

69%

2013: 68%

ENGAGEMENT INDEX

56%

2013: 53%

WORKPLACE CULTURE INDEX

3,567

2013: 3780

ACTUAL RESPONSES

56%

2013: 56%
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	74	+1
45.	I would recommend my workplace as a good place to work	63	+1

Stay

47.	I have a strong sense of belonging to my workplace	66	+1
48.	Overall I am satisfied to be working here at the present time	69	+1

Strive

3.	Working here makes me want to do the best job I can	74	+2
46.	I feel motivated to contribute more than what is normally required at work	68	0

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	51	-
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	43	+2
36.	My workplace enables strong professional leadership	54	-
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	-
19.	There is a positive relationship between senior management and staff in my workplace	43	+1
18c.	The senior managers at my workplace lead by example in creating a positive workplace	46	+2

In this report

HEADLINES

A top line summary of key insights

COMPARISONS

Score summary against selected comparators

ALL QUESTIONS

Detailed results for the entire question set

DEMOGRAPHICS

Score comparisons of demographics

GUIDE

A guide on how to interpret the results

ACTION

Initiatives for maintaining and improving engagement

Highlights and lowlights

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

Highlights

Sections	% Positive
Your Job	69
Service Delivery	67
Training and Development Opportunities	66

Questions	% Positive
1. My job makes good use of my skills and abilities	83
15d. My line manager treats me with respect	77
3. Working here makes me want to do the best job I can	74
44. Overall I am proud to be a part of this workplace	74
40. In my workplace patient safety is at the centre of all decision making	74

Lowlights

Sections	% Positive
Senior Managers	46
Communication	57
Work Environment	59

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42
19. There is a positive relationship between senior management and staff in my workplace	43
31. I have confidence in the processes that my workplace uses to resolve staff conflict	43
18c. The senior managers at my workplace lead by example in creating a positive workplace	46

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
Being Valued	62	+4
Your Line Manager	65	+4
Your Job	69	+3

Questions	% Positive	Variance from 2013
4. The right amount of approvals are required for routine decisions	56	+7
16. I receive regular and constructive feedback on my performance	54	+6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	+6
18b. The senior managers at my workplace have a clear direction for the future	49	+6
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	+6

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	66	-5
Work Environment	59	-1
Your Workplace	62	0

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	-15
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	-2
34. Reasonable expectations are placed on staff according to their position	58	-2
18a. The senior managers at my workplace are aware of the issues I face in my job	48	-2
32. I am able to achieve a healthy work/life balance most of the time	67	-1

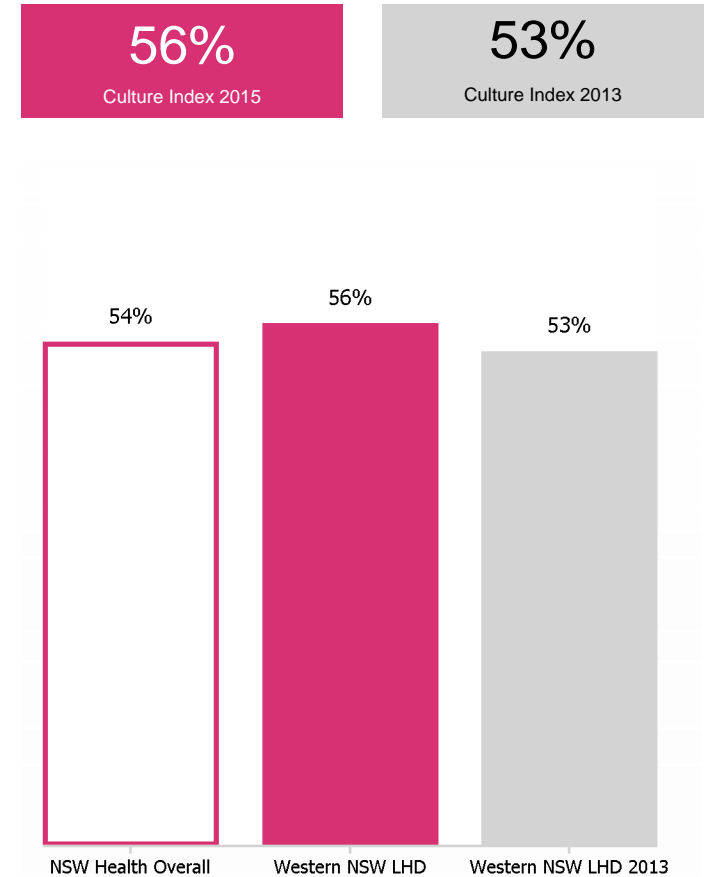
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		51	22	27	+2
12. I believe I am valued for what I can offer at my workplace		66	17	18	+2
13. In my workplace, we recognise our successes and innovations		60	23	17	+5
14. Staff are treated respectfully regardless of their job		61	18	22	+3
17. Overall, I have confidence in the decisions made by my line manager		66	18	17	+5
18b. The senior managers at my workplace have a clear direction for the future		49	30	21	+6
18c. The senior managers at my workplace lead by example in creating a positive workplace		46	27	27	+2
20. Overall, I have confidence in the decisions made by my senior managers		47	28	25	+1
24. I have a say in decisions which affect my work		52	24	24	+4
25. I think it is safe to speak up and challenge the way things are done		55	19	27	+1
26. Where I work, we share the lessons learnt when mistakes are made		60	23	17	+2
31. I have confidence in the processes that my workplace uses to resolve staff conflict		43	28	29	+2
41. My team's objectives/ work plans are clearly outlined		69	20	12	+3
42. Our objectives/work plans help us to deliver a quality service		69	21	10	+2
51. Overall, I believe the culture at my workplace has improved in the last 12 months		42	31	26	+4



Trend Comparison

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



84% ■ Proportion of questions above 2013 scores by 1 or more percentage points

6% ■ Proportion of questions in line with 2013 scores

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

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

	<i>% Positive</i>	<i>Variance from 2013</i>
4. The right amount of approvals are required for routine decisions	56	■ +7
16. I receive regular and constructive feedback on my performance	54	■ +6
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	■ +6
18b. The senior managers at my workplace have a clear direction for the future	49	■ +6
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	■ +6
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	64	■ +5
13. In my workplace, we recognise our successes and innovations	60	■ +5
17. Overall, I have confidence in the decisions made by my line manager	66	■ +5
10. My team resolves conflict quickly when it arises	51	■ +4
24. I have a say in decisions which affect my work	52	■ +4
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	■ +4
14. Staff are treated respectfully regardless of their job	61	■ +3

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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>
41. My team's objectives/ work plans are clearly outlined	69	■ +3
9. People in my team are honest and open	63	■ +3
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	■ +3
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	■ +3
15b. My line manager treats all staff in my team fairly	63	■ +3
40. In my workplace patient safety is at the centre of all decision making	74	■ +3
15a. My line manager recognises and acknowledges when I have done my job well	66	■ +3
5. I have sufficient control over my work so I can do my job well	67	■ +2
42. Our objectives/work plans help us to deliver a quality service	69	■ +2
8. In my team we generally acknowledge one another's efforts and achievements	70	■ +2
1. My job makes good use of my skills and abilities	83	■ +2
31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	■ +2
2. I feel I am able to suggest ideas to improve our ways of doing things	72	■ +2

Trend Comparison

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



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6% ■ Proportion of questions in line with 2013 scores

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

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

	<i>% Positive</i>	<i>Variance from 2013</i>
12. I believe I am valued for what I can offer at my workplace	66	+2
26. Where I work, we share the lessons learnt when mistakes are made	60	+2
11. Morale is good in my team	51	+2
39. My work environment allows me to deliver the best possible services (patient care or support services)	67	+2
3. Working here makes me want to do the best job I can	74	+2
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	+2
15d. My line manager treats me with respect	77	+2
18c. The senior managers at my workplace lead by example in creating a positive workplace	46	+2
44. Overall I am proud to be a part of this workplace	74	+1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	+1
25. I think it is safe to speak up and challenge the way things are done	55	+1
20. Overall, I have confidence in the decisions made by my senior managers	47	+1
47. I have a strong sense of belonging to my workplace	66	+1

Trend Comparison

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



- 84% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 6% ■ Proportion of questions in line with 2013 scores
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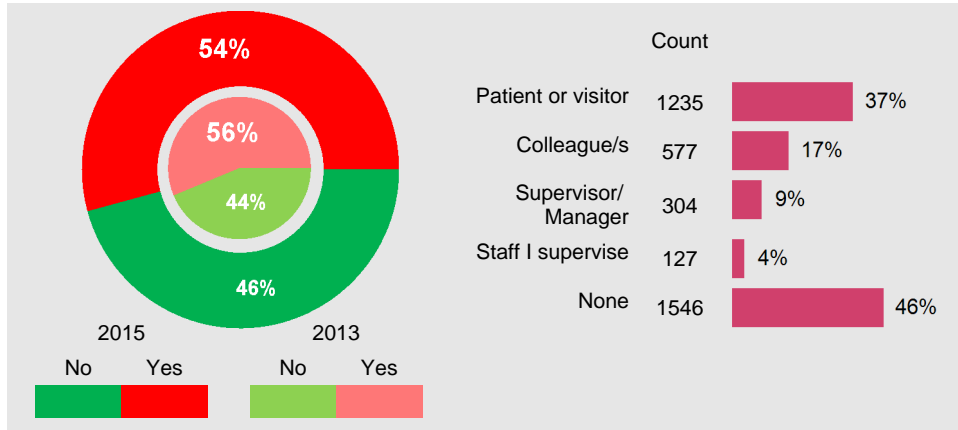
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	+1
28. I have received the appropriate training and development to do my job effectively	73	+1
45. I would recommend my workplace as a good place to work	63	+1
48. Overall I am satisfied to be working here at the present time	69	+1
19. There is a positive relationship between senior management and staff in my workplace	43	+1
33. There are mechanisms in place to support me if I experience stress or pressure	60	0
46. I feel motivated to contribute more than what is normally required at work	68	0
23. I am kept well informed about what is happening in my workplace	50	0
32. I am able to achieve a healthy work/life balance most of the time	67	-1
18a. The senior managers at my workplace are aware of the issues I face in my job	48	-2
34. Reasonable expectations are placed on staff according to their position	58	-2
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	-2
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	-15

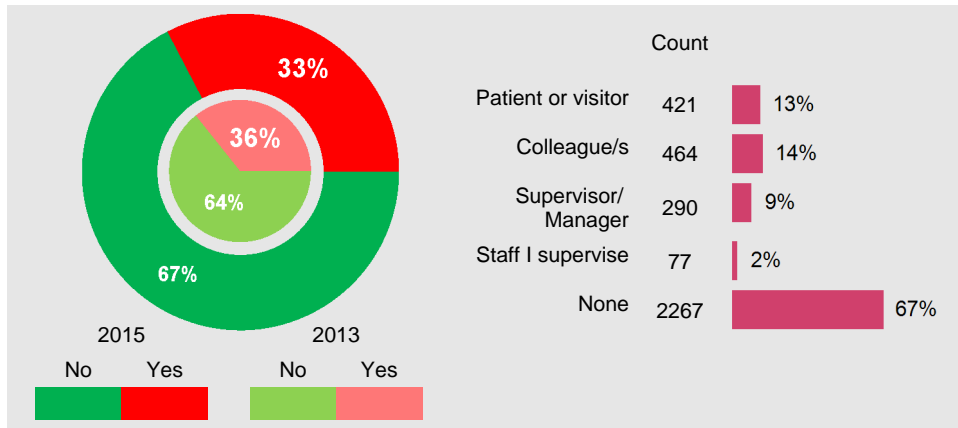
Unacceptable Behaviour

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

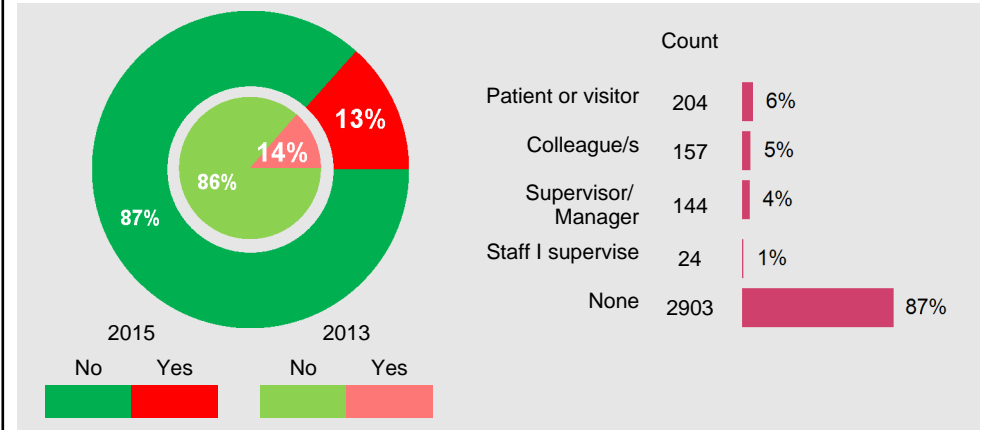
37a. In the last 12 months, I have been verbally abused by a ...



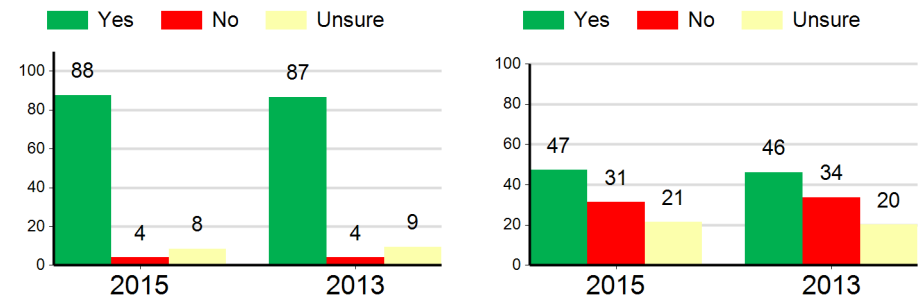
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	83	9	8	83	80	78	81
2. I feel I am able to suggest ideas to improve our ways of doing things	72	14	14	72	69	67	69
3. Working here makes me want to do the best job I can	74	16	10	74	73	71	72
4. The right amount of approvals are required for routine decisions	56	23	21	56	49	-	52
5. I have sufficient control over my work so I can do my job well	67	16	17	67	65	64	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	19	17	64	58	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 Team

	% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW 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	67	16	17	67	66	64	69
8. In my team we generally acknowledge one another's efforts and achievements	70	15	15	70	67	67	70
9. People in my team are honest and open	63	20	17	63	60	58	64
10. My team resolves conflict quickly when it arises	51	25	24	51	47	46	53
11. Morale is good in my team	51	22	27	51	49	45	53

All Questions

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

Key **K** Key Driver Question

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

Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	66	17	18	66	63	62	63
13. In my workplace, we recognise our successes and innovations	60	23	17	60	55	52	57
14. Staff are treated respectfully regardless of their job	61	18	22	61	57	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 Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	66	17	16	66	64	63	65
15b. My line manager treats all staff in my team fairly	63	16	21	63	61	62	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	61	19	20	61	58	56	61
15d. My line manager treats me with respect	77	13	10	77	75	76	76
16. I receive regular and constructive feedback on my performance	54	22	23	54	48	46	52
17. Overall, I have confidence in the decisions made by my line manager	66	18	17	66	61	61	63

All Questions

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

Key **K** Key Driver Question

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

Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
18a.	The senior managers at my workplace are aware of the issues I face in my job	48	24	28	48	50	47	46
18b.	The senior managers at my workplace have a clear direction for the future	49	30	21	49	43	36	45
K 18c.	The senior managers at my workplace lead by example in creating a positive workplace	46	27	27	46	45	39	45
K 19.	There is a positive relationship between senior management and staff in my workplace	43	28	29	43	42	38	42
20.	Overall, I have confidence in the decisions made by my senior managers	47	28	25	47	46	40	46
K 21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	29	30	41	-	-	39
22.	My organisation is making the necessary decisions to meet our future challenges	46	33	21	46	-	-	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	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
23. I am kept well informed about what is happening in my workplace	50	23	27	50	50	45	50
24. I have a say in decisions which affect my work	52	24	24	52	48	46	46
25. I think it is safe to speak up and challenge the way things are done	55	19	27	55	53	50	51
26. Where I work, we share the lessons learnt when mistakes are made	60	23	17	60	58	56	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	22	16	62	56	-	58
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	21	14	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	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
28.	I have received the appropriate training and development to do my job effectively	73	15	12	73	72	69	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	65	14	20	65	80	78	68
30.	I am encouraged to take opportunities to learn new skills and have new experiences	59	21	20	59	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

Work Environment

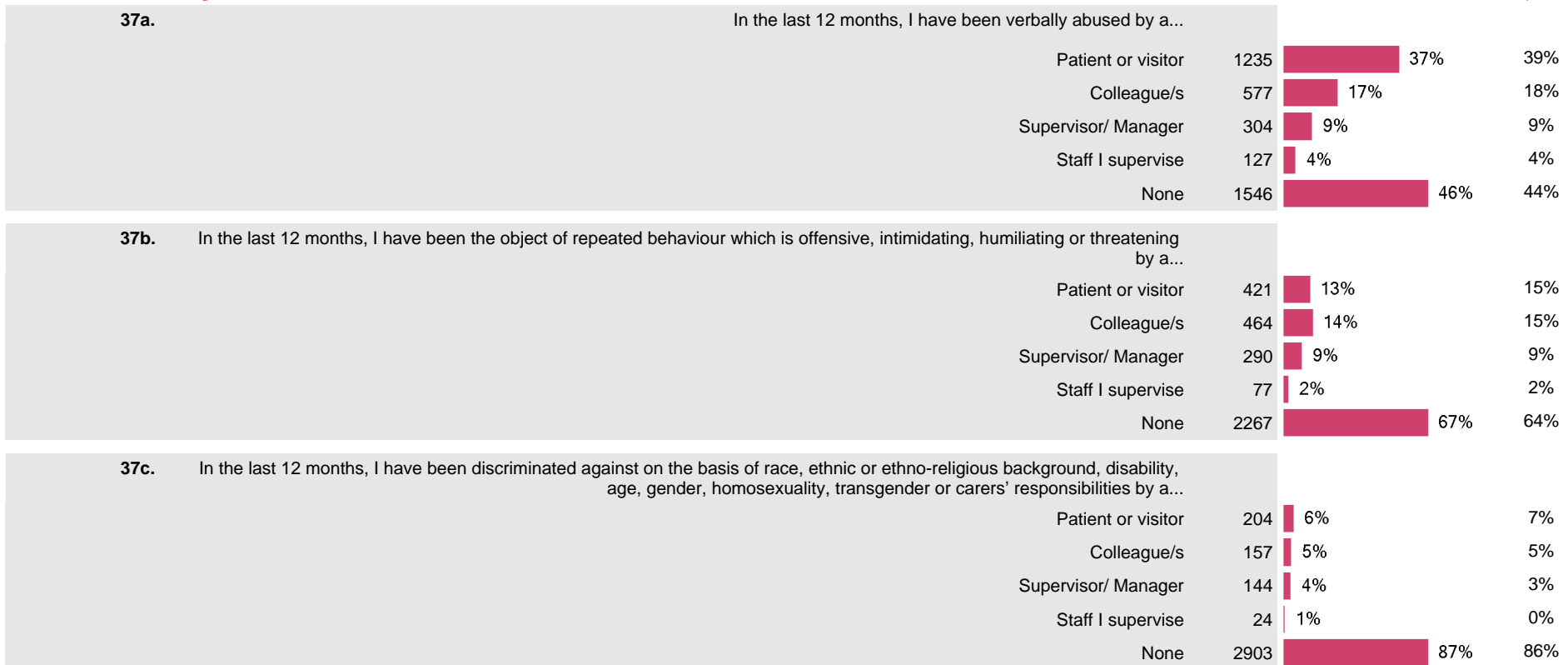
			% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
K	31.	I have confidence in the processes that my workplace uses to resolve staff conflict	43	28	29	43	41	37	44
	32.	I am able to achieve a healthy work/life balance most of the time	67	18	15	67	68	65	65
	33.	There are mechanisms in place to support me if I experience stress or pressure	60	22	18	60	60	58	56
	34.	Reasonable expectations are placed on staff according to their position	58	20	22	58	60	56	57
	35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	17	10	73	72	72	69
K	36.	My workplace enables strong professional leadership	54	26	20	54	-	-	52

All Questions

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

Unacceptable Behaviour

Western NSW Local Health District 2013



All Questions

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

Key **K** Key Driver Question

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

Unacceptable Behaviour

	% Yes	% Unsure	% No	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	88	8	4	88	87	87	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	47	21	31	47	46	48	47

All Questions

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

Key **K** Key Driver Question

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

Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	67	18	15	67	65	62	62
40. In my workplace patient safety is at the centre of all decision making	74	15	11	74	71	70	69
41. My team's objectives/ work plans are clearly outlined	69	20	12	69	66	62	66
42. Our objectives/work plans help us to deliver a quality service	69	21	10	69	67	62	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	26	16	57	56	-	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	Western NSW Local Health District 2013	Western NSW Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	74	16	9	74	73	70	73
45. I would recommend my workplace as a good place to work	63	21	16	63	63	61	64
46. I feel motivated to contribute more than what is normally required at work	68	19	14	68	68	64	67
47. I have a strong sense of belonging to my workplace	66	20	14	66	65	63	65
48. Overall I am satisfied to be working here at the present time	69	16	14	69	69	67	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	26	17	57	54	-	59
K 50. There is a positive culture in my workplace	51	25	23	51	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	31	26	42	39	34	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	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Your Job

1. My job makes good use of my skills and abilities	83	81	83	81	86	85	89	74	89	(r)	88	79	78	79
2. I feel I am able to suggest ideas to improve our ways of doing things	72	64	68	81	82	76	76	63	76	(r)	84	67	65	71
3. Working here makes me want to do the best job I can	74	77	72	82	80	73	76	63	87	(r)	86	76	62	74
4. The right amount of approvals are required for routine decisions	56	52	53	58	64	48	50	39	76	(r)	59	66	41	65
5. I have sufficient control over my work so I can do my job well	67	63	62	75	78	71	72	68	79	(r)	79	71	57	74
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	64	75	60	70	72	65	66	50	76	(r)	83	60	60	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

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	66	66	72	76	74	55	63	76	(r)	84	58	65	68
8. In my team we generally acknowledge one another's efforts and achievements	70	81	69	69	77	72	70	63	74	(r)	86	57	72	68
9. People in my team are honest and open	63	84	60	64	71	72	57	63	68	(r)	81	53	61	62
10. My team resolves conflict quickly when it arises	51	70	46	52	62	57	43	47	50	(r)	83	44	59	57
11. Morale is good in my team	51	68	46	55	60	57	43	37	68	(r)	81	44	64	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	Western NSW 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		3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index		69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	72	62	67	72	68	63	58	74	(r)	81	70	52	66
13. In my workplace, we recognise our successes and innovations	60	67	58	60	66	62	67	47	71	(r)	76	55	41	63
14. Staff are treated respectfully regardless of their job	61	76	59	63	69	66	58	47	82	(r)	78	50	45	61

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	65	63	71	75	70	71	53	76	(r)	81	62	63	70
15b. treats all staff in my team fairly	63	67	59	70	75	71	73	58	66	(r)	84	54	63	67
15c. ensures that when issues are raised in the team, they are addressed	61	64	58	61	68	67	66	61	63	(r)	83	56	61	63
15d. treats me with respect	77	81	74	80	84	82	83	66	87	(r)	88	68	74	81
16. I receive regular and constructive feedback on my performance	54	55	52	54	63	52	59	42	68	(r)	74	56	52	61
17. Overall, I have confidence in the decisions made by my line manager	66	67	63	66	73	70	71	53	76	(r)	84	57	70	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Senior Managers

18a. are aware of the issues I face in my job	48	52	47	46	57	40	41	34	76	(r)	61	53	39	53
18b. have a clear direction for the future	49	52	46	48	62	45	48	39	76	(r)	69	50	31	54
18c. lead by example in creating a positive workplace	46	52	41	49	59	48	41	38	74	(r)	78	49	30	52
19. There is a positive relationship between senior management and staff in my workplace	43	47	40	43	54	40	35	34	73	(r)	72	44	28	48
20. Overall, I have confidence in the decisions made by my senior managers	47	52	44	49	59	44	44	34	74	(r)	65	49	31	55
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	47	37	40	53	40	29	29	76	(r)	60	42	26	49
22. My organisation is making the necessary decisions to meet our future challenges	46	48	42	50	63	43	49	34	76	(r)	71	47	39	52

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Communication

23. I am kept well informed about what is happening in my workplace	50	48	47	48	57	51	57	43	76	(r)	70	50	37	51
24. I have a say in decisions which affect my work	52	55	48	52	61	51	61	42	68	(r)	81	53	46	56
25. I think it is safe to speak up and challenge the way things are done	55	58	51	61	66	56	60	43	68	(r)	75	53	48	54
26. Where I work, we share the lessons learnt when mistakes are made	60	66	59	64	65	59	55	51	73	(r)	75	57	59	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	48	59	63	75	61	73	49	76	(r)	93	62	56	63
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	55	61	72	77	61	70	51	79	(r)	86	69	65	71

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Western NSW 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		3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index		69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	80	73	70	70	72	71	59	87	(r)	74	76	50	71
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	34	57	67	74	73	87	59	95	(r)	77	74	81	73
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	59	59	56	62	57	58	46	68	(r)	77	59	42	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	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	50	40	45	51	43	41	39	63	(r)	58	44	39	47
32. I am able to achieve a healthy work/life balance most of the time	67	61	63	75	73	67	72	64	76	(r)	77	73	59	76
33. There are mechanisms in place to support me if I experience stress or pressure	60	53	57	60	68	59	69	50	82	(r)	74	64	65	62
34. Reasonable expectations are placed on staff according to their position	58	66	55	57	63	54	54	58	79	(r)	68	65	59	65
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	67	69	78	82	78	66	58	87	(r)	84	75	61	74
36. My workplace enables strong professional leadership	54	59	52	59	62	56	49	36	68	(r)	79	54	44	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														
	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239	
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	65	89	87	89	86	89	83	89	(r)	95	86	85	88
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	44	43	52	57	47	42	36	63	(r)	63	51	43	52

Demographics

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

Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	57	64	75	75	60	64	58	89	(r)	72	77	59	70
40. In my workplace patient safety is at the centre of all decision making	74	70	72	76	74	75	65	61	97	(r)	72	84	65	74
41. My team's objectives/ work plans are clearly outlined	69	70	66	69	72	67	65	58	87	(r)	81	78	63	69
42. Our objectives/work plans help us to deliver a quality service	69	63	66	71	77	66	69	60	89	(r)	79	76	64	71
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	52	53	63	63	52	58	58	89	(r)	75	69	58	61

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western NSW 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	3567	64	1631	210	245	456	83	38	38	1	58	323	54	239
Employee Engagement Index	69	72	67	73	76	68	68	61	85	(r)	86	71	58	68

Your Workplace

44. Overall I am proud to be a part of this workplace	74	68	73	78	80	74	73	64	95	(r)	91	78	60	72
45. I would recommend my workplace as a good place to work	63	67	61	66	74	63	60	58	76	(r)	85	64	53	62
46. I feel motivated to contribute more than what is normally required at work	68	73	66	69	76	66	70	56	82	(r)	84	69	60	67
47. I have a strong sense of belonging to my workplace	66	75	65	70	73	63	60	61	82	(r)	84	66	49	64
48. Overall I am satisfied to be working here at the present time	69	75	66	74	75	69	67	64	87	(r)	84	75	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	60	55	60	67	60	52	50	76	(r)	79	54	45	59
50. There is a positive culture in my workplace	51	63	48	54	61	51	49	33	76	(r)	79	50	47	56
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	39	40	44	53	38	43	26	73	(r)	67	41	42	44

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Your Job

1. My job makes good use of my skills and abilities	83	88	82
2. I feel I am able to suggest ideas to improve our ways of doing things	72	79	70
3. Working here makes me want to do the best job I can	74	80	73
4. The right amount of approvals are required for routine decisions	56	56	56
5. I have sufficient control over my work so I can do my job well	67	64	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	64	74	61

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	74	66
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	63	73	61
10. My team resolves conflict quickly when it arises	51	60	49
11. Morale is good in my team	51	60	48

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	71	64
13. In my workplace, we recognise our successes and innovations	60	68	58
14. Staff are treated respectfully regardless of their job	61	69	59

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	70	66
15b. treats all staff in my team fairly	63	66	62
15c. ensures that when issues are raised in the team, they are addressed	61	63	60
15d. treats me with respect	77	79	76
16. I receive regular and constructive feedback on my performance	54	58	54
17. Overall, I have confidence in the decisions made by my line manager	66	70	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

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Senior Managers

18a. are aware of the issues I face in my job	48	55	47
18b. have a clear direction for the future	49	58	47
18c. lead by example in creating a positive workplace	46	52	45
19. There is a positive relationship between senior management and staff in my workplace	43	48	41
20. Overall, I have confidence in the decisions made by my senior managers	47	53	46
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	46	40
22. My organisation is making the necessary decisions to meet our future challenges	46	55	44

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Communication

23. I am kept well informed about what is happening in my workplace	50	57	48
24. I have a say in decisions which affect my work	52	58	51
25. I think it is safe to speak up and challenge the way things are done	55	61	53
26. Where I work, we share the lessons learnt when mistakes are made	60	68	58
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	73	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

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	73	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 my every day work	65	62	66
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	62	58

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	49	42
32. I am able to achieve a healthy work/life balance most of the time	67	63	68
33. There are mechanisms in place to support me if I experience stress or pressure	60	60	60
34. Reasonable expectations are placed on staff according to their position	58	61	57
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	76	72
36. My workplace enables strong professional leadership	54	62	53

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	92	87
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	53	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

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Service Delivery

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	76	74
41.	My team's objectives/ work plans are clearly outlined	69	77	67
42.	Our objectives/work plans help us to deliver a quality service	69	75	68
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	57	62	56

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Western NSW LHD

Yes

No

Respondents	3567	692	2860
Employee Engagement Index	69	76	68

Your Workplace

44. Overall I am proud to be a part of this workplace	74	81	72
45. I would recommend my workplace as a good place to work	63	71	62
46. I feel motivated to contribute more than what is normally required at work	68	74	66
47. I have a strong sense of belonging to my workplace	66	74	64
48. Overall I am satisfied to be working here at the present time	69	74	68
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	62	56
50. There is a positive culture in my workplace	51	56	50
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	50	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Your Job

1. My job makes good use of my skills and abilities	83	85	93	89	100
2. I feel I am able to suggest ideas to improve our ways of doing things	72	73	89	83	100
3. Working here makes me want to do the best job I can	74	76	85	81	100
4. The right amount of approvals are required for routine decisions	56	53	60	57	79
5. I have sufficient control over my work so I can do my job well	67	61	68	62	95
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	64	67	86	83	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	71	79	74	95
8. In my team we generally acknowledge one another's efforts and achievements	70	77	86	96	100
9. People in my team are honest and open	63	67	78	89	100
10. My team resolves conflict quickly when it arises	51	54	66	72	84
11. Morale is good in my team	51	52	69	77	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	66	79	81	100
13. In my workplace, we recognise our successes and innovations	60	63	74	81	100
14. Staff are treated respectfully regardless of their job	61	64	77	77	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	64	79	83	100
15b. treats all staff in my team fairly	63	59	77	74	100
15c. ensures that when issues are raised in the team, they are addressed	61	56	73	72	95
15d. treats me with respect	77	72	88	87	100
16. I receive regular and constructive feedback on my performance	54	50	70	64	100
17. Overall, I have confidence in the decisions made by my line manager	66	62	84	77	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Senior Managers

18a. are aware of the issues I face in my job	48	49	57	77	89
18b. have a clear direction for the future	49	50	68	68	95
18c. lead by example in creating a positive workplace	46	44	61	72	89
19. There is a positive relationship between senior management and staff in my workplace	43	38	56	74	95
20. Overall, I have confidence in the decisions made by my senior managers	47	44	66	65	95
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	38	56	62	84
22. My organisation is making the necessary decisions to meet our future challenges	46	45	69	72	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Communication

23. I am kept well informed about what is happening in my workplace	50	51	66	64	100
24. I have a say in decisions which affect my work	52	50	67	74	100
25. I think it is safe to speak up and challenge the way things are done	55	53	74	66	95
26. Where I work, we share the lessons learnt when mistakes are made	60	63	76	79	100
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	65	86	83	100
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	66	85	85	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	71	77	74	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	65	62	64	49	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	58	69	64	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	42	53	70	84
32. I am able to achieve a healthy work/life balance most of the time	67	62	64	62	74
33. There are mechanisms in place to support me if I experience stress or pressure	60	56	64	68	79
34. Reasonable expectations are placed on staff according to their position	58	58	64	72	84
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	71	85	81	89
36. My workplace enables strong professional leadership	54	56	72	68	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	91	95	93	100
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	46	61	67	95

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	64	71	74	100
40. In my workplace patient safety is at the centre of all decision making	74	72	83	76	95
41. My team's objectives/ work plans are clearly outlined	69	73	83	85	95
42. Our objectives/work plans help us to deliver a quality service	69	70	83	80	89
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	58	66	70	84

Demographics

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

Key



At least 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

	Western NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3567	428	185	47	19
Employee Engagement Index	69	71	84	81	99

Your Workplace

44. Overall I am proud to be a part of this workplace	74	78	87	85	100
45. I would recommend my workplace as a good place to work	63	65	81	80	100
46. I feel motivated to contribute more than what is normally required at work	68	70	84	76	100
47. I have a strong sense of belonging to my workplace	66	68	82	76	100
48. Overall I am satisfied to be working here at the present time	69	67	83	89	95
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	57	68	72	100
50. There is a positive culture in my workplace	51	49	64	74	95
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	44	57	65	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Your Job

1. My job makes good use of my skills and abilities	83	82	84	88	80	82	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	72	71	73	73	60	70	(r)
3. Working here makes me want to do the best job I can	74	72	75	84	70	84	(r)
4. The right amount of approvals are required for routine decisions	56	54	56	62	60	62	(r)
5. I have sufficient control over my work so I can do my job well	67	66	68	72	70	73	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	63	64	69	60	65	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	66	65	80	50	74	(r)
8. In my team we generally acknowledge one another's efforts and achievements	70	68	70	81	50	72	(r)
9. People in my team are honest and open	63	63	61	72	50	66	(r)
10. My team resolves conflict quickly when it arises	51	51	48	58	33	60	(r)
11. Morale is good in my team	51	51	45	66	50	58	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	64	65	75	60	73	(r)
13. In my workplace, we recognise our successes and innovations	60	58	59	74	60	68	(r)
14. Staff are treated respectfully regardless of their job	61	58	60	75	60	67	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	64	66	79	70	75	(r)
15b. treats all staff in my team fairly	63	61	61	76	70	74	(r)
15c. ensures that when issues are raised in the team, they are addressed	61	59	60	72	60	70	(r)
15d. treats me with respect	77	74	78	87	70	84	(r)
16. I receive regular and constructive feedback on my performance	54	53	53	67	60	61	(r)
17. Overall, I have confidence in the decisions made by my line manager	66	64	64	81	70	74	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Senior Managers

18a. are aware of the issues I face in my job	48	47	45	61	40	62	(r)
18b. have a clear direction for the future	49	47	47	62	30	59	(r)
18c. lead by example in creating a positive workplace	46	44	43	63	50	60	(r)
19. There is a positive relationship between senior management and staff in my workplace	43	40	40	63	30	59	(r)
20. Overall, I have confidence in the decisions made by my senior managers	47	44	45	67	50	62	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	37	40	57	30	59	(r)
22. My organisation is making the necessary decisions to meet our future challenges	46	45	43	61	30	60	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Communication

23. I am kept well informed about what is happening in my workplace	50	47	50	68	40	57	(r)
24. I have a say in decisions which affect my work	52	50	52	62	40	57	(r)
25. I think it is safe to speak up and challenge the way things are done	55	53	54	63	20	60	(r)
26. Where I work, we share the lessons learnt when mistakes are made	60	58	60	73	50	68	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	62	61	68	60	62	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	66	64	70	50	67	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	70	76	78	60	78	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	66	62	70	60	69	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	57	59	68	60	66	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	42	41	52	50	53	(r)
32. I am able to achieve a healthy work/life balance most of the time	67	62	72	77	60	78	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	60	58	61	70	50	71	(r)
34. Reasonable expectations are placed on staff according to their position	58	56	59	67	60	67	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	70	75	78	70	81	(r)
36. My workplace enables strong professional leadership	54	52	54	69	50	64	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	88	89	86	80	84	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	45	47	58	50	61	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	65	67	74	50	75	(r)
40. In my workplace patient safety is at the centre of all decision making	74	72	74	78	80	85	(r)
41. My team's objectives/ work plans are clearly outlined	69	67	69	76	60	74	(r)
42. Our objectives/work plans help us to deliver a quality service	69	68	70	76	78	74	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	57	56	63	50	65	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Western NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3567	2066	990	205	10	279	5
Employee Engagement Index	69	67	70	80	70	77	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	74	72	76	83	80	81	(r)
45. I would recommend my workplace as a good place to work	63	61	64	77	70	72	(r)
46. I feel motivated to contribute more than what is normally required at work	68	65	67	81	70	77	(r)
47. I have a strong sense of belonging to my workplace	66	64	68	74	60	70	(r)
48. Overall I am satisfied to be working here at the present time	69	67	70	81	70	80	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	55	58	72	70	67	(r)
50. There is a positive culture in my workplace	51	49	48	68	60	67	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	42	40	45	40	49	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Your Job

1. My job makes good use of my skills and abilities	83	83	82	79	80	86
2. I feel I am able to suggest ideas to improve our ways of doing things	72	69	68	69	69	75
3. Working here makes me want to do the best job I can	74	83	79	71	72	75
4. The right amount of approvals are required for routine decisions	56	65	58	58	53	55
5. I have sufficient control over my work so I can do my job well	67	76	68	66	64	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	64	68	65	61	60	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

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	79	70	62	62	70
8. In my team we generally acknowledge one another's efforts and achievements	70	78	73	65	64	73
9. People in my team are honest and open	63	73	67	57	60	64
10. My team resolves conflict quickly when it arises	51	58	51	52	45	52
11. Morale is good in my team	51	66	54	51	46	50

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	74	69	62	63	66
13. In my workplace, we recognise our successes and innovations	60	73	66	59	56	60
14. Staff are treated respectfully regardless of their job	61	77	68	57	58	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	79	74	68	63	65
15b. treats all staff in my team fairly	63	79	71	64	61	61
15c. ensures that when issues are raised in the team, they are addressed	61	75	69	64	57	59
15d. treats me with respect	77	87	82	78	75	75
16. I receive regular and constructive feedback on my performance	54	64	61	55	51	54
17. Overall, I have confidence in the decisions made by my line manager	66	79	74	66	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

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Senior Managers

18a. are aware of the issues I face in my job	48	62	56	47	47	46
18b. have a clear direction for the future	49	65	56	48	46	47
18c. lead by example in creating a positive workplace	46	65	58	45	43	44
19. There is a positive relationship between senior management and staff in my workplace	43	65	54	42	40	39
20. Overall, I have confidence in the decisions made by my senior managers	47	69	59	47	45	43
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	62	53	43	38	37
22. My organisation is making the necessary decisions to meet our future challenges	46	63	56	45	44	44

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Communication

23. I am kept well informed about what is happening in my workplace	50	67	60	49	48	47
24. I have a say in decisions which affect my work	52	65	53	49	51	51
25. I think it is safe to speak up and challenge the way things are done	55	63	60	52	54	54
26. Where I work, we share the lessons learnt when mistakes are made	60	69	69	61	56	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	68	61	62	57	64
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	73	66	65	62	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

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	72	77	72	71	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	65	73	70	68	68	62
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	75	65	57	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

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	59	50	46	40	40
32. I am able to achieve a healthy work/life balance most of the time	67	80	71	68	66	64
33. There are mechanisms in place to support me if I experience stress or pressure	60	71	59	59	62	59
34. Reasonable expectations are placed on staff according to their position	58	71	60	56	57	57
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	84	78	70	70	73
36. My workplace enables strong professional leadership	54	70	65	55	52	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

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	79	84	83	87	92
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	65	49	45	46	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	78	68	67	61	67
40. In my workplace patient safety is at the centre of all decision making	74	81	77	74	73	73
41. My team's objectives/ work plans are clearly outlined	69	75	71	68	66	69
42. Our objectives/work plans help us to deliver a quality service	69	78	74	70	66	69
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	70	65	55	55	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

	Western NSW 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	3567	271	192	622	769	1679
Employee Engagement Index	69	79	75	67	68	69

Your Workplace

44. Overall I am proud to be a part of this workplace	74	83	79	73	73	74
45. I would recommend my workplace as a good place to work	63	76	71	63	61	62
46. I feel motivated to contribute more than what is normally required at work	68	81	75	65	67	66
47. I have a strong sense of belonging to my workplace	66	70	68	62	65	67
48. Overall I am satisfied to be working here at the present time	69	81	76	68	68	68
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	73	65	56	52	57
50. There is a positive culture in my workplace	51	73	62	51	46	50
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	39	49	43	43	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Your Job

1. My job makes good use of my skills and abilities	83	83	85	55
2. I feel I am able to suggest ideas to improve our ways of doing things	72	75	73	42
3. Working here makes me want to do the best job I can	74	74	76	51
4. The right amount of approvals are required for routine decisions	56	53	57	32
5. I have sufficient control over my work so I can do my job well	67	68	69	40
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	69	64	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

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	68	69	47
8. In my team we generally acknowledge one another's efforts and achievements	70	69	71	47
9. People in my team are honest and open	63	67	63	42
10. My team resolves conflict quickly when it arises	51	56	51	35
11. Morale is good in my team	51	56	51	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

Western NSW LHD

Male

Female

Prefer not to say

Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	71	66	37
13. In my workplace, we recognise our successes and innovations	60	62	61	31
14. Staff are treated respectfully regardless of their job	61	64	62	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	71	67	40
15b. treats all staff in my team fairly	63	70	63	31
15c. ensures that when issues are raised in the team, they are addressed	61	66	61	32
15d. treats me with respect	77	77	78	51
16. I receive regular and constructive feedback on my performance	54	58	55	29
17. Overall, I have confidence in the decisions made by my line manager	66	70	66	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Western NSW LHD

Male

Female

Prefer not to say

Respondents

3567

524

2672

132

Employee Engagement Index

69

71

70

43

Senior Managers

18a. are aware of the issues I face in my job	48	51	49	25
18b. have a clear direction for the future	49	49	50	22
18c. lead by example in creating a positive workplace	46	49	47	16
19. There is a positive relationship between senior management and staff in my workplace	43	44	43	16
20. Overall, I have confidence in the decisions made by my senior managers	47	49	48	20
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	44	41	12
22. My organisation is making the necessary decisions to meet our future challenges	46	48	47	18

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Communication

23. I am kept well informed about what is happening in my workplace	50	54	50	28
24. I have a say in decisions which affect my work	52	56	53	28
25. I think it is safe to speak up and challenge the way things are done	55	60	56	19
26. Where I work, we share the lessons learnt when mistakes are made	60	63	61	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	63	63	38
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	67	66	39

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Western NSW LHD

Male

Female

Prefer not to say

Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	71	74	51
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	70	65	51
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	59	60	33

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Western NSW LHD

Male

Female

Prefer not to say

Respondents

3567

524

2672

132

Employee Engagement Index

69

71

70

43

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	50	43	15
32. I am able to achieve a healthy work/life balance most of the time	67	69	67	47
33. There are mechanisms in place to support me if I experience stress or pressure	60	64	61	35
34. Reasonable expectations are placed on staff according to their position	58	62	59	35
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	70	75	46
36. My workplace enables strong professional leadership	54	57	55	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

Western NSW LHD

Male

Female

Prefer not to say

Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	85	89	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	52	48	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	66	68	37
40.	In my workplace patient safety is at the centre of all decision making	74	71	76	49
41.	My team's objectives/ work plans are clearly outlined	69	69	70	45
42.	Our objectives/work plans help us to deliver a quality service	69	69	71	41
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	57	58	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

Gender

	Western NSW LHD	Male	Female	Prefer not to say
Respondents	3567	524	2672	132
Employee Engagement Index	69	71	70	43

Your Workplace

44. Overall I am proud to be a part of this workplace	74	75	76	45
45. I would recommend my workplace as a good place to work	63	67	64	32
46. I feel motivated to contribute more than what is normally required at work	68	68	68	45
47. I have a strong sense of belonging to my workplace	66	69	67	40
48. Overall I am satisfied to be working here at the present time	69	73	70	42
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	60	59	29
50. There is a positive culture in my workplace	51	55	52	20
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	46	42	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

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Your Job

1. My job makes good use of my skills and abilities	83	85	82	82	84	83	85	83	85	87	60
2. I feel I am able to suggest ideas to improve our ways of doing things	72	72	73	74	70	72	71	74	74	73	47
3. Working here makes me want to do the best job I can	74	81	75	73	73	70	78	75	78	81	48
4. The right amount of approvals are required for routine decisions	56	71	56	55	55	54	52	54	58	66	35
5. I have sufficient control over my work so I can do my job well	67	80	68	69	67	65	62	68	71	72	45
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	64	73	64	66	64	65	62	64	65	66	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	70	66	68	73	66	67	67	67	72	53
8. In my team we generally acknowledge one another's efforts and achievements	70	73	69	69	71	72	68	70	71	73	48
9. People in my team are honest and open	63	67	65	65	65	61	60	65	63	67	43
10. My team resolves conflict quickly when it arises	51	59	50	52	52	51	48	51	50	56	39
11. Morale is good in my team	51	64	56	53	52	52	45	49	51	54	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	73	70	67	67	62	63	67	67	70	40
13. In my workplace, we recognise our successes and innovations	60	68	68	61	61	58	57	61	60	63	35
14. Staff are treated respectfully regardless of their job	61	69	67	63	66	58	56	62	63	61	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

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	78	74	69	69	67	65	66	64	66	43
15b. treats all staff in my team fairly	63	74	72	68	67	64	60	61	61	64	37
15c. ensures that when issues are raised in the team, they are addressed	61	71	70	67	61	62	60	60	58	62	35
15d. treats me with respect	77	86	84	81	79	78	73	76	76	75	54
16. I receive regular and constructive feedback on my performance	54	61	61	58	57	55	53	56	51	54	31
17. Overall, I have confidence in the decisions made by my line manager	66	79	75	72	69	65	63	63	64	66	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

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Senior Managers

18a. are aware of the issues I face in my job	48	61	53	47	50	44	49	46	48	50	33
18b. have a clear direction for the future	49	66	52	51	49	48	47	45	49	55	23
18c. lead by example in creating a positive workplace	46	64	49	51	51	46	45	42	43	51	19
19. There is a positive relationship between senior management and staff in my workplace	43	60	51	47	46	40	40	38	41	46	18
20. Overall, I have confidence in the decisions made by my senior managers	47	67	54	49	52	43	45	43	44	51	23
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	63	44	49	47	38	40	36	37	44	17
22. My organisation is making the necessary decisions to meet our future challenges	46	63	51	49	48	45	44	45	47	49	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Communication

23. I am kept well informed about what is happening in my workplace	50	67	58	56	48	53	47	47	46	52	27
24. I have a say in decisions which affect my work	52	65	56	56	53	50	48	54	50	56	30
25. I think it is safe to speak up and challenge the way things are done	55	69	59	55	57	53	50	56	56	58	23
26. Where I work, we share the lessons learnt when mistakes are made	60	73	67	59	59	61	56	59	63	61	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	71	64	62	62	58	60	64	64	68	41
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	76	65	65	66	60	63	66	68	74	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

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	82	74	72	72	70	71	73	74	78	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	65	74	71	73	68	65	62	62	62	68	51
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	77	65	67	58	59	55	56	53	60	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	62	48	47	46	41	41	42	39	47	19
32. I am able to achieve a healthy work/life balance most of the time	67	71	69	68	69	65	65	68	68	72	47
33. There are mechanisms in place to support me if I experience stress or pressure	60	69	60	65	62	55	59	62	61	65	35
34. Reasonable expectations are placed on staff according to their position	58	68	63	57	61	53	59	58	57	64	37
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	78	73	70	77	71	71	74	75	80	49
36. My workplace enables strong professional leadership	54	72	63	61	57	52	49	53	54	55	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	80	82	86	89	87	91	90	91	92	79
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	58	52	50	52	45	42	47	47	52	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	67	81	68	66	65	63	62	67	71	71	47
40. In my workplace patient safety is at the centre of all decision making	74	80	76	70	72	70	75	74	80	77	54
41. My team's objectives/ work plans are clearly outlined	69	76	73	68	71	65	68	67	70	74	49
42. Our objectives/work plans help us to deliver a quality service	69	78	73	72	69	65	67	70	71	76	49
43. At my workplace there is a good balance between delivering services and monitoring service delivery	57	69	61	56	55	52	57	59	60	62	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Western NSW 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	3567	187	326	298	289	427	426	546	533	350	161
Employee Engagement Index	69	78	71	70	71	65	67	72	71	74	43

Your Workplace

44. Overall I am proud to be a part of this workplace	74	83	77	77	77	70	69	77	79	79	41
45. I would recommend my workplace as a good place to work	63	73	70	67	66	61	61	64	64	67	32
46. I feel motivated to contribute more than what is normally required at work	68	79	66	69	71	64	64	69	68	72	48
47. I have a strong sense of belonging to my workplace	66	74	66	66	68	62	63	72	67	70	42
48. Overall I am satisfied to be working here at the present time	69	78	73	72	69	66	65	71	72	74	47
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	73	61	64	59	54	53	59	57	62	25
50. There is a positive culture in my workplace	51	70	59	56	51	48	50	49	52	55	22
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	51	42	43	46	41	41	42	44	49	18

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Your Job

1. My job makes good use of my skills and abilities	83	83	(r)	84	58
2. I feel I am able to suggest ideas to improve our ways of doing things	72	71	(r)	73	45
3. Working here makes me want to do the best job I can	74	75	(r)	76	48
4. The right amount of approvals are required for routine decisions	56	65	(r)	57	33
5. I have sufficient control over my work so I can do my job well	67	71	(r)	69	41
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	64	63	(r)	65	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

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	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	67	66	(r)	69	48
8. In my team we generally acknowledge one another's efforts and achievements	70	72	(r)	71	48
9. People in my team are honest and open	63	61	(r)	64	43
10. My team resolves conflict quickly when it arises	51	54	(r)	52	36
11. Morale is good in my team	51	57	(r)	52	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	67	(r)	67	37
13. In my workplace, we recognise our successes and innovations	60	63	(r)	61	36
14. Staff are treated respectfully regardless of their job	61	58	(r)	63	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	70	(r)	68	44
15b. treats all staff in my team fairly	63	67	(r)	65	35
15c. ensures that when issues are raised in the team, they are addressed	61	66	(r)	62	39
15d. treats me with respect	77	76	(r)	79	51
16. I receive regular and constructive feedback on my performance	54	65	(r)	55	32
17. Overall, I have confidence in the decisions made by my line manager	66	69	(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

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Senior Managers

18a. are aware of the issues I face in my job	48	61	(r)	48	33
18b. have a clear direction for the future	49	60	(r)	50	26
18c. lead by example in creating a positive workplace	46	60	(r)	47	22
19. There is a positive relationship between senior management and staff in my workplace	43	53	(r)	43	20
20. Overall, I have confidence in the decisions made by my senior managers	47	55	(r)	48	26
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	50	(r)	41	20
22. My organisation is making the necessary decisions to meet our future challenges	46	58	(r)	47	24

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Communication

23. I am kept well informed about what is happening in my workplace	50	55	(r)	51	30
24. I have a say in decisions which affect my work	52	59	(r)	53	30
25. I think it is safe to speak up and challenge the way things are done	55	58	(r)	56	23
26. Where I work, we share the lessons learnt when mistakes are made	60	64	(r)	61	37
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	69	(r)	63	43
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	73	(r)	66	44

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	77	(r)	74	54
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	65	77	(r)	65	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	70	(r)	59	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	54	(r)	44	23
32. I am able to achieve a healthy work/life balance most of the time	67	73	(r)	68	46
33. There are mechanisms in place to support me if I experience stress or pressure	60	71	(r)	61	35
34. Reasonable expectations are placed on staff according to their position	58	63	(r)	59	36
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	72	(r)	74	50
36. My workplace enables strong professional leadership	54	63	(r)	56	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	90	(r)	88	78
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	61	(r)	48	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	75	(r)	67	48
40.	In my workplace patient safety is at the centre of all decision making	74	79	(r)	75	55
41.	My team's objectives/ work plans are clearly outlined	69	76	(r)	70	46
42.	Our objectives/work plans help us to deliver a quality service	69	74	(r)	71	47
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	57	69	(r)	58	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

	Western NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3567	253	6	3076	203
Employee Engagement Index	69	72	(r)	71	42

Your Workplace

44. Overall I am proud to be a part of this workplace	74	75	(r)	76	44
45. I would recommend my workplace as a good place to work	63	66	(r)	65	34
46. I feel motivated to contribute more than what is normally required at work	68	73	(r)	69	45
47. I have a strong sense of belonging to my workplace	66	67	(r)	68	40
48. Overall I am satisfied to be working here at the present time	69	73	(r)	71	42
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	63	(r)	59	29
50. There is a positive culture in my workplace	51	58	(r)	53	22
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	54	(r)	43	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Your Job

1. My job makes good use of my skills and abilities	83	60	85	43
2. I feel I am able to suggest ideas to improve our ways of doing things	72	50	73	27
3. Working here makes me want to do the best job I can	74	58	76	40
4. The right amount of approvals are required for routine decisions	56	39	57	24
5. I have sufficient control over my work so I can do my job well	67	50	69	28
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	64	51	65	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Western NSW LHD

Yes

No

Prefer not to say

Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	67	48	69	38
8. In my team we generally acknowledge one another's efforts and achievements	70	58	71	39
9. People in my team are honest and open	63	43	64	33
10. My team resolves conflict quickly when it arises	51	40	52	30
11. Morale is good in my team	51	35	52	19

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	40	67	28
13. In my workplace, we recognise our successes and innovations	60	48	61	26
14. Staff are treated respectfully regardless of their job	61	37	62	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	52	68	31
15b. treats all staff in my team fairly	63	53	65	22
15c. ensures that when issues are raised in the team, they are addressed	61	56	62	25
15d. treats me with respect	77	61	78	37
16. I receive regular and constructive feedback on my performance	54	42	55	23
17. Overall, I have confidence in the decisions made by my line manager	66	54	67	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

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Senior Managers

18a. are aware of the issues I face in my job	48	32	49	24
18b. have a clear direction for the future	49	32	50	15
18c. lead by example in creating a positive workplace	46	29	47	16
19. There is a positive relationship between senior management and staff in my workplace	43	36	44	14
20. Overall, I have confidence in the decisions made by my senior managers	47	36	48	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	29	42	13
22. My organisation is making the necessary decisions to meet our future challenges	46	40	48	14

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Communication

23. I am kept well informed about what is happening in my workplace	50	37	51	15
24. I have a say in decisions which affect my work	52	32	53	19
25. I think it is safe to speak up and challenge the way things are done	55	33	56	18
26. Where I work, we share the lessons learnt when mistakes are made	60	50	61	18
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	43	64	27
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	56	66	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

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	73	58	74	46
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	62	66	38
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	43	60	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

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	43	27	44	15
32. I am able to achieve a healthy work/life balance most of the time	67	52	68	30
33. There are mechanisms in place to support me if I experience stress or pressure	60	58	61	25
34. Reasonable expectations are placed on staff according to their position	58	38	60	20
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	58	74	35
36. My workplace enables strong professional leadership	54	35	56	14

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	78	88	68
38b. have confidence that if you report these behaviours they will be responded to appropriately?	47	20	49	15

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	48	68	32
40.	In my workplace patient safety is at the centre of all decision making	74	69	75	36
41.	My team's objectives/ work plans are clearly outlined	69	45	70	38
42.	Our objectives/work plans help us to deliver a quality service	69	56	71	33
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	57	38	59	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	60	3376	102
Employee Engagement Index	69	51	71	31

Your Workplace

44. Overall I am proud to be a part of this workplace	74	58	76	31
45. I would recommend my workplace as a good place to work	63	41	65	23
46. I feel motivated to contribute more than what is normally required at work	68	56	69	33
47. I have a strong sense of belonging to my workplace	66	46	68	31
48. Overall I am satisfied to be working here at the present time	69	47	71	27
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	42	59	16
50. There is a positive culture in my workplace	51	36	53	13
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	38	43	9

Demographics

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

Key



At least 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

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Your Job

1. My job makes good use of my skills and abilities	83	83	87	45
2. I feel I am able to suggest ideas to improve our ways of doing things	72	72	81	38
3. Working here makes me want to do the best job I can	74	75	79	32
4. The right amount of approvals are required for routine decisions	56	56	69	25
5. I have sufficient control over my work so I can do my job well	67	68	73	32
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	64	71	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



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(r) Where group has less than 10 respondents

English Speaking Background

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	67	68	74	36
8.	In my team we generally acknowledge one another's efforts and achievements	70	70	79	43
9.	People in my team are honest and open	63	64	64	38
10.	My team resolves conflict quickly when it arises	51	51	60	36
11.	Morale is good in my team	51	50	65	23

Demographics

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

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(r) Where group has less than 10 respondents

English Speaking Background

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Being Valued

12. I believe I am valued for what I can offer at my workplace	66	66	76	34
13. In my workplace, we recognise our successes and innovations	60	60	75	35
14. Staff are treated respectfully regardless of their job	61	61	69	26

Demographics

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English Speaking Background

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Your Line Manager

15a. recognises and acknowledges when I have done my job well	66	66	79	34
15b. treats all staff in my team fairly	63	63	72	28
15c. ensures that when issues are raised in the team, they are addressed	61	61	74	27
15d. treats me with respect	77	77	86	35
16. I receive regular and constructive feedback on my performance	54	54	69	23
17. Overall, I have confidence in the decisions made by my line manager	66	66	78	25

Demographics

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

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(r) Where group has less than 10 respondents

English Speaking Background

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Senior Managers

18a. are aware of the issues I face in my job	48	48	60	25
18b. have a clear direction for the future	49	49	63	16
18c. lead by example in creating a positive workplace	46	46	60	18
19. There is a positive relationship between senior management and staff in my workplace	43	42	59	16
20. Overall, I have confidence in the decisions made by my senior managers	47	47	63	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	41	40	57	19
22. My organisation is making the necessary decisions to meet our future challenges	46	46	61	14

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24. I have a say in decisions which affect my work	52	52	62	27
25. I think it is safe to speak up and challenge the way things are done	55	55	62	18
26. Where I work, we share the lessons learnt when mistakes are made	60	60	72	30
27a. I am aware of the strategic objectives and direction of the organisation I work for	62	62	77	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	65	80	26

Demographics

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	Western NSW LHD	Yes	No	Prefer not to say
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28. I have received the appropriate training and development to do my job effectively	73	72	90	44
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	65	65	77	46
30. I am encouraged to take opportunities to learn new skills and have new experiences	59	58	75	32

Demographics

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Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Work Environment

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32. I am able to achieve a healthy work/life balance most of the time	67	67	77	31
33. There are mechanisms in place to support me if I experience stress or pressure	60	61	65	23
34. Reasonable expectations are placed on staff according to their position	58	58	71	28
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	73	74	76	30
36. My workplace enables strong professional leadership	54	54	69	17

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Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	88	89	83	65
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English Speaking Background

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Respondents	3567	3235	223	75
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Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	67	66	79	34
40.	In my workplace patient safety is at the centre of all decision making	74	74	83	41
41.	My team's objectives/ work plans are clearly outlined	69	69	81	37
42.	Our objectives/work plans help us to deliver a quality service	69	69	83	35
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	57	57	71	24

Demographics

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

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(r) Where group has less than 10 respondents

English Speaking Background

	Western NSW LHD	Yes	No	Prefer not to say
Respondents	3567	3235	223	75
Employee Engagement Index	69	70	77	30

Your Workplace

44. Overall I am proud to be a part of this workplace	74	75	81	34
45. I would recommend my workplace as a good place to work	63	64	73	24
46. I feel motivated to contribute more than what is normally required at work	68	68	74	32
47. I have a strong sense of belonging to my workplace	66	66	78	35
48. Overall I am satisfied to be working here at the present time	69	70	76	24
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	57	58	67	21
50. There is a positive culture in my workplace	51	51	65	20
51. Overall, I believe the culture at my workplace has improved in the last 12 months	42	42	59	14

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

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

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?

