

**62%**

2013: 62%

**ENGAGEMENT INDEX**

**48%**

2013: 47%

**WORKPLACE CULTURE INDEX**

**3,086**

2013: 3914

**ACTUAL RESPONSES**

**28%**

2013: 36%  
1% Confidence Interval

**ESTIMATED RESPONSE RATE**

## Employee Engagement Index

### Say

*% Positive*      *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	<b>66</b>	0
45.	I would recommend my workplace as a good place to work	<b>55</b>	0

### Stay

47.	I have a strong sense of belonging to my workplace	<b>60</b>	0
48.	Overall I am satisfied to be working here at the present time	<b>62</b>	0

### Strive

3.	Working here makes me want to do the best job I can	<b>66</b>	-1
46.	I feel motivated to contribute more than what is normally required at work	<b>61</b>	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	<b>46</b>	-
36.	My workplace enables strong professional leadership	<b>45</b>	-
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>33</b>	-
19.	There is a positive relationship between senior management and staff in my workplace	<b>36</b>	+1
18c.	The senior managers at my workplace lead by example in creating a positive workplace	<b>38</b>	+3
49.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>51</b>	0

## In this report

### HEADLINES

A top line summary of key insights

### COMPARISONS

Score summary against selected comparators

### ALL QUESTIONS

Detailed results for the entire question set

### DEMOGRAPHICS

Score comparisons of demographics

### GUIDE

A guide on how to interpret the results

### ACTION

Initiatives for maintaining and improving engagement

## Highlights and lowlights

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

### Highlights

Sections	% Positive
Training and Development Opportunities	66
Your Job	62
Service Delivery	59

Questions	% Positive
1. My job makes good use of my skills and abilities	79
15d. My line manager treats me with respect	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	71
28. I have received the appropriate training and development to do my job effectively	70
40. In my workplace patient safety is at the centre of all decision making	68

### Lowlights

Sections	% Positive
Senior Managers	37
Communication	49
Work Environment	50

Questions	% Positive
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33
19. There is a positive relationship between senior management and staff in my workplace	36
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36
22. My organisation is making the necessary decisions to meet our future challenges	36
20. Overall, I have confidence in the decisions made by my senior managers	38

## 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	56	+2
Your Team	57	+1
Your Job	62	+1

Questions	% Positive	Variance from 2013
18b. The senior managers at my workplace have a clear direction for the future	38	+3
14. Staff are treated respectfully regardless of their job	57	+3
18c. The senior managers at my workplace lead by example in creating a positive workplace	38	+3
2. I feel I am able to suggest ideas to improve our ways of doing things	64	+3
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	+2

### Least improved

Sections	% Positive	Variance from 2013
Your Workplace	55	-1
Training and Development Opportunities	66	-1
Work Environment	50	-1

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	-5
25. I think it is safe to speak up and challenge the way things are done	44	-1
24. I have a say in decisions which affect my work	40	-1
15b. My line manager treats all staff in my team fairly	56	-1
15a. My line manager recognises and acknowledges when I have done my job well	59	-1

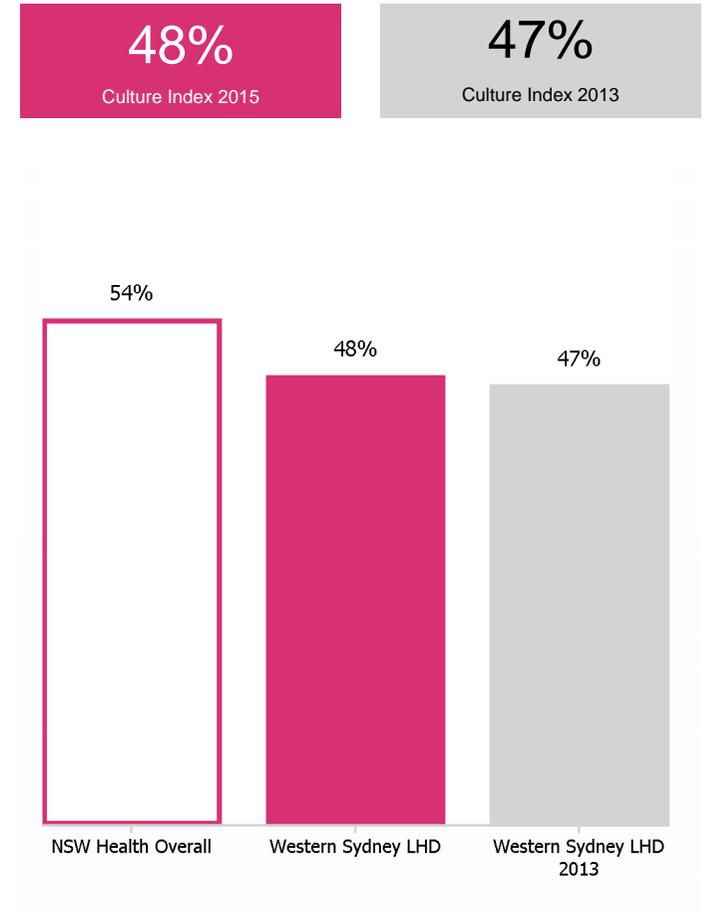
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# Employee Workplace Culture Index

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

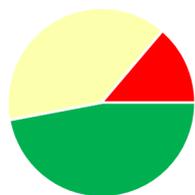
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

	<b>KEY</b>	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		47	21	32	0
12. I believe I am valued for what I can offer at my workplace		59	18	23	0
13. In my workplace, we recognise our successes and innovations		51	24	25	+2
14. Staff are treated respectfully regardless of their job		57	17	26	+3
17. Overall, I have confidence in the decisions made by my line manager		56	19	25	0
18b. The senior managers at my workplace have a clear direction for the future		38	32	29	+3
18c. The senior managers at my workplace lead by example in creating a positive workplace		38	28	34	+3
20. Overall, I have confidence in the decisions made by my senior managers		38	29	33	+1
24. I have a say in decisions which affect my work		40	26	34	-1
25. I think it is safe to speak up and challenge the way things are done		44	20	36	-1
26. Where I work, we share the lessons learnt when mistakes are made		54	23	23	0
31. I have confidence in the processes that my workplace uses to resolve staff conflict		40	26	33	0
41. My team's objectives/ work plans are clearly outlined		62	22	16	+1
42. Our objectives/work plans help us to deliver a quality service		61	24	15	+2
51. Overall, I believe the culture at my workplace has improved in the last 12 months		36	31	34	+1



# Trend Comparison

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



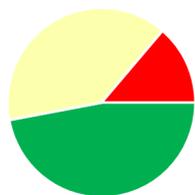
- 47% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 39% ■ Proportion of questions in line with 2013 scores
- 14% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
<b>18b.</b> The senior managers at my workplace have a clear direction for the future	<b>38</b>	<span style="color: green;">■</span> +3
<b>14.</b> Staff are treated respectfully regardless of their job	<b>57</b>	<span style="color: green;">■</span> +3
<b>18c.</b> The senior managers at my workplace lead by example in creating a positive workplace	<b>38</b>	<span style="color: green;">■</span> +3
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	<b>64</b>	<span style="color: green;">■</span> +3
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>52</b>	<span style="color: green;">■</span> +2
<b>1.</b> My job makes good use of my skills and abilities	<b>79</b>	<span style="color: green;">■</span> +2
<b>6.</b> At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>57</b>	<span style="color: green;">■</span> +2
<b>10.</b> My team resolves conflict quickly when it arises	<b>51</b>	<span style="color: green;">■</span> +2
<b>33.</b> There are mechanisms in place to support me if I experience stress or pressure	<b>43</b>	<span style="color: green;">■</span> +2
<b>42.</b> Our objectives/work plans help us to deliver a quality service	<b>61</b>	<span style="color: green;">■</span> +2
<b>13.</b> In my workplace, we recognise our successes and innovations	<b>51</b>	<span style="color: green;">■</span> +2
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>57</b>	<span style="color: green;">■</span> +2

# Trend Comparison

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



47% ■ Proportion of questions above 2013 scores by 1 or more percentage points

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	<i>% Positive</i>	<i>Variance from 2013</i>
<b>18a.</b> The senior managers at my workplace are aware of the issues I face in my job	<b>43</b>	<span style="color: green;">■</span> +2
<b>16.</b> I receive regular and constructive feedback on my performance	<b>47</b>	<span style="color: green;">■</span> +1
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	<b>63</b>	<span style="color: green;">■</span> +1
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>38</b>	<span style="color: green;">■</span> +1
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	<b>49</b>	<span style="color: green;">■</span> +1
<b>30.</b> I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	<span style="color: green;">■</span> +1
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>36</b>	<span style="color: green;">■</span> +1
<b>9.</b> People in my team are honest and open	<b>58</b>	<span style="color: green;">■</span> +1
<b>8.</b> In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<span style="color: green;">■</span> +1
<b>41.</b> My team's objectives/ work plans are clearly outlined	<b>62</b>	<span style="color: green;">■</span> +1
<b>51.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	<b>36</b>	<span style="color: green;">■</span> +1
<b>28.</b> I have received the appropriate training and development to do my job effectively	<b>70</b>	<span style="color: green;">■</span> +1
<b>40.</b> In my workplace patient safety is at the centre of all decision making	<b>68</b>	<span style="color: green;">■</span> 0

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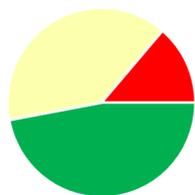
14% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	<i>% Positive</i>	<i>Variance from 2013</i>
15c. My line manager ensures that when issues are raised in the team, they are addressed	<b>58</b>	0
34. Reasonable expectations are placed on staff according to their position	<b>50</b>	0
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>51</b>	0
15d. My line manager treats me with respect	<b>71</b>	0
46. I feel motivated to contribute more than what is normally required at work	<b>61</b>	0
39. My work environment allows me to deliver the best possible services (patient care or support services)	<b>57</b>	0
11. Morale is good in my team	<b>47</b>	0
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>62</b>	0
17. Overall, I have confidence in the decisions made by my line manager	<b>56</b>	0
12. I believe I am valued for what I can offer at my workplace	<b>59</b>	0
5. I have sufficient control over my work so I can do my job well	<b>60</b>	0
44. Overall I am proud to be a part of this workplace	<b>66</b>	0
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>40</b>	0

# Trend Comparison

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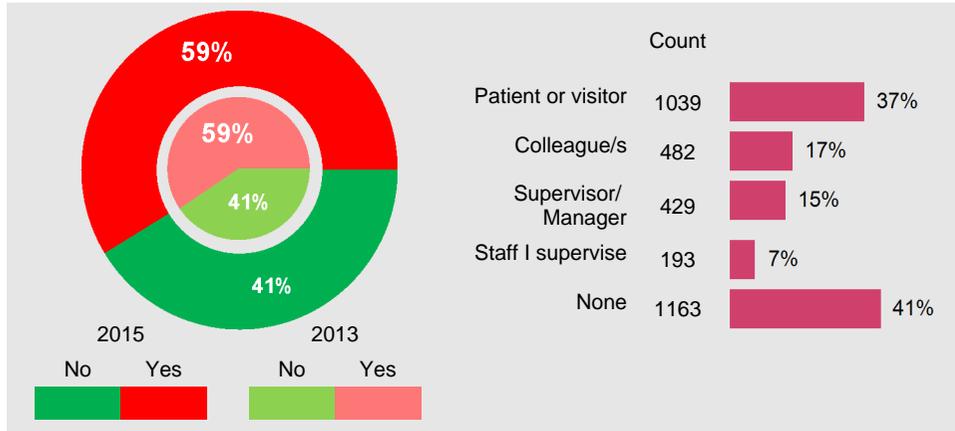
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
26. Where I work, we share the lessons learnt when mistakes are made	54	0
48. Overall I am satisfied to be working here at the present time	62	0
23. I am kept well informed about what is happening in my workplace	45	0
47. I have a strong sense of belonging to my workplace	60	0
45. I would recommend my workplace as a good place to work	55	0
4. The right amount of approvals are required for routine decisions	47	0
3. Working here makes me want to do the best job I can	66	-1
32. I am able to achieve a healthy work/life balance most of the time	60	-1
15a. My line manager recognises and acknowledges when I have done my job well	59	-1
15b. My line manager treats all staff in my team fairly	56	-1
24. I have a say in decisions which affect my work	40	-1
25. I think it is safe to speak up and challenge the way things are done	44	-1
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	-5

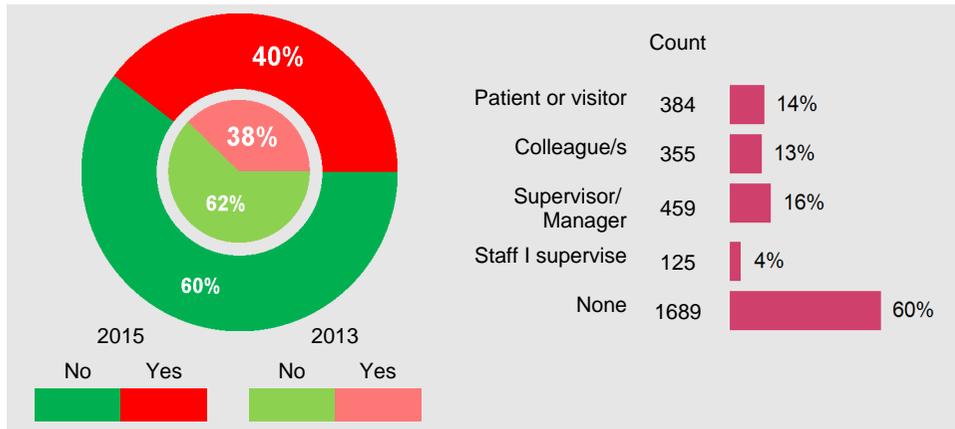
# Unacceptable Behaviour

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

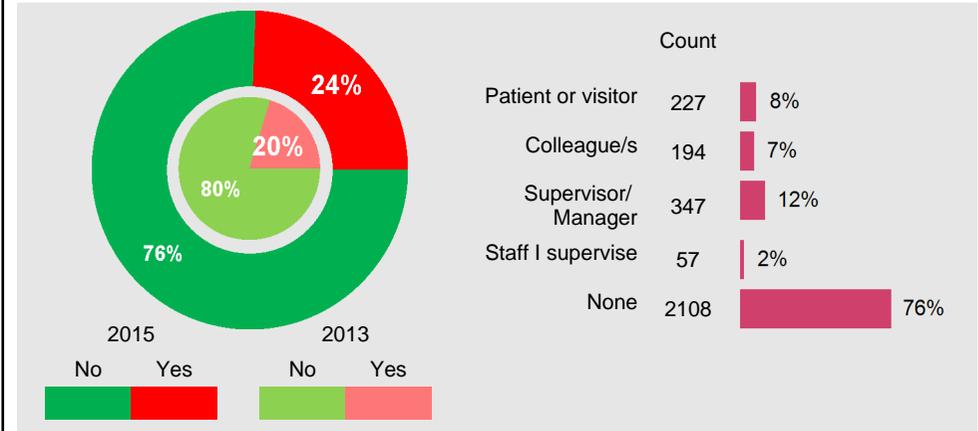
37a. In the last 12 months, I have been verbally abused by a ...



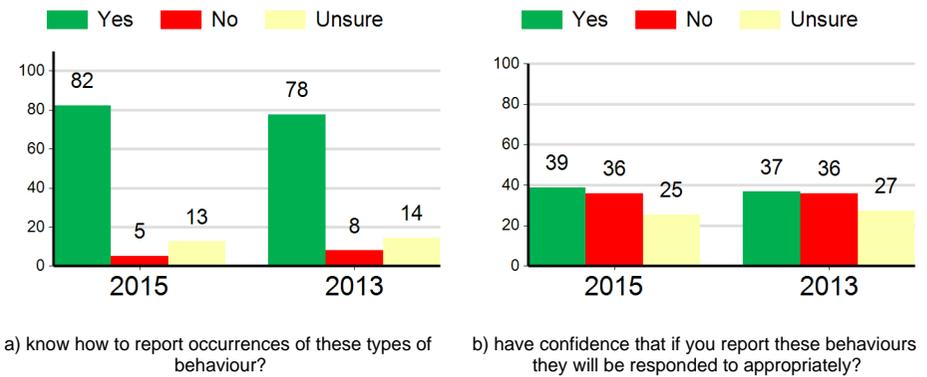
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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



38. Do you currently ...



# All Questions

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

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

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

## Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Western Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	79	9	12	79	77	77	81
2. I feel I am able to suggest ideas to improve our ways of doing things	64	15	21	64	62	62	69
3. Working here makes me want to do the best job I can	66	17	17	66	67	66	72
4. The right amount of approvals are required for routine decisions	47	23	30	47	48	-	52
5. I have sufficient control over my work so I can do my job well	60	18	22	60	60	58	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	57	20	22	57	55	51	62

# All Questions

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

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

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

## Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Western Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	17	20	63	62	62	69
8. In my team we generally acknowledge one another's efforts and achievements	64	16	20	64	63	64	70
9. People in my team are honest and open	58	21	21	58	57	58	64
10. My team resolves conflict quickly when it arises	51	23	26	51	49	48	53
11. Morale is good in my team	47	21	32	47	47	46	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>12.</b> I believe I am valued for what I can offer at my workplace	59	18	23	59	58	57	63
<b>13.</b> In my workplace, we recognise our successes and innovations	51	24	25	51	49	47	57
<b>14.</b> Staff are treated respectfully regardless of their job	57	17	26	57	54	52	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	59	18	23	59	60	58	65
<b>15b.</b> My line manager treats all staff in my team fairly	56	17	28	56	57	56	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	58	17	26	58	57	56	61
<b>15d.</b> My line manager treats me with respect	71	13	16	71	71	70	76
<b>16.</b> I receive regular and constructive feedback on my performance	47	23	30	47	45	43	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	56	19	25	56	56	55	63

# All Questions

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

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

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

		% Positive response	% Neutral response	% Negative response	% Positive	Western Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>Senior Managers</b>								
	18a. The senior managers at my workplace are aware of the issues I face in my job	43	24	33	43	41	39	46
	18b. The senior managers at my workplace have a clear direction for the future	38	32	29	38	35	30	45
<b>K</b>	18c. The senior managers at my workplace lead by example in creating a positive workplace	38	28	34	38	36	33	45
<b>K</b>	19. There is a positive relationship between senior management and staff in my workplace	36	28	36	36	35	33	42
	20. Overall, I have confidence in the decisions made by my senior managers	38	29	33	38	37	34	46
<b>K</b>	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	30	37	33	-	-	39
	22. My organisation is making the necessary decisions to meet our future challenges	36	34	30	36	-	-	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>23.</b> I am kept well informed about what is happening in my workplace	45	23	31	45	45	43	50
<b>24.</b> I have a say in decisions which affect my work	40	26	34	40	41	39	46
<b>25.</b> I think it is safe to speak up and challenge the way things are done	44	20	36	44	46	43	51
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	54	23	23	54	54	52	59
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	52	24	24	52	49	-	58
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	57	24	19	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

## Training and Development Opportunities

		% Positive response	% Neutral response	% Negative response	% Positive	Western Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>28.</b>	I have received the appropriate training and development to do my job effectively	70	17	13	70	69	68	73
<b>29.</b>	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	71	13	16	71	75	77	68
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	58	21	21	58	57	54	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>31.</b>	I have confidence in the processes that my workplace uses to resolve staff conflict	40	26	33	40	40	37	44
<b>32.</b>	I am able to achieve a healthy work/life balance most of the time	60	19	21	60	61	57	65
<b>33.</b>	There are mechanisms in place to support me if I experience stress or pressure	43	27	30	43	42	40	56
<b>34.</b>	Reasonable expectations are placed on staff according to their position	50	21	29	50	50	50	57
<b>35.</b>	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	21	16	62	62	62	69
<b>K 36.</b>	My workplace enables strong professional leadership	45	27	28	45	-	-	52

# All Questions

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

Western Sydney Local Health District 2013

## Unacceptable Behaviour

Question	Response	Count	Percentage	Percentage
<b>37a.</b> In the last 12 months, I have been verbally abused by a...	Patient or visitor	1039	37%	41%
	Colleague/s	482	17%	19%
	Supervisor/ Manager	429	15%	11%
	Staff I supervise	193	7%	6%
	None	1163	41%	41%
	<b>37b.</b> In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a...	Patient or visitor	384	14%
Colleague/s		355	13%	14%
Supervisor/ Manager		459	16%	12%
Staff I supervise		125	4%	4%
None		1689	60%	62%
<b>37c.</b> In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, gender, homosexuality, transgender or carers' responsibilities by a...		Patient or visitor	227	8%
	Colleague/s	194	7%	7%
	Supervisor/ Manager	347	12%	7%
	Staff I supervise	57	2%	2%
	None	2108	76%	80%

# 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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>38a.</b> Do you currently know how to report occurrences of these types of behaviour?	82	13	5	82	78	78	85
<b>38b.</b> Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	39	25	36	39	37	39	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	57	22	21	57	57	55	62
<b>40.</b> In my workplace patient safety is at the centre of all decision making	68	19	13	68	67	66	69
<b>41.</b> My team's objectives/ work plans are clearly outlined	62	22	16	62	61	60	66
<b>42.</b> Our objectives/work plans help us to deliver a quality service	61	24	15	61	60	60	66
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	49	29	23	49	47	-	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 Sydney Local Health District 2013	Western Sydney Local Health District 2011	NSW Health Overall
44.	Overall I am proud to be a part of this workplace	66	20	14	66	66	66	73
45.	I would recommend my workplace as a good place to work	55	23	22	55	55	55	64
46.	I feel motivated to contribute more than what is normally required at work	61	19	20	61	60	57	67
47.	I have a strong sense of belonging to my workplace	60	21	18	60	61	60	65
48.	Overall I am satisfied to be working here at the present time	62	18	20	62	63	61	69
<b>K</b>	49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	27	22	51	51	-	59
<b>K</b>	50. There is a positive culture in my workplace	46	25	29	46	-	-	53
51.	Overall, I believe the culture at my workplace has improved in the last 12 months	36	31	34	36	35	32	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 Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Your Job

1. My job makes good use of my skills and abilities	79	82	83	77	74	82	65	80	80	(r)	80	58	90	79
2. I feel I am able to suggest ideas to improve our ways of doing things	64	67	65	66	70	67	54	73	39	(r)	81	35	70	72
3. Working here makes me want to do the best job I can	66	69	70	72	65	67	57	71	57	(r)	69	36	70	65
4. The right amount of approvals are required for routine decisions	47	39	51	56	47	41	39	60	36	(r)	39	33	70	48
5. I have sufficient control over my work so I can do my job well	60	50	58	71	65	62	59	72	45	(r)	62	41	40	66
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	64	60	61	58	59	50	65	29	(r)	75	27	50	60

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	74	65	59	65	69	57	70	54	(r)	84	30	70	61
8. In my team we generally acknowledge one another's efforts and achievements	64	79	66	60	65	69	50	67	46	(r)	84	32	60	64
9. People in my team are honest and open	58	74	58	55	58	67	54	63	46	(r)	78	28	90	53
10. My team resolves conflict quickly when it arises	51	63	48	51	56	54	43	55	39	(r)	73	26	70	53
11. Morale is good in my team	47	60	48	49	49	47	43	56	28	(r)	62	22	30	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

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Being Valued

12. I believe I am valued for what I can offer at my workplace	59	66	58	64	61	60	52	67	46	(r)	64	48	50	59
13. In my workplace, we recognise our successes and innovations	51	56	52	54	52	56	44	54	38	(r)	71	27	30	49
14. Staff are treated respectfully regardless of their job	57	69	57	60	58	63	50	64	43	(r)	68	27	60	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 Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	65	60	59	68	60	56	54	44	(r)	76	33	80	58
15b. treats all staff in my team fairly	56	70	56	58	61	60	52	55	48	(r)	65	25	70	52
15c. ensures that when issues are raised in the team, they are addressed	58	68	59	65	60	58	57	62	50	(r)	68	26	50	56
15d. treats me with respect	71	78	74	67	76	76	67	74	60	(r)	85	36	70	65
16. I receive regular and constructive feedback on my performance	47	51	49	52	52	45	43	39	39	(r)	55	24	20	47
17. Overall, I have confidence in the decisions made by my line manager	56	67	58	61	61	55	44	60	47	(r)	68	25	50	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Senior Managers

18a. are aware of the issues I face in my job	43	47	43	47	44	42	43	49	41	(r)	61	27	40	39
18b. have a clear direction for the future	38	39	39	45	44	36	33	45	31	(r)	52	23	20	36
18c. lead by example in creating a positive workplace	38	41	39	42	42	35	42	45	30	(r)	55	25	30	37
19. There is a positive relationship between senior management and staff in my workplace	36	44	35	41	37	35	38	43	32	(r)	58	22	10	32
20. Overall, I have confidence in the decisions made by my senior managers	38	42	38	41	42	34	35	48	36	(r)	58	23	20	36
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	40	32	37	39	31	33	38	28	(r)	50	22	30	29
22. My organisation is making the necessary decisions to meet our future challenges	36	42	36	46	41	32	35	40	30	(r)	52	21	30	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

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Communication

23. I am kept well informed about what is happening in my workplace	45	48	49	49	47	42	40	53	40	(r)	53	25	50	41
24. I have a say in decisions which affect my work	40	45	40	45	47	37	37	43	28	(r)	49	24	30	41
25. I think it is safe to speak up and challenge the way things are done	44	53	45	46	51	42	38	53	29	(r)	49	25	50	46
26. Where I work, we share the lessons learnt when mistakes are made	54	64	56	54	58	54	43	65	50	(r)	58	28	50	48
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	48	54	54	59	50	50	56	40	(r)	72	30	30	54
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	55	56	65	65	53	41	70	46	(r)	73	40	60	62

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index		62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	81	73	72	65	70	62	67	87	(r)	66	57	30	62
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	60	67	76	78	73	83	75	72	(r)	84	57	50	78
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	69	61	58	62	54	57	65	52	(r)	68	38	0	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 Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	46	41	45	41	38	36	47	34	(r)	50	26	30	40
32. I am able to achieve a healthy work/life balance most of the time	60	53	63	64	62	62	43	66	52	(r)	58	35	30	64
33. There are mechanisms in place to support me if I experience stress or pressure	43	39	46	51	47	40	42	52	32	(r)	51	24	10	43
34. Reasonable expectations are placed on staff according to their position	50	56	52	52	54	50	42	59	47	(r)	56	24	20	47
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	63	59	68	67	70	54	72	63	(r)	77	36	60	64
36. My workplace enables strong professional leadership	45	53	49	46	47	41	38	42	40	(r)	64	24	10	42

# Demographics

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

## Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202	
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60	

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>82</b>	<b>65</b>	<b>85</b>	<b>85</b>	<b>80</b>	<b>81</b>	<b>91</b>	<b>67</b>	<b>78</b>	(r)	<b>89</b>	<b>82</b>	<b>80</b>	<b>83</b>
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>35</b>	<b>42</b>	<b>48</b>	<b>41</b>	<b>31</b>	<b>43</b>	<b>41</b>	<b>34</b>	(r)	<b>40</b>	<b>25</b>	<b>10</b>	<b>37</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	43	58	65	65	51	51	75	65	(r)	51	40	30	58
40. In my workplace patient safety is at the centre of all decision making	68	62	70	72	61	66	58	72	77	(r)	71	58	70	68
41. My team's objectives/ work plans are clearly outlined	62	71	65	59	61	63	49	66	58	(r)	68	37	50	61
42. Our objectives/work plans help us to deliver a quality service	61	70	63	67	63	61	45	67	67	(r)	68	37	40	61
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	47	50	59	57	40	45	59	50	(r)	57	28	30	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

Role	Western Sydney LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	3086	145	1188	180	285	452	54	104	114	0	85	166	10	202
Employee Engagement Index	62	67	65	65	62	62	54	68	55	(r)	65	36	59	60

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	74	69	70	67	65	58	71	64	(r)	68	41	70	62
45. I would recommend my workplace as a good place to work	55	63	59	56	56	54	46	59	47	(r)	56	30	60	52
46. I feel motivated to contribute more than what is normally required at work	61	65	63	61	62	62	58	63	52	(r)	70	37	50	62
47. I have a strong sense of belonging to my workplace	60	67	64	65	59	61	50	65	51	(r)	62	33	56	58
48. Overall I am satisfied to be working here at the present time	62	65	66	67	65	59	52	76	57	(r)	65	37	50	59
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	53	54	53	52	55	45	55	33	(r)	56	27	20	45
50. There is a positive culture in my workplace	46	60	50	52	42	44	38	54	34	(r)	49	24	20	41
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	43	43	37	30	26	37	39	20	(r)	49	21	30	32

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Western Sydney LHD

Yes

No

Respondents 3086 677 2345

Employee Engagement Index 62 68 60

## Your Job

1. My job makes good use of my skills and abilities	79	85	78
2. I feel I am able to suggest ideas to improve our ways of doing things	64	75	62
3. Working here makes me want to do the best job I can	66	73	65
4. The right amount of approvals are required for routine decisions	47	44	48
5. I have sufficient control over my work so I can do my job well	60	59	60
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	70	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	73	61
8. In my team we generally acknowledge one another's efforts and achievements	64	78	60
9. People in my team are honest and open	58	70	55
10. My team resolves conflict quickly when it arises	51	62	48
11. Morale is good in my team	47	57	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 Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Being Valued

12. I believe I am valued for what I can offer at my workplace	59	64	57
13. In my workplace, we recognise our successes and innovations	51	61	49
14. Staff are treated respectfully regardless of their job	57	67	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	66	57
15b. treats all staff in my team fairly	56	63	54
15c. ensures that when issues are raised in the team, they are addressed	58	63	56
15d. treats me with respect	71	77	70
16. I receive regular and constructive feedback on my performance	47	49	46
17. Overall, I have confidence in the decisions made by my line manager	56	61	55

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Western Sydney LHD	Yes	No
<b>Manage staff</b>			
Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Senior Managers

<b>18a.</b> are aware of the issues I face in my job	<b>43</b>	<b>48</b>	<b>41</b>
<b>18b.</b> have a clear direction for the future	<b>38</b>	<b>44</b>	<b>37</b>
<b>18c.</b> lead by example in creating a positive workplace	<b>38</b>	<b>42</b>	<b>37</b>
<b>19.</b> There is a positive relationship between senior management and staff in my workplace	<b>36</b>	<b>40</b>	<b>35</b>
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers	<b>38</b>	<b>44</b>	<b>36</b>
<b>21.</b> Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>33</b>	<b>38</b>	<b>32</b>
<b>22.</b> My organisation is making the necessary decisions to meet our future challenges	<b>36</b>	<b>44</b>	<b>34</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Western Sydney LHD	Yes	No
<b>Manage staff</b>			
Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Communication

23. I am kept well informed about what is happening in my workplace	45	51	44
24. I have a say in decisions which affect my work	40	50	37
25. I think it is safe to speak up and challenge the way things are done	44	54	42
26. Where I work, we share the lessons learnt when mistakes are made	54	61	52
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	62	49
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	65	54

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	71	70
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	69	71
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	62	57

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	46	38
32. I am able to achieve a healthy work/life balance most of the time	60	58	61
33. There are mechanisms in place to support me if I experience stress or pressure	43	45	43
34. Reasonable expectations are placed on staff according to their position	50	53	49
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	68	61
36. My workplace enables strong professional leadership	45	52	43

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>90</b>	<b>80</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>41</b>	<b>38</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Western Sydney LHD

Yes

No

Respondents	3086	677	2345
Employee Engagement Index	62	68	60

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	56	57
40. In my workplace patient safety is at the centre of all decision making	68	71	67
41. My team's objectives/ work plans are clearly outlined	62	70	59
42. Our objectives/work plans help us to deliver a quality service	61	70	59
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	53	47

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Western Sydney LHD

Yes

No

Respondents

3086

677

2345

Employee Engagement Index

62

68

60

## Your Workplace

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

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Your Job

1. My job makes good use of my skills and abilities	79	82	90	92	100
2. I feel I am able to suggest ideas to improve our ways of doing things	64	72	78	85	100
3. Working here makes me want to do the best job I can	66	71	76	86	90
4. The right amount of approvals are required for routine decisions	47	43	47	48	50
5. I have sufficient control over my work so I can do my job well	60	55	63	68	80
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	57	69	71	82	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 Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>63</b>	<b>71</b>	<b>77</b>	<b>85</b>	<b>80</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>74</b>	<b>84</b>	<b>89</b>	<b>90</b>
9. People in my team are honest and open	<b>58</b>	<b>64</b>	<b>76</b>	<b>84</b>	<b>80</b>
10. My team resolves conflict quickly when it arises	<b>51</b>	<b>55</b>	<b>71</b>	<b>78</b>	<b>60</b>
11. Morale is good in my team	<b>47</b>	<b>52</b>	<b>63</b>	<b>70</b>	<b>80</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>59</b>	<b>59</b>	<b>67</b>	<b>81</b>	<b>90</b>
13. In my workplace, we recognise our successes and innovations	<b>51</b>	<b>57</b>	<b>63</b>	<b>76</b>	<b>100</b>
14. Staff are treated respectfully regardless of their job	<b>57</b>	<b>65</b>	<b>71</b>	<b>75</b>	<b>90</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	64	66	81	100
15b. treats all staff in my team fairly	56	59	68	77	80
15c. ensures that when issues are raised in the team, they are addressed	58	62	66	74	80
15d. treats me with respect	71	76	80	89	80
16. I receive regular and constructive feedback on my performance	47	50	47	54	70
17. Overall, I have confidence in the decisions made by my line manager	56	57	66	74	80

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Senior Managers

18a. are aware of the issues I face in my job	43	44	47	73	100
18b. have a clear direction for the future	38	39	51	59	80
18c. lead by example in creating a positive workplace	38	40	43	61	70
19. There is a positive relationship between senior management and staff in my workplace	36	34	44	65	70
20. Overall, I have confidence in the decisions made by my senior managers	38	39	51	62	70
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	34	42	56	90
22. My organisation is making the necessary decisions to meet our future challenges	36	38	49	66	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

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Communication

23. I am kept well informed about what is happening in my workplace	45	48	51	69	90
24. I have a say in decisions which affect my work	40	44	56	74	70
25. I think it is safe to speak up and challenge the way things are done	44	50	58	71	80
26. Where I work, we share the lessons learnt when mistakes are made	54	59	64	70	70
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	57	71	73	100
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	59	72	81	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 Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	70	68	87	70
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	66	70	77	90
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	61	60	79	80

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	44	45	60	70
32. I am able to achieve a healthy work/life balance most of the time	60	58	61	60	30
33. There are mechanisms in place to support me if I experience stress or pressure	43	43	48	59	50
34. Reasonable expectations are placed on staff according to their position	50	51	56	69	80
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	63	73	86	100
36. My workplace enables strong professional leadership	45	47	53	76	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 Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>78</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>40</b>	38	<b>57</b>	<b>80</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	53	61	68	60
40. In my workplace patient safety is at the centre of all decision making	68	71	71	72	80
41. My team's objectives/ work plans are clearly outlined	62	67	74	84	80
42. Our objectives/work plans help us to deliver a quality service	61	68	72	80	70
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	50	57	65	60

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Western Sydney LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	3086	394	176	73	10
Employee Engagement Index	62	66	70	82	90

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	71	74	86	90
45. I would recommend my workplace as a good place to work	55	57	65	77	90
46. I feel motivated to contribute more than what is normally required at work	61	65	70	84	90
47. I have a strong sense of belonging to my workplace	60	69	68	80	90
48. Overall I am satisfied to be working here at the present time	62	62	65	82	90
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	49	56	74	44
50. There is a positive culture in my workplace	46	44	53	72	70
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	44	49	59	80

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	79	<b>77</b>	<b>88</b>	(r)	<b>83</b>	<b>87</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>64</b>	65	<b>62</b>	<b>68</b>	(r)	<b>60</b>	<b>80</b>
3. Working here makes me want to do the best job I can	<b>66</b>	<b>65</b>	<b>64</b>	<b>83</b>	(r)	<b>85</b>	<b>93</b>
4. The right amount of approvals are required for routine decisions	<b>47</b>	47	<b>42</b>	<b>58</b>	(r)	<b>63</b>	<b>40</b>
5. I have sufficient control over my work so I can do my job well	<b>60</b>	<b>59</b>	<b>58</b>	<b>71</b>	(r)	<b>70</b>	<b>67</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>57</b>	<b>56</b>	<b>56</b>	<b>71</b>	(r)	<b>64</b>	<b>67</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	62	64	77	(r)	80	87
8. In my team we generally acknowledge one another's efforts and achievements	64	63	61	83	(r)	75	87
9. People in my team are honest and open	58	57	58	75	(r)	66	80
10. My team resolves conflict quickly when it arises	51	50	45	68	(r)	67	67
11. Morale is good in my team	47	46	40	70	(r)	64	73

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Being Valued

12. I believe I am valued for what I can offer at my workplace	59	57	55	76	(r)	69	93
13. In my workplace, we recognise our successes and innovations	51	50	47	68	(r)	66	71
14. Staff are treated respectfully regardless of their job	57	55	54	78	(r)	71	93

# Demographics

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

## Key



At least 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 Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	58	54	78	(r)	73	71
15b. treats all staff in my team fairly	56	53	54	81	(r)	71	85
15c. ensures that when issues are raised in the team, they are addressed	58	56	56	80	(r)	73	71
15d. treats me with respect	71	69	71	91	(r)	80	100
16. I receive regular and constructive feedback on my performance	47	46	42	60	(r)	57	57
17. Overall, I have confidence in the decisions made by my line manager	56	54	52	81	(r)	71	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

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Senior Managers

18a. are aware of the issues I face in my job	43	43	37	60	(r)	32	64
18b. have a clear direction for the future	38	39	30	55	(r)	42	43
18c. lead by example in creating a positive workplace	38	38	32	56	(r)	49	71
19. There is a positive relationship between senior management and staff in my workplace	36	35	30	61	(r)	42	71
20. Overall, I have confidence in the decisions made by my senior managers	38	37	33	61	(r)	46	71
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	32	28	57	(r)	38	71
22. My organisation is making the necessary decisions to meet our future challenges	36	36	29	55	(r)	42	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

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Communication

23. I am kept well informed about what is happening in my workplace	45	44	39	65	(r)	64	57
24. I have a say in decisions which affect my work	40	40	35	54	(r)	47	57
25. I think it is safe to speak up and challenge the way things are done	44	43	42	58	(r)	59	86
26. Where I work, we share the lessons learnt when mistakes are made	54	52	51	73	(r)	67	79
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	52	43	70	(r)	69	43
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	57	48	70	(r)	71	64

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	69	69	82	(r)	74	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	71	71	65	79	(r)	82	57
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	58	50	74	(r)	63	43

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	39	34	61	(r)	61	57
32. I am able to achieve a healthy work/life balance most of the time	60	57	65	79	(r)	77	79
33. There are mechanisms in place to support me if I experience stress or pressure	43	42	40	59	(r)	61	64
34. Reasonable expectations are placed on staff according to their position	50	48	47	74	(r)	72	79
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	61	60	77	(r)	77	71
36. My workplace enables strong professional leadership	45	44	40	66	(r)	64	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

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>83</b>	82	<b>75</b>	(r)	82	<b>57</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>38</b>	<b>35</b>	<b>53</b>	(r)	<b>71</b>	<b>50</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	57	50	72	(r)	70	64
40. In my workplace patient safety is at the centre of all decision making	68	67	65	79	(r)	79	57
41. My team's objectives/ work plans are clearly outlined	62	61	55	81	(r)	75	71
42. Our objectives/work plans help us to deliver a quality service	61	61	55	78	(r)	73	79
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	48	42	68	(r)	64	64

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Western Sydney LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	3086	2226	545	185	9	60	15
Employee Engagement Index	62	61	58	78	(r)	79	88

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	65	62	83	(r)	77	86
45. I would recommend my workplace as a good place to work	55	54	49	74	(r)	73	86
46. I feel motivated to contribute more than what is normally required at work	61	59	57	80	(r)	82	93
47. I have a strong sense of belonging to my workplace	60	60	58	66	(r)	80	86
48. Overall I am satisfied to be working here at the present time	62	61	58	82	(r)	79	86
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	49	51	69	(r)	70	64
50. There is a positive culture in my workplace	46	44	42	68	(r)	63	79
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	36	30	44	(r)	42	31

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Your Job

1. My job makes good use of my skills and abilities	79	83	76	77	75	81
2. I feel I am able to suggest ideas to improve our ways of doing things	64	69	52	63	62	66
3. Working here makes me want to do the best job I can	66	81	67	64	61	68
4. The right amount of approvals are required for routine decisions	47	61	48	51	47	45
5. I have sufficient control over my work so I can do my job well	60	73	58	61	57	59
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	70	52	54	54	59

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	75	60	61	58	65
8. In my team we generally acknowledge one another's efforts and achievements	64	78	64	60	60	65
9. People in my team are honest and open	58	78	61	56	52	59
10. My team resolves conflict quickly when it arises	51	66	49	50	46	51
11. Morale is good in my team	47	71	51	44	45	45

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

### Being Valued

12. I believe I am valued for what I can offer at my workplace	59	73	60	56	56	58
13. In my workplace, we recognise our successes and innovations	51	68	52	53	47	50
14. Staff are treated respectfully regardless of their job	57	78	59	57	52	56

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	78	69	61	54	57
15b. treats all staff in my team fairly	56	79	66	57	49	54
15c. ensures that when issues are raised in the team, they are addressed	58	80	68	62	54	54
15d. treats me with respect	71	89	82	75	65	70
16. I receive regular and constructive feedback on my performance	47	63	49	50	43	45
17. Overall, I have confidence in the decisions made by my line manager	56	77	68	59	51	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Senior Managers

18a. are aware of the issues I face in my job	43	65	51	43	42	39
18b. have a clear direction for the future	38	62	49	40	36	35
18c. lead by example in creating a positive workplace	38	64	51	42	37	33
19. There is a positive relationship between senior management and staff in my workplace	36	62	46	43	34	31
20. Overall, I have confidence in the decisions made by my senior managers	38	67	45	42	35	34
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	62	40	38	31	28
22. My organisation is making the necessary decisions to meet our future challenges	36	62	43	40	35	32

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Communication

23. I am kept well informed about what is happening in my workplace	45	74	56	51	42	40
24. I have a say in decisions which affect my work	40	60	35	41	39	38
25. I think it is safe to speak up and challenge the way things are done	44	61	42	48	42	43
26. Where I work, we share the lessons learnt when mistakes are made	54	74	51	61	50	51
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	68	57	53	50	50
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	76	56	60	55	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	75	68	71	68	70
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	80	76	74	69	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	74	65	61	55	55

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	63	47	43	39	36
32. I am able to achieve a healthy work/life balance most of the time	60	74	63	61	59	58
33. There are mechanisms in place to support me if I experience stress or pressure	43	63	51	46	40	41
34. Reasonable expectations are placed on staff according to their position	50	74	61	55	44	47
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	82	65	66	58	61
36. My workplace enables strong professional leadership	45	71	48	48	41	43

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>71</b>	<b>71</b>	<b>81</b>	<b>80</b>	<b>86</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>61</b>	<b>40</b>	<b>42</b>	<b>35</b>	<b>36</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	72	58	59	56	54
40. In my workplace patient safety is at the centre of all decision making	68	80	70	69	66	66
41. My team's objectives/ work plans are clearly outlined	62	76	66	64	58	61
42. Our objectives/work plans help us to deliver a quality service	61	76	64	64	58	61
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	67	52	53	47	45

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Length of Service

	Western Sydney LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	3086	217	142	441	672	1546
Employee Engagement Index	62	79	66	63	57	61

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	85	69	69	62	65
45. I would recommend my workplace as a good place to work	55	77	61	58	51	52
46. I feel motivated to contribute more than what is normally required at work	61	82	69	63	55	60
47. I have a strong sense of belonging to my workplace	60	68	55	59	57	62
48. Overall I am satisfied to be working here at the present time	62	82	73	63	58	61
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	72	48	54	45	50
50. There is a positive culture in my workplace	46	72	49	50	41	43
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	38	37	40	35	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 Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	<b>75</b>	<b>82</b>	<b>66</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>64</b>	<b>64</b>	<b>67</b>	<b>36</b>
3. Working here makes me want to do the best job I can	<b>66</b>	<b>64</b>	<b>70</b>	<b>34</b>
4. The right amount of approvals are required for routine decisions	<b>47</b>	<b>47</b>	<b>49</b>	<b>25</b>
5. I have sufficient control over my work so I can do my job well	<b>60</b>	<b>56</b>	<b>62</b>	<b>36</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>57</b>	<b>56</b>	<b>60</b>	<b>33</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	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	63	67	64	48
8. In my team we generally acknowledge one another's efforts and achievements	64	66	64	52
9. People in my team are honest and open	58	61	59	42
10. My team resolves conflict quickly when it arises	51	55	50	37
11. Morale is good in my team	47	50	47	27

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

**Gender**

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>59</b>	<b>61</b>	<b>59</b>	<b>38</b>
13. In my workplace, we recognise our successes and innovations	<b>51</b>	52	<b>53</b>	<b>33</b>
14. Staff are treated respectfully regardless of their job	<b>57</b>	<b>62</b>	57	<b>28</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	62	60	36
15b. treats all staff in my team fairly	56	58	57	31
15c. ensures that when issues are raised in the team, they are addressed	58	57	59	35
15d. treats me with respect	71	71	73	49
16. I receive regular and constructive feedback on my performance	47	47	48	30
17. Overall, I have confidence in the decisions made by my line manager	56	57	57	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 Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Senior Managers

18a. are aware of the issues I face in my job	43	45	43	28
18b. have a clear direction for the future	38	39	39	19
18c. lead by example in creating a positive workplace	38	41	39	18
19. There is a positive relationship between senior management and staff in my workplace	36	40	36	16
20. Overall, I have confidence in the decisions made by my senior managers	38	40	39	16
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	37	33	13
22. My organisation is making the necessary decisions to meet our future challenges	36	38	37	18

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Communication

23. I am kept well informed about what is happening in my workplace	45	46	47	22
24. I have a say in decisions which affect my work	40	42	41	18
25. I think it is safe to speak up and challenge the way things are done	44	46	46	16
26. Where I work, we share the lessons learnt when mistakes are made	54	54	55	30
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	50	54	28
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	58	58	37

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

**Gender**

Western Sydney LHD

Male

Female

Prefer not to say

Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>70</b>	<b>69</b>	<b>72</b>	<b>55</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>72</b>	71	<b>56</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	<b>57</b>	<b>59</b>	<b>38</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	45	40	14
32. I am able to achieve a healthy work/life balance most of the time	60	57	62	38
33. There are mechanisms in place to support me if I experience stress or pressure	43	42	45	18
34. Reasonable expectations are placed on staff according to their position	50	50	52	20
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	61	65	37
36. My workplace enables strong professional leadership	45	46	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 Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>79</b>	<b>83</b>	82
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	39	<b>40</b>	<b>22</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	56	59	33
40. In my workplace patient safety is at the centre of all decision making	68	65	70	43
41. My team's objectives/ work plans are clearly outlined	62	60	64	38
42. Our objectives/work plans help us to deliver a quality service	61	61	63	35
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	47	51	25

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Gender

	Western Sydney LHD	Male	Female	Prefer not to say
Respondents	3086	577	2126	178
Employee Engagement Index	62	63	64	31

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	68	68	29
45. I would recommend my workplace as a good place to work	55	57	57	26
46. I feel motivated to contribute more than what is normally required at work	61	62	63	33
47. I have a strong sense of belonging to my workplace	60	61	62	34
48. Overall I am satisfied to be working here at the present time	62	63	64	32
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	52	53	23
50. There is a positive culture in my workplace	46	49	47	20
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	36	37	13

# Demographics

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

## Key

■ At least 1 percentage points greater than overall score

■ At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Your Job

1. My job makes good use of my skills and abilities	79	82	79	83	81	79	78	77	83	81	62
2. I feel I am able to suggest ideas to improve our ways of doing things	64	62	60	70	68	67	62	67	65	73	39
3. Working here makes me want to do the best job I can	66	76	66	72	63	65	67	68	70	76	37
4. The right amount of approvals are required for routine decisions	47	63	52	51	46	46	47	47	44	55	28
5. I have sufficient control over my work so I can do my job well	60	64	62	67	63	57	58	61	57	68	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	57	62	56	62	60	62	56	58	59	61	32

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	63	69	56	69	62	65	59	65	67	71	51
8. In my team we generally acknowledge one another's efforts and achievements	64	74	61	67	66	65	61	63	64	71	53
9. People in my team are honest and open	58	74	57	63	59	57	58	57	59	65	41
10. My team resolves conflict quickly when it arises	51	60	49	54	49	53	49	50	49	59	40
11. Morale is good in my team	47	64	48	53	48	46	44	45	45	53	31

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>59</b>	<b>63</b>	59	<b>63</b>	<b>54</b>	<b>60</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>64</b>	<b>38</b>
13. In my workplace, we recognise our successes and innovations	<b>51</b>	<b>65</b>	<b>56</b>	<b>61</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>50</b>	51	<b>60</b>	<b>32</b>
14. Staff are treated respectfully regardless of their job	<b>57</b>	<b>68</b>	<b>58</b>	<b>66</b>	<b>60</b>	<b>59</b>	<b>55</b>	57	<b>56</b>	<b>59</b>	<b>28</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

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## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	71	61	68	58	62	57	56	59	66	35
15b. treats all staff in my team fairly	56	77	58	64	55	57	52	54	55	65	28
15c. ensures that when issues are raised in the team, they are addressed	58	80	60	67	56	59	53	56	58	64	35
15d. treats me with respect	71	89	77	82	71	73	68	67	71	75	44
16. I receive regular and constructive feedback on my performance	47	61	48	55	48	49	43	42	47	54	26
17. Overall, I have confidence in the decisions made by my line manager	56	83	59	66	55	58	53	52	56	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 Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Senior Managers

18a. are aware of the issues I face in my job	43	64	44	50	41	42	43	43	37	46	29
18b. have a clear direction for the future	38	70	41	44	39	38	36	37	36	40	21
18c. lead by example in creating a positive workplace	38	64	40	48	39	40	38	38	33	37	19
19. There is a positive relationship between senior management and staff in my workplace	36	70	39	45	35	38	33	35	31	36	19
20. Overall, I have confidence in the decisions made by my senior managers	38	68	43	47	36	38	37	38	35	37	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	64	37	44	32	30	32	35	27	31	15
22. My organisation is making the necessary decisions to meet our future challenges	36	63	40	45	35	38	35	36	30	37	20

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Communication

23. I am kept well informed about what is happening in my workplace	45	67	52	55	49	46	43	45	42	41	21
24. I have a say in decisions which affect my work	40	48	43	50	40	39	37	38	39	46	20
25. I think it is safe to speak up and challenge the way things are done	44	57	50	55	45	47	41	41	45	48	16
26. Where I work, we share the lessons learnt when mistakes are made	54	77	61	64	52	55	51	52	50	54	34
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	66	57	57	52	52	46	50	53	58	33
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	68	62	62	54	61	51	56	55	62	41

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	77	72	78	72	72	66	64	68	76	60
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	71	83	67	74	74	71	72	66	71	74	60
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	76	60	68	64	61	52	54	56	59	39

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	60	44	49	40	43	37	38	39	39	20
32. I am able to achieve a healthy work/life balance most of the time	60	75	64	67	61	58	58	57	61	64	40
33. There are mechanisms in place to support me if I experience stress or pressure	43	54	48	50	45	48	41	43	40	46	23
34. Reasonable expectations are placed on staff according to their position	50	74	52	57	50	54	47	48	49	54	25
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	78	58	67	63	64	59	63	65	67	43
36. My workplace enables strong professional leadership	45	67	49	54	46	48	43	44	43	46	21

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	82	72	79	81	82	83	81	80	88	85	81
38b. have confidence that if you report these behaviours they will be responded to appropriately?	39	58	45	40	34	37	37	38	39	46	22

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Age Group

	Western Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	70	60	61	55	57	54	57	58	62	33
40. In my workplace patient safety is at the centre of all decision making	68	78	69	68	67	69	66	69	71	70	49
41. My team's objectives/ work plans are clearly outlined	62	75	62	69	59	61	60	62	63	67	40
42. Our objectives/work plans help us to deliver a quality service	61	75	64	67	59	62	59	63	63	64	39
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	69	47	55	47	51	48	47	47	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 Sydney LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	3086	103	261	301	327	338	406	443	408	278	192
Employee Engagement Index	62	75	61	68	62	61	61	62	62	71	38

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	81	65	72	69	66	64	65	65	75	40
45. I would recommend my workplace as a good place to work	55	74	56	64	54	55	53	55	52	60	32
46. I feel motivated to contribute more than what is normally required at work	61	81	61	64	60	60	61	61	60	71	35
47. I have a strong sense of belonging to my workplace	60	63	59	66	64	60	59	58	61	70	41
48. Overall I am satisfied to be working here at the present time	62	75	60	70	62	61	61	62	63	71	42
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	66	52	55	52	52	48	51	49	58	30
50. There is a positive culture in my workplace	46	71	49	53	44	46	43	43	47	49	23
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	35	38	42	37	41	35	35	34	37	19

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Your Job

1. My job makes good use of my skills and abilities	79	75	(r)	81	59
2. I feel I am able to suggest ideas to improve our ways of doing things	64	70	(r)	67	33
3. Working here makes me want to do the best job I can	66	65	(r)	69	34
4. The right amount of approvals are required for routine decisions	47	54	(r)	49	26
5. I have sufficient control over my work so I can do my job well	60	50	(r)	62	34
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	58	(r)	60	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 Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	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	63	62	(r)	65	40
8. In my team we generally acknowledge one another's efforts and achievements	64	60	(r)	66	41
9. People in my team are honest and open	58	60	(r)	60	34
10. My team resolves conflict quickly when it arises	51	50	(r)	52	31
11. Morale is good in my team	47	35	(r)	49	23

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>59</b>	<b>50</b>	(r)	<b>60</b>	<b>31</b>
13. In my workplace, we recognise our successes and innovations	<b>51</b>	<b>40</b>	(r)	<b>53</b>	<b>22</b>
14. Staff are treated respectfully regardless of their job	<b>57</b>	<b>40</b>	(r)	<b>60</b>	<b>19</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	50	(r)	62	23
15b. treats all staff in my team fairly	56	58	(r)	58	22
15c. ensures that when issues are raised in the team, they are addressed	58	55	(r)	60	25
15d. treats me with respect	71	60	(r)	74	36
16. I receive regular and constructive feedback on my performance	47	50	(r)	49	18
17. Overall, I have confidence in the decisions made by my line manager	56	56	(r)	58	20

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Senior Managers

18a. are aware of the issues I face in my job	<b>43</b>	43	(r)	<b>44</b>	<b>26</b>
18b. have a clear direction for the future	<b>38</b>	<b>38</b>	(r)	<b>40</b>	<b>13</b>
18c. lead by example in creating a positive workplace	<b>38</b>	<b>41</b>	(r)	<b>40</b>	<b>12</b>
19. There is a positive relationship between senior management and staff in my workplace	<b>36</b>	<b>30</b>	(r)	<b>38</b>	<b>11</b>
20. Overall, I have confidence in the decisions made by my senior managers	<b>38</b>	<b>35</b>	(r)	<b>40</b>	<b>11</b>
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>33</b>	33	(r)	<b>35</b>	<b>7</b>
22. My organisation is making the necessary decisions to meet our future challenges	<b>36</b>	<b>40</b>	(r)	<b>38</b>	<b>11</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Communication

23. I am kept well informed about what is happening in my workplace	45	50	(r)	47	17
24. I have a say in decisions which affect my work	40	48	(r)	41	15
25. I think it is safe to speak up and challenge the way things are done	44	45	(r)	46	15
26. Where I work, we share the lessons learnt when mistakes are made	54	53	(r)	55	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	53	(r)	54	23
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	55	(r)	58	31

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	70	63	(r)	71	52
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	71	55	(r)	72	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	58	45	(r)	60	30

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	43	(r)	42	18
32. I am able to achieve a healthy work/life balance most of the time	60	60	(r)	62	36
33. There are mechanisms in place to support me if I experience stress or pressure	43	50	(r)	45	17
34. Reasonable expectations are placed on staff according to their position	50	49	(r)	52	19
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	48	(r)	65	33
36. My workplace enables strong professional leadership	45	35	(r)	47	19

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	82	(r)	82	<b>81</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>48</b>	(r)	<b>40</b>	<b>19</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Australian Aboriginal

	Western Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	57	51	(r)	59	27
40. In my workplace patient safety is at the centre of all decision making	68	64	(r)	70	41
41. My team's objectives/ work plans are clearly outlined	62	56	(r)	64	33
42. Our objectives/work plans help us to deliver a quality service	61	54	(r)	64	34
43. At my workplace there is a good balance between delivering services and monitoring service delivery	49	46	(r)	50	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 Sydney LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	3086	40	1	2801	187
Employee Engagement Index	62	56	(r)	64	31

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	59	(r)	68	32
45. I would recommend my workplace as a good place to work	55	46	(r)	57	25
46. I feel motivated to contribute more than what is normally required at work	61	64	(r)	63	30
47. I have a strong sense of belonging to my workplace	60	53	(r)	62	33
48. Overall I am satisfied to be working here at the present time	62	51	(r)	65	32
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	41	(r)	53	25
50. There is a positive culture in my workplace	46	34	(r)	48	16
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	33	(r)	37	10

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	<b>66</b>	<b>80</b>	<b>62</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>64</b>	<b>55</b>	<b>66</b>	<b>29</b>
3. Working here makes me want to do the best job I can	<b>66</b>	<b>54</b>	<b>68</b>	<b>29</b>
4. The right amount of approvals are required for routine decisions	<b>47</b>	<b>36</b>	<b>49</b>	<b>24</b>
5. I have sufficient control over my work so I can do my job well	<b>60</b>	<b>52</b>	<b>61</b>	<b>28</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>57</b>	<b>43</b>	<b>59</b>	<b>20</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>63</b>	<b>50</b>	<b>65</b>	<b>41</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>62</b>	<b>65</b>	<b>41</b>
9. People in my team are honest and open	<b>58</b>	<b>49</b>	<b>60</b>	<b>32</b>
10. My team resolves conflict quickly when it arises	<b>51</b>	<b>46</b>	<b>52</b>	<b>28</b>
11. Morale is good in my team	<b>47</b>	<b>40</b>	<b>48</b>	<b>19</b>

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Being Valued

12. I believe I am valued for what I can offer at my workplace	59	38	60	34
13. In my workplace, we recognise our successes and innovations	51	37	53	24
14. Staff are treated respectfully regardless of their job	57	43	59	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

	Western Sydney LHD	Yes	No	Prefer not to say
<b>Disability</b>				
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	47	61	25
15b. treats all staff in my team fairly	56	45	57	22
15c. ensures that when issues are raised in the team, they are addressed	58	39	60	25
15d. treats me with respect	71	58	73	37
16. I receive regular and constructive feedback on my performance	47	33	48	18
17. Overall, I have confidence in the decisions made by my line manager	56	42	58	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

	Western Sydney LHD	Yes	No	Prefer not to say
<b>Disability</b>				
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Senior Managers

18a. are aware of the issues I face in my job	43	35	44	24
18b. have a clear direction for the future	38	21	40	16
18c. lead by example in creating a positive workplace	38	26	40	14
19. There is a positive relationship between senior management and staff in my workplace	36	29	37	16
20. Overall, I have confidence in the decisions made by my senior managers	38	34	39	15
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	23	34	11
22. My organisation is making the necessary decisions to meet our future challenges	36	27	37	13

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Western Sydney LHD

Yes

No

Prefer not to say

Respondents

3086 67 2855 114

Employee Engagement Index

62 51 64 27

## Communication

23. I am kept well informed about what is happening in my workplace	45	33	47	12
24. I have a say in decisions which affect my work	40	29	41	16
25. I think it is safe to speak up and challenge the way things are done	44	30	46	14
26. Where I work, we share the lessons learnt when mistakes are made	54	40	55	31
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	32	53	23
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	43	58	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 Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>70</b>	<b>57</b>	<b>71</b>	<b>50</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>68</b>	<b>72</b>	<b>42</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	<b>43</b>	<b>59</b>	<b>31</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Western Sydney LHD	Yes	No	Prefer not to say
<b>Disability</b>				
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	32	41	15
32. I am able to achieve a healthy work/life balance most of the time	60	42	61	35
33. There are mechanisms in place to support me if I experience stress or pressure	43	29	45	15
34. Reasonable expectations are placed on staff according to their position	50	29	52	20
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	49	64	29
36. My workplace enables strong professional leadership	45	27	47	17

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	67	2855	114
Employee Engagement Index	62	51	64	27

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>80</b>	82	82
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	<b>21</b>	<b>40</b>	<b>19</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Western Sydney LHD

Yes

No

Prefer not to say

Respondents

3086

67

2855

114

Employee Engagement Index

62

51

64

27

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	57	30	59	26
40.	In my workplace patient safety is at the centre of all decision making	68	52	69	37
41.	My team's objectives/ work plans are clearly outlined	62	43	63	32
42.	Our objectives/work plans help us to deliver a quality service	61	38	63	31
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	49	26	50	24

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

Western Sydney LHD

Yes

No

Prefer not to say

Respondents

3086 67 2855 114

Employee Engagement Index

62 51 64 27

## Your Workplace

44. Overall I am proud to be a part of this workplace	66	49	68	28
45. I would recommend my workplace as a good place to work	55	34	57	21
46. I feel motivated to contribute more than what is normally required at work	61	56	62	26
47. I have a strong sense of belonging to my workplace	60	56	62	27
48. Overall I am satisfied to be working here at the present time	62	56	64	29
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	41	52	20
50. There is a positive culture in my workplace	46	38	47	10
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	28	37	7

# Demographics

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

## Key



At least 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 Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	2061	831	144
Employee Engagement Index	62	62	68	27

## Your Job

1. My job makes good use of my skills and abilities	79	80	82	59
2. I feel I am able to suggest ideas to improve our ways of doing things	64	66	67	27
3. Working here makes me want to do the best job I can	66	67	71	29
4. The right amount of approvals are required for routine decisions	47	43	63	25
5. I have sufficient control over my work so I can do my job well	60	60	65	30
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	57	59	60	22

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	2061	831	144
Employee Engagement Index	62	62	68	27

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	<b>63</b>	<b>66</b>	<b>61</b>	<b>39</b>
8. In my team we generally acknowledge one another's efforts and achievements	<b>64</b>	<b>66</b>	64	<b>38</b>
9. People in my team are honest and open	<b>58</b>	<b>61</b>	<b>57</b>	<b>31</b>
10. My team resolves conflict quickly when it arises	<b>51</b>	51	<b>54</b>	<b>28</b>
11. Morale is good in my team	<b>47</b>	<b>46</b>	<b>53</b>	<b>21</b>

# Demographics

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

**Key**



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Employee Engagement Index	62	62	68	27

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>59</b>	<b>58</b>	<b>66</b>	<b>30</b>
13. In my workplace, we recognise our successes and innovations	<b>51</b>	51	<b>56</b>	<b>19</b>
14. Staff are treated respectfully regardless of their job	<b>57</b>	<b>57</b>	<b>62</b>	<b>17</b>

# Demographics

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**Key**



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Employee Engagement Index	62	62	68	27

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	59	60	63	21
15b. treats all staff in my team fairly	56	57	59	21
15c. ensures that when issues are raised in the team, they are addressed	58	59	61	27
15d. treats me with respect	71	73	74	32
16. I receive regular and constructive feedback on my performance	47	46	52	18
17. Overall, I have confidence in the decisions made by my line manager	56	57	60	20

# Demographics

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## Key



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At least 1 percentage points less than overall score

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## English Speaking Background

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Employee Engagement Index	62	62	68	27

## Senior Managers

18a. are aware of the issues I face in my job	43	42	49	24
18b. have a clear direction for the future	38	38	44	15
18c. lead by example in creating a positive workplace	38	37	46	17
19. There is a positive relationship between senior management and staff in my workplace	36	34	44	16
20. Overall, I have confidence in the decisions made by my senior managers	38	37	45	14
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	33	32	41	11
22. My organisation is making the necessary decisions to meet our future challenges	36	35	44	12

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

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Employee Engagement Index	62	62	68	27

## Communication

23. I am kept well informed about what is happening in my workplace	45	44	54	16
24. I have a say in decisions which affect my work	40	39	46	14
25. I think it is safe to speak up and challenge the way things are done	44	45	50	13
26. Where I work, we share the lessons learnt when mistakes are made	54	53	60	29
27a. I am aware of the strategic objectives and direction of the organisation I work for	52	50	60	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	57	55	66	36

# Demographics

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## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>70</b>	70	<b>73</b>	<b>51</b>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>71</b>	<b>69</b>	<b>79</b>	<b>53</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>58</b>	<b>57</b>	<b>65</b>	<b>32</b>

# Demographics

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

## Key



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Employee Engagement Index	62	62	68	27

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	40	38	50	14
32. I am able to achieve a healthy work/life balance most of the time	60	61	63	33
33. There are mechanisms in place to support me if I experience stress or pressure	43	44	48	14
34. Reasonable expectations are placed on staff according to their position	50	50	58	17
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	62	63	68	30
36. My workplace enables strong professional leadership	45	44	53	18

# Demographics

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

**Key**



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## English Speaking Background

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## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>82</b>	<b>84</b>	<b>79</b>	<b>78</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>39</b>	39	<b>42</b>	<b>17</b>

# Demographics

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

## Key



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At least 1 percentage points less than overall score

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## English Speaking Background

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## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	57	55	66	26
40.	In my workplace patient safety is at the centre of all decision making	68	66	77	45
41.	My team's objectives/ work plans are clearly outlined	62	61	68	35
42.	Our objectives/work plans help us to deliver a quality service	61	60	69	37
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	49	47	58	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

## English Speaking Background

	Western Sydney LHD	Yes	No	Prefer not to say
Respondents	3086	2061	831	144
Employee Engagement Index	62	62	68	27

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>66</b>	<b>66</b>	<b>72</b>	<b>28</b>
45. I would recommend my workplace as a good place to work	<b>55</b>	<b>54</b>	<b>64</b>	<b>21</b>
46. I feel motivated to contribute more than what is normally required at work	<b>61</b>	<b>62</b>	<b>66</b>	<b>24</b>
47. I have a strong sense of belonging to my workplace	<b>60</b>	<b>60</b>	<b>68</b>	<b>32</b>
48. Overall I am satisfied to be working here at the present time	<b>62</b>	62	<b>68</b>	<b>27</b>
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>51</b>	51	<b>56</b>	<b>22</b>
50. There is a positive culture in my workplace	<b>46</b>	<b>44</b>	<b>55</b>	<b>16</b>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>36</b>	<b>33</b>	<b>48</b>	<b>12</b>

# Guide to this Report

## Methodology

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

## Questionnaire design

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

## Data Collection

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

## Comparative data

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

## Results

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

## Anonymity

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

## Confidence Intervals

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

## Rounding

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

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

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

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

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

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

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

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

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

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

# Action Planning

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

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

## Top 3 areas to focus on


## Celebrate!

What three things are working well?

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

**What**  
needs to be improved?

**How**  
will this be achieved?

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**Who**  
is going to make this happen?

**When**  
will this be achieved?

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