	27	21	52	44	34	45
K	19. There is a positive relationship between senior management and staff in my workplace	51	26	23	51	42	34	42
	20. Overall, I have confidence in the decisions made by my senior managers	53	26	20	53	44	35	46
K	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	29	24	47	-	-	39
K	22. My organisation is making the necessary decisions to meet our future challenges	50	32	18	50	-	-	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	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
23. I am kept well informed about what is happening in my workplace	58	21	22	58	53	47	50
24. I have a say in decisions which affect my work	52	24	24	52	45	42	46
25. I think it is safe to speak up and challenge the way things are done	56	21	23	56	50	46	51
26. Where I work, we share the lessons learnt when mistakes are made	64	20	16	64	57	59	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	22	17	62	57	-	58
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	20	15	65	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

Training and Development Opportunities

	% Positive response	% Neutral response	% Negative response	% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
28. I have received the appropriate training and development to do my job effectively	76	13	12	76	71	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	74	11	15	74	75	78	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	17	16	67	61	58	60

All Questions

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

Key **K** Key Driver Question

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

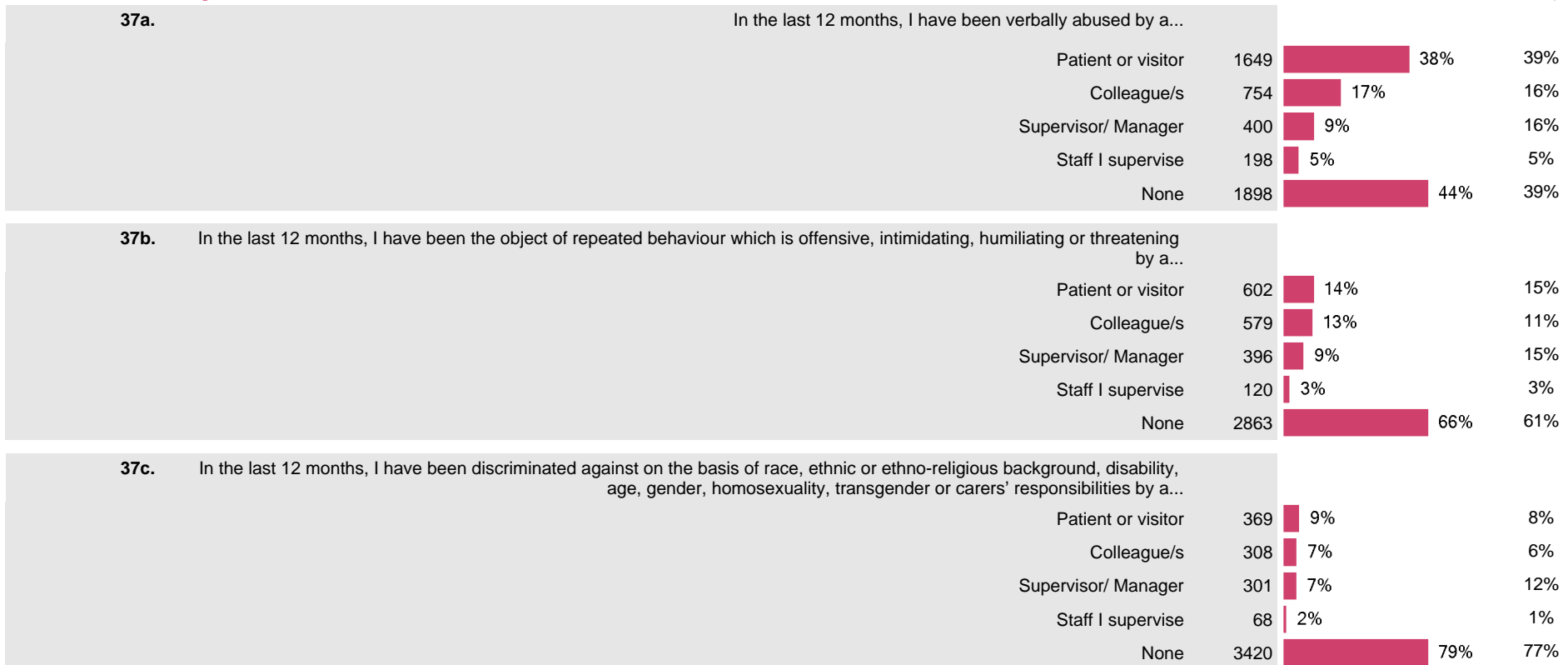
		% Positive response	% Neutral response	% Negative response	% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
Work Environment								
K	31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	25	24	51	43	41	44
	32. I am able to achieve a healthy work/life balance most of the time	65	17	19	65	59	60	65
	33. There are mechanisms in place to support me if I experience stress or pressure	61	20	18	61	54	52	56
	34. Reasonable expectations are placed on staff according to their position	61	19	20	61	55	52	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	17	13	71	65	66	69
K	36. My workplace enables strong professional leadership	59	24	17	59	-	-	52

All Questions

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

Sydney Local Health District
2013

Unacceptable Behaviour



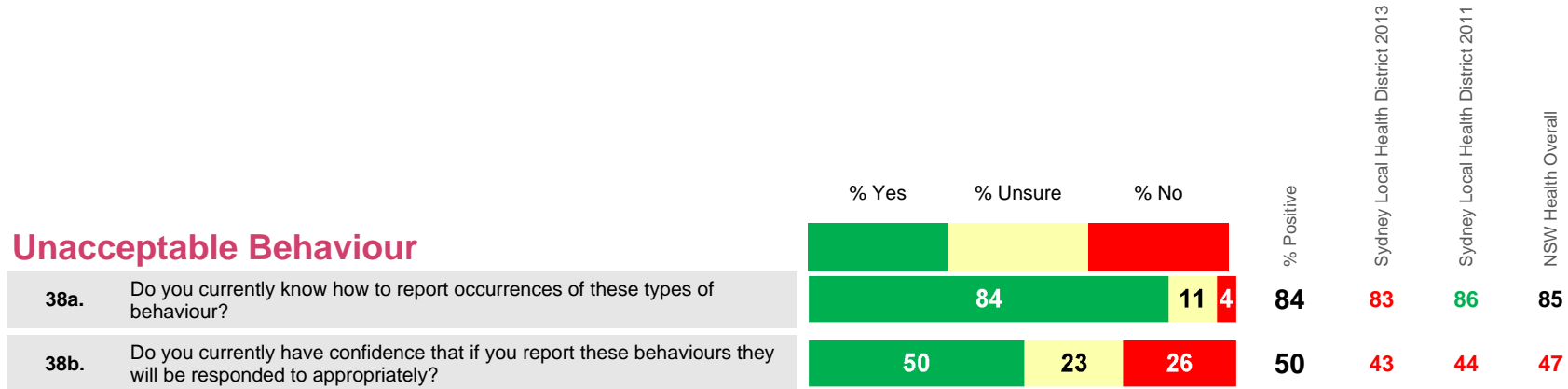
All Questions

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

Key **K** Key Driver Question

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

Unacceptable Behaviour



All Questions

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

Key **K** Key Driver Question

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

					% Positive	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
		% Positive response	% Neutral response	% Negative response				
Service Delivery								
39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	17	16	67	57	55	62
40.	In my workplace patient safety is at the centre of all decision making	74	15	10	74	67	67	69
41.	My team's objectives/ work plans are clearly outlined	69	19	12	69	62	62	66
42.	Our objectives/work plans help us to deliver a quality service	70	20	10	70	63	63	66
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	60	25	16	60	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	Sydney Local Health District 2013	Sydney Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	78	13	9	78	68	72	73
45. I would recommend my workplace as a good place to work	70	16	13	70	61	59	64
46. I feel motivated to contribute more than what is normally required at work	72	15	13	72	62	63	67
47. I have a strong sense of belonging to my workplace	70	17	13	70	63	64	65
48. Overall I am satisfied to be working here at the present time	73	14	13	73	65	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	22	14	63	53	-	59
K 50. There is a positive culture in my workplace	62	20	18	62	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	33	22	45	34	31	39

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67

Your Job

1. My job makes good use of my skills and abilities	81	93	88	62	81	88	87	75	49	(r)	87	81	69	70
2. I feel I am able to suggest ideas to improve our ways of doing things	71	78	73	60	76	77	74	75	39	(r)	86	73	59	67
3. Working here makes me want to do the best job I can	75	84	79	62	78	76	76	74	43	(r)	80	78	62	70
4. The right amount of approvals are required for routine decisions	55	51	59	50	64	50	56	54	30	(r)	51	67	52	52
5. I have sufficient control over my work so I can do my job well	68	67	69	61	74	71	74	68	38	(r)	72	84	69	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	65	73	68	55	68	68	70	71	34	(r)	85	73	52	57

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	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	70	84	73	52	72	76	74	63	57	(r)	89	62	66	60
8. In my team we generally acknowledge one another's efforts and achievements	70	85	72	56	72	75	81	59	45	(r)	87	67	69	61
9. People in my team are honest and open	66	84	69	51	68	74	70	54	28	(r)	80	61	66	56
10. My team resolves conflict quickly when it arises	58	70	59	48	63	62	56	48	28	(r)	75	55	62	54
11. Morale is good in my team	60	77	61	49	65	62	57	50	28	(r)	73	65	59	54

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	81	70	55	72	71	70	66	36	(r)	75	80	62	68
13. In my workplace, we recognise our successes and innovations	61	73	64	46	64	66	74	55	29	(r)	80	63	52	53
14. Staff are treated respectfully regardless of their job	67	82	70	54	71	71	64	66	32	(r)	77	68	62	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	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	73	68	55	76	76	75	65	53	(r)	79	67	61	64
15b. treats all staff in my team fairly	67	82	66	55	74	74	74	60	38	(r)	82	67	62	63
15c. ensures that when issues are raised in the team, they are addressed	66	76	67	54	71	72	75	60	33	(r)	74	65	62	63
15d. treats me with respect	77	88	81	65	82	85	79	70	38	(r)	94	76	83	69
16. I receive regular and constructive feedback on my performance	56	61	57	48	62	60	66	44	32	(r)	65	59	48	56
17. Overall, I have confidence in the decisions made by my line manager	68	84	69	52	72	73	77	60	34	(r)	78	68	66	63

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Senior Managers

18a. are aware of the issues I face in my job	52	60	50	41	60	52	56	47	30	(r)	66	57	41	53
18b. have a clear direction for the future	50	60	49	41	61	52	56	35	21	(r)	71	50	34	49
18c. lead by example in creating a positive workplace	52	60	51	46	64	54	58	47	24	(r)	69	57	45	51
19. There is a positive relationship between senior management and staff in my workplace	51	58	49	43	61	54	54	47	24	(r)	66	58	45	50
20. Overall, I have confidence in the decisions made by my senior managers	53	63	52	45	65	54	65	46	25	(r)	68	58	41	53
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	51	45	41	56	47	50	41	25	(r)	61	59	46	46
22. My organisation is making the necessary decisions to meet our future challenges	50	51	48	40	62	52	60	40	21	(r)	73	55	45	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														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Communication

23. I am kept well informed about what is happening in my workplace	58	63	60	46	61	62	56	48	29	(r)	67	66	41	51
24. I have a say in decisions which affect my work	52	57	50	44	62	52	58	51	27	(r)	68	63	45	51
25. I think it is safe to speak up and challenge the way things are done	56	62	56	47	61	56	52	54	26	(r)	69	71	48	52
26. Where I work, we share the lessons learnt when mistakes are made	64	71	68	51	68	66	54	63	31	(r)	74	68	52	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	58	62	53	73	65	73	59	34	(r)	84	67	41	62
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	62	65	59	76	69	73	63	36	(r)	80	72	52	65

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	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		4687	293	1750	296	467	610	54	118	256	1	124	264	29	292
Employee Engagement Index		73	85	76	60	77	75	70	70	42	(r)	80	77	67	67

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	81	82	59	75	83	78	71	42	(r)	74	80	66	66
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	74	52	71	70	88	80	86	76	49	(r)	87	89	90	77
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	75	74	50	71	70	71	59	34	(r)	76	60	48	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	55	52	42	58	52	44	42	24	(r)	56	62	45	54
32. I am able to achieve a healthy work/life balance most of the time	65	62	65	57	72	70	74	67	36	(r)	65	77	72	63
33. There are mechanisms in place to support me if I experience stress or pressure	61	62	66	51	65	66	61	52	27	(r)	63	68	72	58
34. Reasonable expectations are placed on staff according to their position	61	70	62	50	70	62	60	58	31	(r)	60	71	66	58
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	78	72	63	77	79	69	70	34	(r)	78	75	55	66
36. My workplace enables strong professional leadership	59	74	62	47	65	59	58	46	28	(r)	69	64	45	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														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	73	88	80	84	86	82	70	85	(r)	86	77	83	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	53	51	42	58	56	42	47	23	(r)	59	49	52	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														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	61	70	61	75	61	70	65	41	(r)	73	76	69	66
40. In my workplace patient safety is at the centre of all decision making	74	75	80	66	74	75	63	68	44	(r)	77	82	72	71
41. My team's objectives/ work plans are clearly outlined	69	76	73	60	71	74	68	59	38	(r)	76	70	62	66
42. Our objectives/work plans help us to deliver a quality service	70	75	74	60	73	71	69	70	38	(r)	79	75	62	67
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	60	61	55	70	57	65	59	32	(r)	70	66	55	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														
	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	4687	293	1750	296	467	610	54	118	256	1	124	264	29	292	
Employee Engagement Index	73	85	76	60	77	75	70	70	42	(r)	80	77	67	67	

Your Workplace

44. Overall I am proud to be a part of this workplace	78	89	82	65	81	80	78	78	44	(r)	84	80	69	71
45. I would recommend my workplace as a good place to work	70	85	74	57	72	73	63	66	42	(r)	79	73	62	62
46. I feel motivated to contribute more than what is normally required at work	72	84	75	60	77	73	66	70	39	(r)	83	73	66	69
47. I have a strong sense of belonging to my workplace	70	80	73	56	74	71	66	66	39	(r)	79	80	69	65
48. Overall I am satisfied to be working here at the present time	73	87	76	58	77	75	69	65	42	(r)	75	79	72	67
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	72	66	51	67	69	64	52	31	(r)	77	66	59	59
50. There is a positive culture in my workplace	62	79	63	50	66	66	61	50	30	(r)	76	67	59	58
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	37	46	36	55	39	58	34	25	(r)	53	58	41	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Sydney LHD

Yes

No

Respondents 4687 1005 3639

Employee Engagement Index 73 79 71

Your Job

1. My job makes good use of my skills and abilities	81	87	80
2. I feel I am able to suggest ideas to improve our ways of doing things	71	80	69
3. Working here makes me want to do the best job I can	75	78	74
4. The right amount of approvals are required for routine decisions	55	52	57
5. I have sufficient control over my work so I can do my job well	68	68	68
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	77	62

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

	Sydney LHD	Yes	No
Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	75	69
8. In my team we generally acknowledge one another's efforts and achievements	70	81	67
9. People in my team are honest and open	66	74	63
10. My team resolves conflict quickly when it arises	58	66	56
11. Morale is good in my team	60	68	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

Sydney LHD
Yes
No

Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	73	68
13. In my workplace, we recognise our successes and innovations	61	69	59
14. Staff are treated respectfully regardless of their job	67	75	65

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Sydney LHD
Yes
No

Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	72	68
15b. treats all staff in my team fairly	67	72	66
15c. ensures that when issues are raised in the team, they are addressed	66	68	65
15d. treats me with respect	77	81	77
16. I receive regular and constructive feedback on my performance	56	60	56
17. Overall, I have confidence in the decisions made by my line manager	68	71	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

Manage staff

	Sydney LHD	Yes	No
Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Senior Managers

18a. are aware of the issues I face in my job	52	59	49
18b. have a clear direction for the future	50	58	48
18c. lead by example in creating a positive workplace	52	59	50
19. There is a positive relationship between senior management and staff in my workplace	51	54	50
20. Overall, I have confidence in the decisions made by my senior managers	53	59	52
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	51	46
22. My organisation is making the necessary decisions to meet our future challenges	50	56	48

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Sydney LHD

Yes

No

Respondents 4687 1005 3639

Employee Engagement Index 73 79 71

Communication

23. I am kept well informed about what is happening in my workplace	58	60	57
24. I have a say in decisions which affect my work	52	60	50
25. I think it is safe to speak up and challenge the way things are done	56	63	54
26. Where I work, we share the lessons learnt when mistakes are made	64	70	62
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	71	60
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	74	63

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

	Sydney LHD	Yes	No
Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	79	75
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	74	73	74
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	73	65

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Sydney LHD

Yes

No

Respondents 4687 1005 3639

Employee Engagement Index 73 79 71

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	55	50
32. I am able to achieve a healthy work/life balance most of the time	65	61	66
33. There are mechanisms in place to support me if I experience stress or pressure	61	66	60
34. Reasonable expectations are placed on staff according to their position	61	61	61
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	77	69
36. My workplace enables strong professional leadership	59	67	57

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

	Sydney LHD	Yes	No
Respondents	4687	1005	3639
Employee Engagement Index	73	79	71

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	90	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	54	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

Sydney LHD

Yes

No

Respondents

4687 1005 3639

Employee Engagement Index

73 79 71

Service Delivery

		Sydney LHD	Yes	No
39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	67	67
40.	In my workplace patient safety is at the centre of all decision making	74	77	74
41.	My team's objectives/ work plans are clearly outlined	69	78	67
42.	Our objectives/work plans help us to deliver a quality service	70	76	69
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	60	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

Manage staff

Sydney LHD

Yes

No

Respondents

4687 1005 3639

Employee Engagement Index

73 79 71

Your Workplace

44. Overall I am proud to be a part of this workplace	78	84	76
45. I would recommend my workplace as a good place to work	70	76	69
46. I feel motivated to contribute more than what is normally required at work	72	80	70
47. I have a strong sense of belonging to my workplace	70	79	68
48. Overall I am satisfied to be working here at the present time	73	77	72
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	72	61
50. There is a positive culture in my workplace	62	70	60
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	50	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

Management Responsibility

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Your Job

1. My job makes good use of my skills and abilities	81	89	84	90	86
2. I feel I am able to suggest ideas to improve our ways of doing things	71	79	80	87	83
3. Working here makes me want to do the best job I can	75	79	73	85	81
4. The right amount of approvals are required for routine decisions	55	54	53	41	50
5. I have sufficient control over my work so I can do my job well	68	68	69	63	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	65	75	76	85	83

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	74	73	86	86
8. In my team we generally acknowledge one another's efforts and achievements	70	80	79	89	86
9. People in my team are honest and open	66	73	71	83	80
10. My team resolves conflict quickly when it arises	58	64	66	72	75
11. Morale is good in my team	60	67	64	76	86

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	72	71	79	83
13. In my workplace, we recognise our successes and innovations	61	65	69	87	94
14. Staff are treated respectfully regardless of their job	67	75	73	82	86

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	70	73	80	80
15b. treats all staff in my team fairly	67	71	72	78	83
15c. ensures that when issues are raised in the team, they are addressed	66	69	65	71	83
15d. treats me with respect	77	81	81	88	83
16. I receive regular and constructive feedback on my performance	56	58	59	72	71
17. Overall, I have confidence in the decisions made by my line manager	68	71	70	77	83

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Senior Managers

18a. are aware of the issues I face in my job	52	54	59	76	83
18b. have a clear direction for the future	50	51	60	74	83
18c. lead by example in creating a positive workplace	52	54	60	74	77
19. There is a positive relationship between senior management and staff in my workplace	51	49	55	68	77
20. Overall, I have confidence in the decisions made by my senior managers	53	56	59	72	80
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	47	52	62	74
22. My organisation is making the necessary decisions to meet our future challenges	50	50	59	68	77

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Communication

23. I am kept well informed about what is happening in my workplace	58	57	61	66	80
24. I have a say in decisions which affect my work	52	54	61	76	80
25. I think it is safe to speak up and challenge the way things are done	56	63	62	71	80
26. Where I work, we share the lessons learnt when mistakes are made	64	71	65	79	74
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	65	76	79	86
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	71	75	85	86

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	80	74	85	83
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	74	72	78	69	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	71	71	83	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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	54	56	58	71
32. I am able to achieve a healthy work/life balance most of the time	65	63	64	59	51
33. There are mechanisms in place to support me if I experience stress or pressure	61	64	66	71	74
34. Reasonable expectations are placed on staff according to their position	61	58	64	67	77
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	75	78	83	89
36. My workplace enables strong professional leadership	59	65	66	75	89

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	90	89	92	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	51	54	64	74

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	65	68	66	82
40. In my workplace patient safety is at the centre of all decision making	74	77	75	73	86
41. My team's objectives/ work plans are clearly outlined	69	78	78	81	79
42. Our objectives/work plans help us to deliver a quality service	70	75	75	82	79
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	63	64	65	86

Demographics

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

Key



At least 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

	Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	4687	487	285	120	36
Employee Engagement Index	73	78	76	87	84

Your Workplace

44. Overall I am proud to be a part of this workplace	78	82	82	91	91
45. I would recommend my workplace as a good place to work	70	74	74	87	86
46. I feel motivated to contribute more than what is normally required at work	72	80	76	87	80
47. I have a strong sense of belonging to my workplace	70	78	77	86	83
48. Overall I am satisfied to be working here at the present time	73	76	75	83	83
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	72	70	78	80
50. There is a positive culture in my workplace	62	69	69	82	79
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	47	53	56	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

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Your Job

1. My job makes good use of my skills and abilities	81	81	80	88	78	71	79
2. I feel I am able to suggest ideas to improve our ways of doing things	71	71	69	81	78	64	71
3. Working here makes me want to do the best job I can	75	74	73	84	78	73	79
4. The right amount of approvals are required for routine decisions	55	56	52	59	59	58	50
5. I have sufficient control over my work so I can do my job well	68	68	66	73	74	70	79
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	65	66	60	73	63	60	79

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	69	71	78	74	65	64
8. In my team we generally acknowledge one another's efforts and achievements	70	70	67	81	59	65	57
9. People in my team are honest and open	66	65	65	76	67	57	64
10. My team resolves conflict quickly when it arises	58	58	53	69	67	54	36
11. Morale is good in my team	60	60	55	70	67	53	50

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	69	66	74	74	71	69
13. In my workplace, we recognise our successes and innovations	61	61	56	73	70	58	62
14. Staff are treated respectfully regardless of their job	67	67	63	77	67	65	69

Demographics

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

Key



At least 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

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	68	66	78	73	66	57
15b. treats all staff in my team fairly	67	66	65	79	74	65	71
15c. ensures that when issues are raised in the team, they are addressed	66	65	64	80	63	62	57
15d. treats me with respect	77	76	77	88	89	79	86
16. I receive regular and constructive feedback on my performance	56	57	53	65	56	54	43
17. Overall, I have confidence in the decisions made by my line manager	68	67	66	83	67	66	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

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Senior Managers

18a. are aware of the issues I face in my job	52	52	46	56	59	57	57
18b. have a clear direction for the future	50	50	43	59	52	57	43
18c. lead by example in creating a positive workplace	52	52	46	64	59	58	57
19. There is a positive relationship between senior management and staff in my workplace	51	51	44	64	59	54	43
20. Overall, I have confidence in the decisions made by my senior managers	53	54	44	66	59	62	57
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	48	38	58	48	56	50
22. My organisation is making the necessary decisions to meet our future challenges	50	51	41	61	48	47	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

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Communication

23. I am kept well informed about what is happening in my workplace	58	58	53	66	48	58	71
24. I have a say in decisions which affect my work	52	53	45	58	52	42	43
25. I think it is safe to speak up and challenge the way things are done	56	56	53	62	56	60	64
26. Where I work, we share the lessons learnt when mistakes are made	64	64	60	70	59	54	57
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	63	55	68	48	53	64
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	67	58	71	56	61	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

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	76	76	80	63	71	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	74	76	69	75	52	73	50
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	68	63	76	54	59	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

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	52	45	56	48	56	50
32. I am able to achieve a healthy work/life balance most of the time	65	63	70	71	67	73	93
33. There are mechanisms in place to support me if I experience stress or pressure	61	61	61	67	41	59	69
34. Reasonable expectations are placed on staff according to their position	61	60	60	72	56	64	64
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	70	69	81	70	75	71
36. My workplace enables strong professional leadership	59	59	55	69	58	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

Employment Status

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	85	87	77	62	79	79
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	50	50	55	54	54	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

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	68	61	70	70	64	71
40. In my workplace patient safety is at the centre of all decision making	74	74	73	80	63	71	79
41. My team's objectives/ work plans are clearly outlined	69	69	67	77	70	62	64
42. Our objectives/work plans help us to deliver a quality service	70	71	65	77	70	68	64
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	61	51	67	67	54	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

	Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	4687	3387	790	328	27	119	14
Employee Engagement Index	73	73	70	80	70	72	73

Your Workplace

44. Overall I am proud to be a part of this workplace	78	78	75	84	70	76	79
45. I would recommend my workplace as a good place to work	70	70	67	78	59	71	71
46. I feel motivated to contribute more than what is normally required at work	72	72	67	81	63	71	64
47. I have a strong sense of belonging to my workplace	70	71	67	70	70	65	64
48. Overall I am satisfied to be working here at the present time	73	73	70	80	78	74	79
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	63	61	74	67	53	71
50. There is a positive culture in my workplace	62	62	59	75	63	60	64
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	47	37	37	44	44	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

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Your Job

1. My job makes good use of my skills and abilities	81	83	84	83	79	81
2. I feel I am able to suggest ideas to improve our ways of doing things	71	77	73	72	69	71
3. Working here makes me want to do the best job I can	75	84	81	75	71	74
4. The right amount of approvals are required for routine decisions	55	71	65	60	53	51
5. I have sufficient control over my work so I can do my job well	68	77	76	69	67	66
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	72	69	66	65	63

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	75	76	71	66	70
8. In my team we generally acknowledge one another's efforts and achievements	70	78	76	70	66	69
9. People in my team are honest and open	66	76	74	67	61	65
10. My team resolves conflict quickly when it arises	58	67	64	60	54	56
11. Morale is good in my team	60	75	70	61	57	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

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	81	77	70	66	66
13. In my workplace, we recognise our successes and innovations	61	75	68	63	58	59
14. Staff are treated respectfully regardless of their job	67	82	72	68	64	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	80	79	70	65	66
15b. treats all staff in my team fairly	67	84	78	69	63	63
15c. ensures that when issues are raised in the team, they are addressed	66	81	75	70	63	61
15d. treats me with respect	77	92	86	80	75	74
16. I receive regular and constructive feedback on my performance	56	71	68	59	54	52
17. Overall, I have confidence in the decisions made by my line manager	68	86	79	71	64	63

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Senior Managers

18a. are aware of the issues I face in my job	52	67	58	52	49	49
18b. have a clear direction for the future	50	68	59	51	45	47
18c. lead by example in creating a positive workplace	52	74	62	53	49	48
19. There is a positive relationship between senior management and staff in my workplace	51	72	61	53	47	46
20. Overall, I have confidence in the decisions made by my senior managers	53	76	65	57	49	48
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	69	61	51	44	41
22. My organisation is making the necessary decisions to meet our future challenges	50	68	60	51	45	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Communication

23. I am kept well informed about what is happening in my workplace	58	70	63	62	57	53
24. I have a say in decisions which affect my work	52	63	58	55	49	49
25. I think it is safe to speak up and challenge the way things are done	56	65	63	57	54	53
26. Where I work, we share the lessons learnt when mistakes are made	64	72	72	67	60	61
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	70	65	62	57	62
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	73	69	66	61	65

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	79	81	79	74	74
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	74	79	82	77	72	71
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	80	77	71	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

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	62	63	55	50	47
32. I am able to achieve a healthy work/life balance most of the time	65	75	70	66	62	63
33. There are mechanisms in place to support me if I experience stress or pressure	61	72	69	63	58	59
34. Reasonable expectations are placed on staff according to their position	61	78	68	64	57	58
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	81	75	72	67	70
36. My workplace enables strong professional leadership	59	76	67	61	57	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	73	78	82	84	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	61	58	53	48	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

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	76	75	69	64	64
40. In my workplace patient safety is at the centre of all decision making	74	81	80	77	72	72
41. My team's objectives/ work plans are clearly outlined	69	77	71	69	67	69
42. Our objectives/work plans help us to deliver a quality service	70	79	75	72	67	68
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	71	65	61	58	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

	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	4687	384	351	792	1031	2083
Employee Engagement Index	73	81	79	74	69	72

Your Workplace

44. Overall I am proud to be a part of this workplace	78	86	82	79	74	76
45. I would recommend my workplace as a good place to work	70	82	78	72	67	68
46. I feel motivated to contribute more than what is normally required at work	72	79	76	73	68	71
47. I have a strong sense of belonging to my workplace	70	70	75	71	67	71
48. Overall I am satisfied to be working here at the present time	73	83	81	75	68	71
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	74	66	66	59	63
50. There is a positive culture in my workplace	62	77	71	63	59	60
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	41	53	48	46	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Your Job

1. My job makes good use of my skills and abilities	81	83	84	50
2. I feel I am able to suggest ideas to improve our ways of doing things	71	76	73	39
3. Working here makes me want to do the best job I can	75	76	77	41
4. The right amount of approvals are required for routine decisions	55	57	58	23
5. I have sufficient control over my work so I can do my job well	68	70	71	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	65	71	66	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	73	71	47
8. In my team we generally acknowledge one another's efforts and achievements	70	74	72	42
9. People in my team are honest and open	66	72	66	35
10. My team resolves conflict quickly when it arises	58	64	58	30
11. Morale is good in my team	60	67	60	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

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	74	70	36
13. In my workplace, we recognise our successes and innovations	61	67	62	30
14. Staff are treated respectfully regardless of their job	67	72	68	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

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	73	69	44
15b. treats all staff in my team fairly	67	74	67	36
15c. ensures that when issues are raised in the team, they are addressed	66	71	67	29
15d. treats me with respect	77	81	79	43
16. I receive regular and constructive feedback on my performance	56	62	57	27
17. Overall, I have confidence in the decisions made by my line manager	68	73	69	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

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Senior Managers

18a. are aware of the issues I face in my job	52	58	51	24
18b. have a clear direction for the future	50	54	50	25
18c. lead by example in creating a positive workplace	52	58	53	23
19. There is a positive relationship between senior management and staff in my workplace	51	56	52	22
20. Overall, I have confidence in the decisions made by my senior managers	53	58	54	18
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	54	47	15
22. My organisation is making the necessary decisions to meet our future challenges	50	55	50	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Communication

23. I am kept well informed about what is happening in my workplace	58	63	58	29
24. I have a say in decisions which affect my work	52	56	53	23
25. I think it is safe to speak up and challenge the way things are done	56	61	56	24
26. Where I work, we share the lessons learnt when mistakes are made	64	69	65	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	66	63	34
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	69	67	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	77	78	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	74	78	74	49
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	68	70	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

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	59	51	26
32. I am able to achieve a healthy work/life balance most of the time	65	70	66	28
33. There are mechanisms in place to support me if I experience stress or pressure	61	66	63	32
34. Reasonable expectations are placed on staff according to their position	61	67	62	25
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	73	73	36
36. My workplace enables strong professional leadership	59	64	60	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

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	84	85	78
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	55	51	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	70	68	40
40. In my workplace patient safety is at the centre of all decision making	74	75	77	45
41. My team's objectives/ work plans are clearly outlined	69	72	72	37
42. Our objectives/work plans help us to deliver a quality service	70	74	72	33
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	64	61	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Sydney LHD	Male	Female	Prefer not to say
Respondents	4687	1074	3086	238
Employee Engagement Index	73	76	75	41

Your Workplace

44. Overall I am proud to be a part of this workplace	78	80	80	46
45. I would recommend my workplace as a good place to work	70	74	72	40
46. I feel motivated to contribute more than what is normally required at work	72	76	74	40
47. I have a strong sense of belonging to my workplace	70	75	72	39
48. Overall I am satisfied to be working here at the present time	73	76	75	39
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	69	65	29
50. There is a positive culture in my workplace	62	68	64	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	51	44	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

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Your Job

1. My job makes good use of my skills and abilities	81	85	86	85	82	81	82	82	81	85	56
2. I feel I am able to suggest ideas to improve our ways of doing things	71	69	72	74	75	72	72	72	74	76	44
3. Working here makes me want to do the best job I can	75	81	77	75	75	73	76	76	75	83	47
4. The right amount of approvals are required for routine decisions	55	70	63	56	61	53	56	50	52	60	29
5. I have sufficient control over my work so I can do my job well	68	74	69	70	70	71	68	67	68	75	42
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	65	69	70	68	68	66	64	65	68	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	73	71	74	71	71	70	67	72	73	54
8. In my team we generally acknowledge one another's efforts and achievements	70	70	75	73	72	69	71	68	72	74	44
9. People in my team are honest and open	66	71	72	67	70	65	66	63	63	71	39
10. My team resolves conflict quickly when it arises	58	65	63	59	61	58	59	53	56	64	37
11. Morale is good in my team	60	70	66	64	62	62	58	57	56	61	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	71	73	73	73	67	69	66	69	74	41
13. In my workplace, we recognise our successes and innovations	61	70	67	63	65	60	61	61	60	64	32
14. Staff are treated respectfully regardless of their job	67	73	72	71	72	67	65	65	64	70	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

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	75	73	71	74	69	66	64	66	70	53
15b. treats all staff in my team fairly	67	81	74	72	69	66	66	61	65	71	42
15c. ensures that when issues are raised in the team, they are addressed	66	76	74	71	71	65	64	59	61	71	39
15d. treats me with respect	77	86	86	83	82	78	75	72	77	78	51
16. I receive regular and constructive feedback on my performance	56	68	62	62	62	54	54	54	52	57	34
17. Overall, I have confidence in the decisions made by my line manager	68	80	75	71	72	68	66	63	64	69	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

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Senior Managers

18a. are aware of the issues I face in my job	52	64	55	53	55	46	50	53	53	51	30
18b. have a clear direction for the future	50	62	55	52	52	49	46	47	48	54	31
18c. lead by example in creating a positive workplace	52	65	57	57	56	49	53	49	48	55	29
19. There is a positive relationship between senior management and staff in my workplace	51	65	57	55	54	51	47	47	48	52	28
20. Overall, I have confidence in the decisions made by my senior managers	53	68	61	57	58	52	49	50	49	54	28
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	65	52	52	52	45	44	44	43	48	22
22. My organisation is making the necessary decisions to meet our future challenges	50	62	53	55	54	47	45	48	47	52	28

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Communication

23. I am kept well informed about what is happening in my workplace	58	66	64	62	65	56	57	55	53	54	36
24. I have a say in decisions which affect my work	52	57	52	54	57	53	51	54	51	54	26
25. I think it is safe to speak up and challenge the way things are done	56	59	58	58	65	58	55	55	54	56	28
26. Where I work, we share the lessons learnt when mistakes are made	64	69	70	67	67	62	63	61	64	63	40
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	64	64	63	64	59	62	65	63	67	43
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	65	66	65	66	65	66	67	67	71	45

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	82	81	79	79	76	73	73	76	77	56
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	74	78	74	73	74	76	75	76	75	78	57
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	79	75	70	69	70	66	64	63	67	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	64	58	54	59	48	50	51	44	53	31
32. I am able to achieve a healthy work/life balance most of the time	65	66	67	65	69	66	65	63	68	73	35
33. There are mechanisms in place to support me if I experience stress or pressure	61	70	66	62	65	61	61	60	61	67	36
34. Reasonable expectations are placed on staff according to their position	61	69	68	63	64	61	59	59	60	68	31
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	75	75	72	71	70	70	70	72	80	45
36. My workplace enables strong professional leadership	59	68	68	61	66	59	58	56	55	62	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	79	80	82	84	85	87	86	86	89	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	56	52	51	55	49	48	49	52	59	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	71	71	67	70	63	65	66	69	72	46
40. In my workplace patient safety is at the centre of all decision making	74	78	77	75	76	74	72	75	77	77	56
41. My team's objectives/ work plans are clearly outlined	69	70	72	73	72	67	70	69	68	75	47
42. Our objectives/work plans help us to deliver a quality service	70	73	76	74	73	69	67	71	70	73	43
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	67	66	61	65	60	57	56	57	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

Age Group

Age Group	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	4687	253	586	586	498	480	488	578	505	394	284
Employee Engagement Index	73	77	76	75	74	72	73	72	74	79	46

Your Workplace

44. Overall I am proud to be a part of this workplace	78	83	81	81	81	77	77	75	80	84	52
45. I would recommend my workplace as a good place to work	70	77	76	73	73	69	71	68	72	74	41
46. I feel motivated to contribute more than what is normally required at work	72	75	74	74	73	73	70	73	74	77	46
47. I have a strong sense of belonging to my workplace	70	67	72	73	73	69	71	70	73	78	45
48. Overall I am satisfied to be working here at the present time	73	77	77	75	72	73	75	72	72	81	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	67	69	64	66	62	63	66	64	68	34
50. There is a positive culture in my workplace	62	69	68	63	67	60	62	63	61	68	34
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	42	48	45	50	44	44	46	41	48	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

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Your Job

1. My job makes good use of my skills and abilities	81	78	(r)	84	48
2. I feel I am able to suggest ideas to improve our ways of doing things	71	79	(r)	73	40
3. Working here makes me want to do the best job I can	75	82	(r)	77	42
4. The right amount of approvals are required for routine decisions	55	61	(r)	57	28
5. I have sufficient control over my work so I can do my job well	68	72	(r)	70	38
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	68	(r)	67	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	61	(r)	71	54
8. In my team we generally acknowledge one another's efforts and achievements	70	65	(r)	72	46
9. People in my team are honest and open	66	62	(r)	68	37
10. My team resolves conflict quickly when it arises	58	61	(r)	59	34
11. Morale is good in my team	60	63	(r)	62	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

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	69	(r)	71	37
13. In my workplace, we recognise our successes and innovations	61	63	(r)	64	30
14. Staff are treated respectfully regardless of their job	67	64	(r)	69	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	70	(r)	70	49
15b. treats all staff in my team fairly	67	67	(r)	69	41
15c. ensures that when issues are raised in the team, they are addressed	66	65	(r)	68	35
15d. treats me with respect	77	77	(r)	80	46
16. I receive regular and constructive feedback on my performance	56	61	(r)	58	34
17. Overall, I have confidence in the decisions made by my line manager	68	64	(r)	70	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Senior Managers

18a. are aware of the issues I face in my job	52	60	(r)	53	31
18b. have a clear direction for the future	50	57	(r)	51	27
18c. lead by example in creating a positive workplace	52	57	(r)	54	28
19. There is a positive relationship between senior management and staff in my workplace	51	54	(r)	53	26
20. Overall, I have confidence in the decisions made by my senior managers	53	58	(r)	55	29
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	58	(r)	48	24
22. My organisation is making the necessary decisions to meet our future challenges	50	59	(r)	51	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Communication

23. I am kept well informed about what is happening in my workplace	58	56	(r)	60	32
24. I have a say in decisions which affect my work	52	50	(r)	54	26
25. I think it is safe to speak up and challenge the way things are done	56	59	(r)	57	30
26. Where I work, we share the lessons learnt when mistakes are made	64	59	(r)	66	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	65	(r)	64	35
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	68	(r)	67	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	73	(r)	78	48
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	74	79	(r)	75	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	68	(r)	69	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

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	55	(r)	53	29
32. I am able to achieve a healthy work/life balance most of the time	65	63	(r)	67	35
33. There are mechanisms in place to support me if I experience stress or pressure	61	68	(r)	63	32
34. Reasonable expectations are placed on staff according to their position	61	66	(r)	63	32
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	71	(r)	73	40
36. My workplace enables strong professional leadership	59	62	(r)	61	28

Demographics

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

Key



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Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	89	(r)	85	77
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	63	(r)	52	28

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

Australian Aboriginal

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	73	(r)	68	43
40. In my workplace patient safety is at the centre of all decision making	74	79	(r)	76	50
41. My team's objectives/ work plans are clearly outlined	69	63	(r)	71	42
42. Our objectives/work plans help us to deliver a quality service	70	70	(r)	72	41
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	63	(r)	61	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

	Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	4687	101	8	4234	312
Employee Engagement Index	73	75	(r)	75	42

Your Workplace

44. Overall I am proud to be a part of this workplace	78	77	(r)	80	46
45. I would recommend my workplace as a good place to work	70	72	(r)	73	39
46. I feel motivated to contribute more than what is normally required at work	72	74	(r)	74	43
47. I have a strong sense of belonging to my workplace	70	67	(r)	72	41
48. Overall I am satisfied to be working here at the present time	73	77	(r)	75	43
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	60	(r)	66	36
50. There is a positive culture in my workplace	62	65	(r)	64	34
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	52	(r)	46	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

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Your Job

1. My job makes good use of my skills and abilities	81	77	84	40
2. I feel I am able to suggest ideas to improve our ways of doing things	71	67	74	32
3. Working here makes me want to do the best job I can	75	66	77	35
4. The right amount of approvals are required for routine decisions	55	53	57	24
5. I have sufficient control over my work so I can do my job well	68	63	70	30
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	65	62	68	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

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	52	71	56
8. In my team we generally acknowledge one another's efforts and achievements	70	58	72	43
9. People in my team are honest and open	66	57	68	30
10. My team resolves conflict quickly when it arises	58	48	60	27
11. Morale is good in my team	60	52	62	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

Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	64	71	31
13. In my workplace, we recognise our successes and innovations	61	52	64	23
14. Staff are treated respectfully regardless of their job	67	52	69	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

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Your Line Manager

15a. recognises and acknowledges when I have done my job well	68	54	70	51
15b. treats all staff in my team fairly	67	58	69	35
15c. ensures that when issues are raised in the team, they are addressed	66	56	68	30
15d. treats me with respect	77	63	80	38
16. I receive regular and constructive feedback on my performance	56	39	59	27
17. Overall, I have confidence in the decisions made by my line manager	68	58	70	33

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Senior Managers

18a. are aware of the issues I face in my job	52	45	53	22
18b. have a clear direction for the future	50	42	52	23
18c. lead by example in creating a positive workplace	52	43	54	20
19. There is a positive relationship between senior management and staff in my workplace	51	37	53	19
20. Overall, I have confidence in the decisions made by my senior managers	53	43	55	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	39	49	16
22. My organisation is making the necessary decisions to meet our future challenges	50	37	52	17

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Communication

23. I am kept well informed about what is happening in my workplace	58	50	60	25
24. I have a say in decisions which affect my work	52	48	54	23
25. I think it is safe to speak up and challenge the way things are done	56	46	58	25
26. Where I work, we share the lessons learnt when mistakes are made	64	51	66	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	51	64	27
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	55	68	28

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



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Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	62	78	40
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	74	67	76	43
30. I am encouraged to take opportunities to learn new skills and have new experiences	67	56	69	35

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

Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	51	42	53	23
32. I am able to achieve a healthy work/life balance most of the time	65	60	67	31
33. There are mechanisms in place to support me if I experience stress or pressure	61	56	64	25
34. Reasonable expectations are placed on staff according to their position	61	53	63	23
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	65	73	26
36. My workplace enables strong professional leadership	59	48	62	22

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



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(r) Where group has less than 10 respondents

Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	84	82	85	81
38b. have confidence that if you report these behaviours they will be responded to appropriately?	50	39	52	26

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



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	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	58	69	33
40. In my workplace patient safety is at the centre of all decision making	74	62	77	37
41. My team's objectives/ work plans are clearly outlined	69	50	72	32
42. Our objectives/work plans help us to deliver a quality service	70	54	73	32
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	45	62	28

Demographics

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

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Disability

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	107	4293	250
Employee Engagement Index	73	62	75	36

Your Workplace

44. Overall I am proud to be a part of this workplace	78	66	80	39
45. I would recommend my workplace as a good place to work	70	59	73	35
46. I feel motivated to contribute more than what is normally required at work	72	58	74	37
47. I have a strong sense of belonging to my workplace	70	60	73	35
48. Overall I am satisfied to be working here at the present time	73	62	75	35
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	58	66	29
50. There is a positive culture in my workplace	62	54	65	27
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	48	46	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	2948	1423	274
Employee Engagement Index	73	74	77	36

Your Job

1. My job makes good use of my skills and abilities	81	83	86	41
2. I feel I am able to suggest ideas to improve our ways of doing things	71	73	74	35
3. Working here makes me want to do the best job I can	75	76	79	33
4. The right amount of approvals are required for routine decisions	55	53	66	27
5. I have sufficient control over my work so I can do my job well	68	69	73	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	65	67	69	33

Demographics

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

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English Speaking Background

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	2948	1423	274
Employee Engagement Index	73	74	77	36

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	70	71	70	56
8. In my team we generally acknowledge one another's efforts and achievements	70	71	72	44
9. People in my team are honest and open	66	69	65	31
10. My team resolves conflict quickly when it arises	58	58	62	30
11. Morale is good in my team	60	60	66	31

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13. In my workplace, we recognise our successes and innovations	61	62	66	27
14. Staff are treated respectfully regardless of their job	67	69	70	31

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15a. recognises and acknowledges when I have done my job well	68	69	72	51
15b. treats all staff in my team fairly	67	69	70	36
15c. ensures that when issues are raised in the team, they are addressed	66	66	71	30
15d. treats me with respect	77	80	79	40
16. I receive regular and constructive feedback on my performance	56	56	64	28
17. Overall, I have confidence in the decisions made by my line manager	68	69	71	32

Demographics

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(r) Where group has less than 10 respondents

English Speaking Background

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	2948	1423	274
Employee Engagement Index	73	74	77	36

Senior Managers

18a. are aware of the issues I face in my job	52	51	58	26
18b. have a clear direction for the future	50	50	55	25
18c. lead by example in creating a positive workplace	52	52	58	26
19. There is a positive relationship between senior management and staff in my workplace	51	50	58	25
20. Overall, I have confidence in the decisions made by my senior managers	53	53	59	25
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	47	46	54	22
22. My organisation is making the necessary decisions to meet our future challenges	50	49	56	23

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24. I have a say in decisions which affect my work	52	51	59	25
25. I think it is safe to speak up and challenge the way things are done	56	57	59	28
26. Where I work, we share the lessons learnt when mistakes are made	64	64	70	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	61	70	32
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	65	73	34

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32. I am able to achieve a healthy work/life balance most of the time	65	65	70	34
33. There are mechanisms in place to support me if I experience stress or pressure	61	64	62	28
34. Reasonable expectations are placed on staff according to their position	61	61	69	27
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	71	73	73	32
36. My workplace enables strong professional leadership	59	60	65	23

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English Speaking Background

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Employee Engagement Index	73	74	77	36

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	66	74	37
40. In my workplace patient safety is at the centre of all decision making	74	74	82	43
41. My team's objectives/ work plans are clearly outlined	69	70	75	37
42. Our objectives/work plans help us to deliver a quality service	70	70	77	35
43. At my workplace there is a good balance between delivering services and monitoring service delivery	60	59	67	31

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English Speaking Background

	Sydney LHD	Yes	No	Prefer not to say
Respondents	4687	2948	1423	274
Employee Engagement Index	73	74	77	36

Your Workplace

44. Overall I am proud to be a part of this workplace	78	79	81	41
45. I would recommend my workplace as a good place to work	70	71	76	36
46. I feel motivated to contribute more than what is normally required at work	72	74	75	36
47. I have a strong sense of belonging to my workplace	70	71	75	35
48. Overall I am satisfied to be working here at the present time	73	74	78	35
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	63	64	69	29
50. There is a positive culture in my workplace	62	62	69	31
51. Overall, I believe the culture at my workplace has improved in the last 12 months	45	41	56	25

Guide to this Report

Methodology

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

Questionnaire design

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

Data Collection

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

Comparative data

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

Results

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

Anonymity

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

Confidence Intervals

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

Rounding

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

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

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

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

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

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

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

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

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

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

Action Planning

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

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

Top 3 areas to focus on

Celebrate!

What three things are working well?

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

What

needs to be improved?

How

will this be achieved?

Who

is going to make this happen?

When

will this be achieved?

