

82%

2013: 79%

ENGAGEMENT INDEX

69%

2013: 64%

WORKPLACE CULTURE INDEX

76

2013: 66

ACTUAL RESPONSES

78%

2013: 93%
4% 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	88	+5
45.	I would recommend my workplace as a good place to work	82	+6

Stay

47.	I have a strong sense of belonging to my workplace	75	+6
48.	Overall I am satisfied to be working here at the present time	82	+4

Strive

3.	Working here makes me want to do the best job I can	82	-2
46.	I feel motivated to contribute more than what is normally required at work	83	-3

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>
18b. The senior managers at my workplace have a clear direction for the future	63	+2
24. I have a say in decisions which affect my work	62	+3
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	+19
18c. The senior managers at my workplace lead by example in creating a positive workplace	72	+8
18a. The senior managers at my workplace are aware of the issues I face in my job	66	+6
50. There is a positive culture in my workplace	74	-

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
Service Delivery	80
Your Job	80
Your Line Manager	79

Questions	% Positive
40. In my workplace patient safety is at the centre of all decision making	96
44. Overall I am proud to be a part of this workplace	88
15d. My line manager treats me with respect	84
32. I am able to achieve a healthy work/life balance most of the time	84
5. I have sufficient control over my work so I can do my job well	83

Lowlights

Sections	% Positive
Work Environment	67
Senior Managers	69
Communication	71

Questions	% Positive
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47
26. Where I work, we share the lessons learnt when mistakes are made	61
33. There are mechanisms in place to support me if I experience stress or pressure	62
24. I have a say in decisions which affect my work	62

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
Training and Development Opportunities	75	+11
Work Environment	67	+11
Service Delivery	80	+8

Questions	% Positive	Variance from 2013
23. I am kept well informed about what is happening in my workplace	70	+23
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	+19
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	+19
19. There is a positive relationship between senior management and staff in my workplace	75	+17
39. My work environment allows me to deliver the best possible services (patient care or support services)	82	+16

Least improved

Sections	% Positive	Variance from 2013
Your Team	73	+2
Your Job	80	+3
Your Line Manager	79	+3




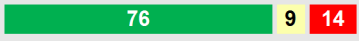
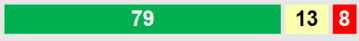
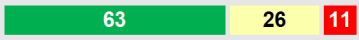









Questions	% Positive	Variance from 2013
15a. My line manager recognises and acknowledges when I have done my job well	79	-9
9. People in my team are honest and open	68	-7
1. My job makes good use of my skills and abilities	80	-5
46. I feel motivated to contribute more than what is normally required at work	83	-3
3. Working here makes me want to do the best job I can	82	-2

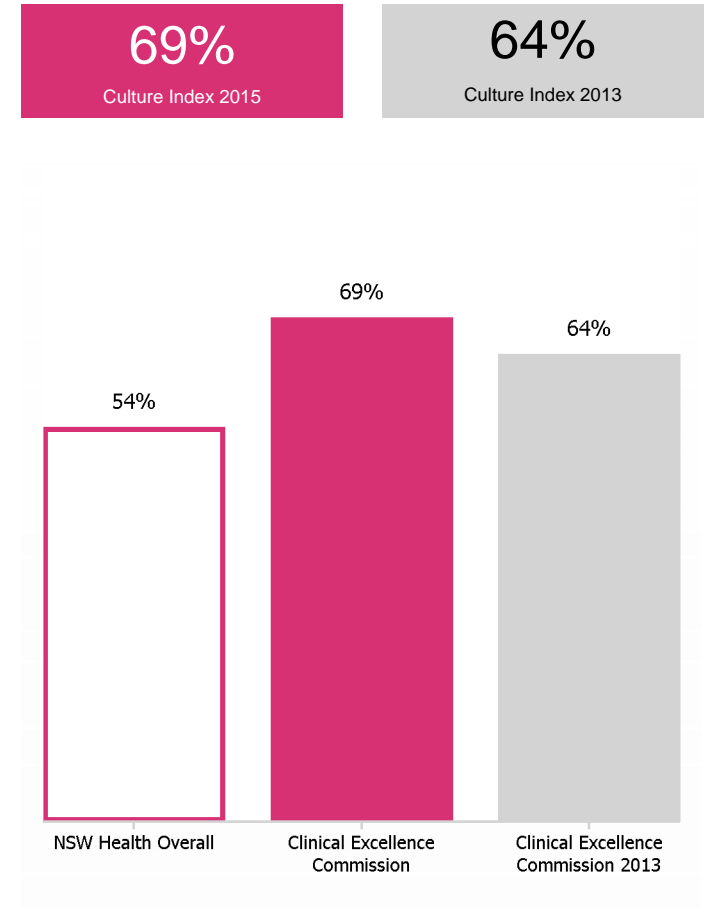
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

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

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		70	16	14	+5
12. I believe I am valued for what I can offer at my workplace		78	9	13	+2
13. In my workplace, we recognise our successes and innovations		78	14	8	+2
14. Staff are treated respectfully regardless of their job		76	9	14	+16
17. Overall, I have confidence in the decisions made by my line manager		79	13	8	0
18b. The senior managers at my workplace have a clear direction for the future		63	26	11	+2
18c. The senior managers at my workplace lead by example in creating a positive workplace		72	14	13	+8
20. Overall, I have confidence in the decisions made by my senior managers		74	18	8	+3
24. I have a say in decisions which affect my work		62	20	18	+3
25. I think it is safe to speak up and challenge the way things are done		70	11	20	+1
26. Where I work, we share the lessons learnt when mistakes are made		61	18	21	+7
31. I have confidence in the processes that my workplace uses to resolve staff conflict		46	33	21	+19
41. My team's objectives/ work plans are clearly outlined		79	8	13	+8
42. Our objectives/work plans help us to deliver a quality service		79	13	8	-1
51. Overall, I believe the culture at my workplace has improved in the last 12 months		47	41	12	+8



Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



82% ■ Proportion of questions above 2013 scores by 1 or more percentage points

4% ■ 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

	% Positive	Variance from 2013
23. I am kept well informed about what is happening in my workplace	70	■ +23
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	■ +19
31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	■ +19
19. There is a positive relationship between senior management and staff in my workplace	75	■ +17
39. My work environment allows me to deliver the best possible services (patient care or support services)	82	■ +16
14. Staff are treated respectfully regardless of their job	76	■ +16
15c. My line manager ensures that when issues are raised in the team, they are addressed	80	■ +14
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	80	■ +14
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	80	■ +13
40. In my workplace patient safety is at the centre of all decision making	96	■ +11
28. I have received the appropriate training and development to do my job effectively	74	■ +10
32. I am able to achieve a healthy work/life balance most of the time	84	■ +10

Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



82% ■ Proportion of questions above 2013 scores by 1 or more percentage points

4% ■ 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>
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	■ +10
16. I receive regular and constructive feedback on my performance	72	■ +9
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	■ +9
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	■ +8
10. My team resolves conflict quickly when it arises	70	■ +8
18c. The senior managers at my workplace lead by example in creating a positive workplace	72	■ +8
41. My team's objectives/ work plans are clearly outlined	79	■ +8
4. The right amount of approvals are required for routine decisions	72	■ +7
26. Where I work, we share the lessons learnt when mistakes are made	61	■ +7
47. I have a strong sense of belonging to my workplace	75	■ +6
15b. My line manager treats all staff in my team fairly	80	■ +6
34. Reasonable expectations are placed on staff according to their position	68	■ +6
45. I would recommend my workplace as a good place to work	82	■ +6

Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



82% ■ Proportion of questions above 2013 scores by 1 or more percentage points

4% ■ 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>
18a. The senior managers at my workplace are aware of the issues I face in my job	66	■ +6
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	■ +5
7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	■ +5
44. Overall I am proud to be a part of this workplace	88	■ +5
11. Morale is good in my team	70	■ +5
48. Overall I am satisfied to be working here at the present time	82	■ +4
5. I have sufficient control over my work so I can do my job well	83	■ +4
20. Overall, I have confidence in the decisions made by my senior managers	74	■ +3
24. I have a say in decisions which affect my work	62	■ +3
12. I believe I am valued for what I can offer at my workplace	78	■ +2
13. In my workplace, we recognise our successes and innovations	78	■ +2
8. In my team we generally acknowledge one another's efforts and achievements	79	■ +2
18b. The senior managers at my workplace have a clear direction for the future	63	■ +2

Trend Comparison

This section shows comparisons between Clinical Excellence Commission and the 2013 survey results for Clinical Excellence Commission



- 82% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 4% ■ Proportion of questions in line with 2013 scores
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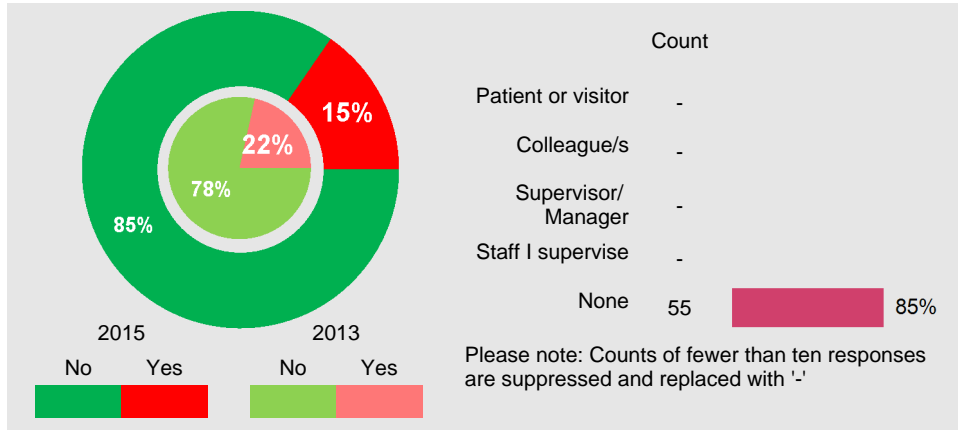
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	+1
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	+1
33. There are mechanisms in place to support me if I experience stress or pressure	62	+1
25. I think it is safe to speak up and challenge the way things are done	70	+1
17. Overall, I have confidence in the decisions made by my line manager	79	0
15d. My line manager treats me with respect	84	0
42. Our objectives/work plans help us to deliver a quality service	79	-1
2. I feel I am able to suggest ideas to improve our ways of doing things	82	-2
3. Working here makes me want to do the best job I can	82	-2
46. I feel motivated to contribute more than what is normally required at work	83	-3
1. My job makes good use of my skills and abilities	80	-5
9. People in my team are honest and open	68	-7
15a. My line manager recognises and acknowledges when I have done my job well	79	-9

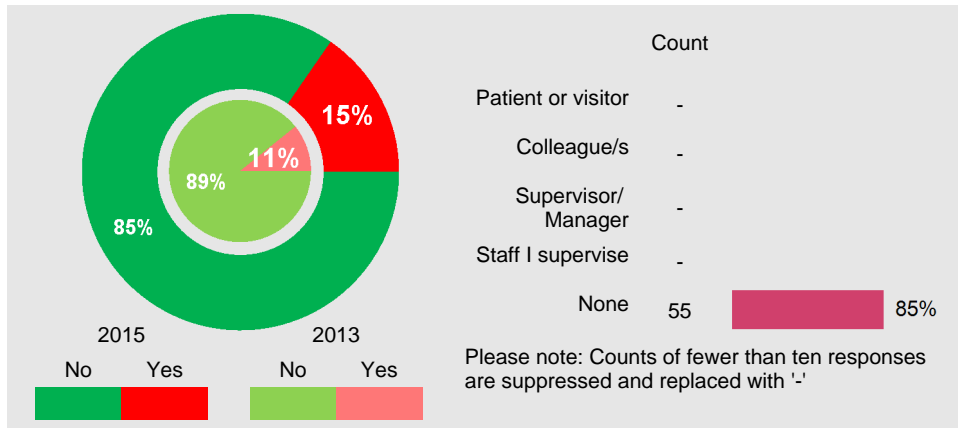
Unacceptable Behaviour

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

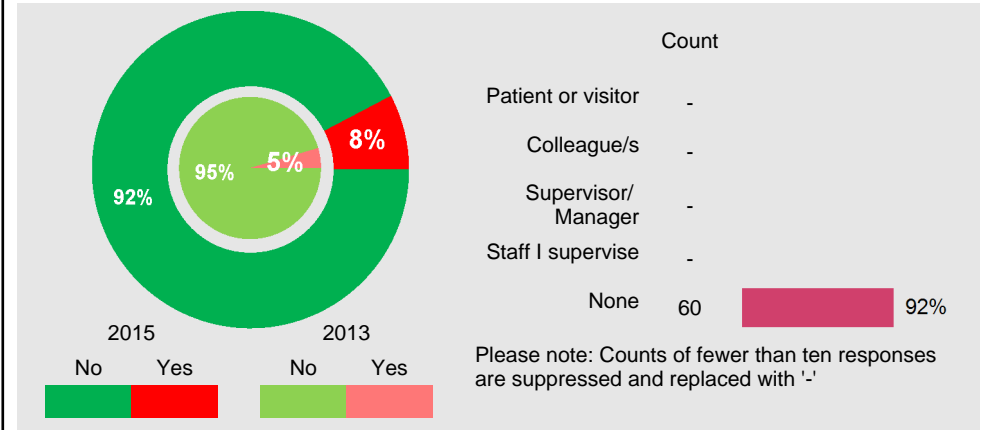
37a. In the last 12 months, I have been verbally abused by a ...



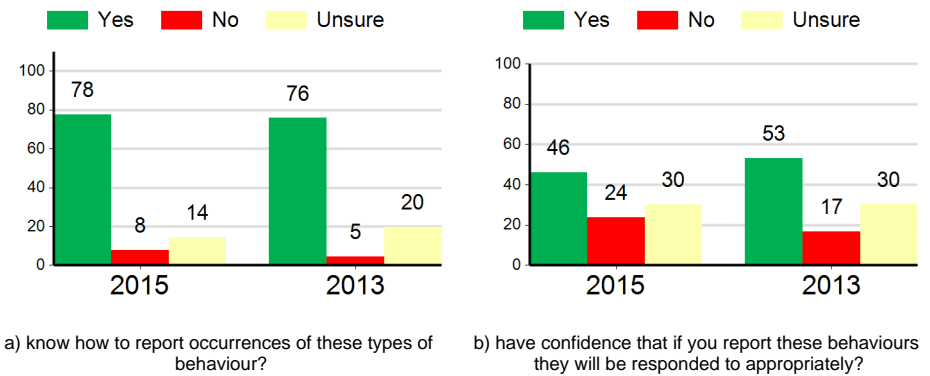
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Clinical Excellence Commission 2013	NSW Health Overall
1. My job makes good use of my skills and abilities	80	5	14	80	85	81
2. I feel I am able to suggest ideas to improve our ways of doing things	82	14	4	82	83	69
3. Working here makes me want to do the best job I can	82	12	7	82	83	72
4. The right amount of approvals are required for routine decisions	72	14	13	72	65	52
5. I have sufficient control over my work so I can do my job well	83	11	7	83	79	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	80	13	7	80	67	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	Clinical Excellence Commission 2013	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	76	12	12	76	71	69
8.	In my team we generally acknowledge one another's efforts and achievements	79	12	9	79	77	70
9.	People in my team are honest and open	68	17	14	68	76	64
10.	My team resolves conflict quickly when it arises	70	16	14	70	62	53
11.	Morale is good in my team	70	16	14	70	65	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	Clinical Excellence Commission 2013	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	78	9	13	78	76	63
13. In my workplace, we recognise our successes and innovations	78	14	8	78	76	57
14. Staff are treated respectfully regardless of their job	76	9	14	76	61	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	Clinical Excellence Commission 2013	NSW Health Overall
15a.	My line manager recognises and acknowledges when I have done my job well	79	16	5	79	88	65
15b.	My line manager treats all staff in my team fairly	80	11	9	80	74	62
15c.	My line manager ensures that when issues are raised in the team, they are addressed	80	9	11	80	67	61
15d.	My line manager treats me with respect	84	9	7	84	85	76
16.	I receive regular and constructive feedback on my performance	72	12	16	72	64	52
17.	Overall, I have confidence in the decisions made by my line manager	79	13	8	79	79	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	Clinical Excellence Commission 2013	NSW Health Overall
Senior Managers							
K	18a. The senior managers at my workplace are aware of the issues I face in my job	66	21	13	66	60	46
K	18b. The senior managers at my workplace have a clear direction for the future	63	26	11	63	62	45
K	18c. The senior managers at my workplace lead by example in creating a positive workplace	72	14	13	72	65	45
	19. There is a positive relationship between senior management and staff in my workplace	75	16	9	75	58	42
	20. Overall, I have confidence in the decisions made by my senior managers	74	18	8	74	71	46
	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	16	20	64	-	39
	22. My organisation is making the necessary decisions to meet our future challenges	67	25	8	67	-	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	Clinical Excellence Commission 2013	NSW Health Overall
	23. I am kept well informed about what is happening in my workplace	70	14	16	70	47	50
K	24. I have a say in decisions which affect my work	62	20	18	62	59	46
	25. I think it is safe to speak up and challenge the way things are done	70	11	20	70	69	51
	26. Where I work, we share the lessons learnt when mistakes are made	61	18	21	61	54	59
	27a. I am aware of the strategic objectives and direction of the organisation I work for	82	13	5	82	80	58
	27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	13	7	80	79	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	Clinical Excellence Commission 2013	NSW Health Overall
28.	I have received the appropriate training and development to do my job effectively	74	21	5	74	64	73
29.	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	80	16	4	80	67	68
30.	I am encouraged to take opportunities to learn new skills and have new experiences	72	12	16	72	64	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

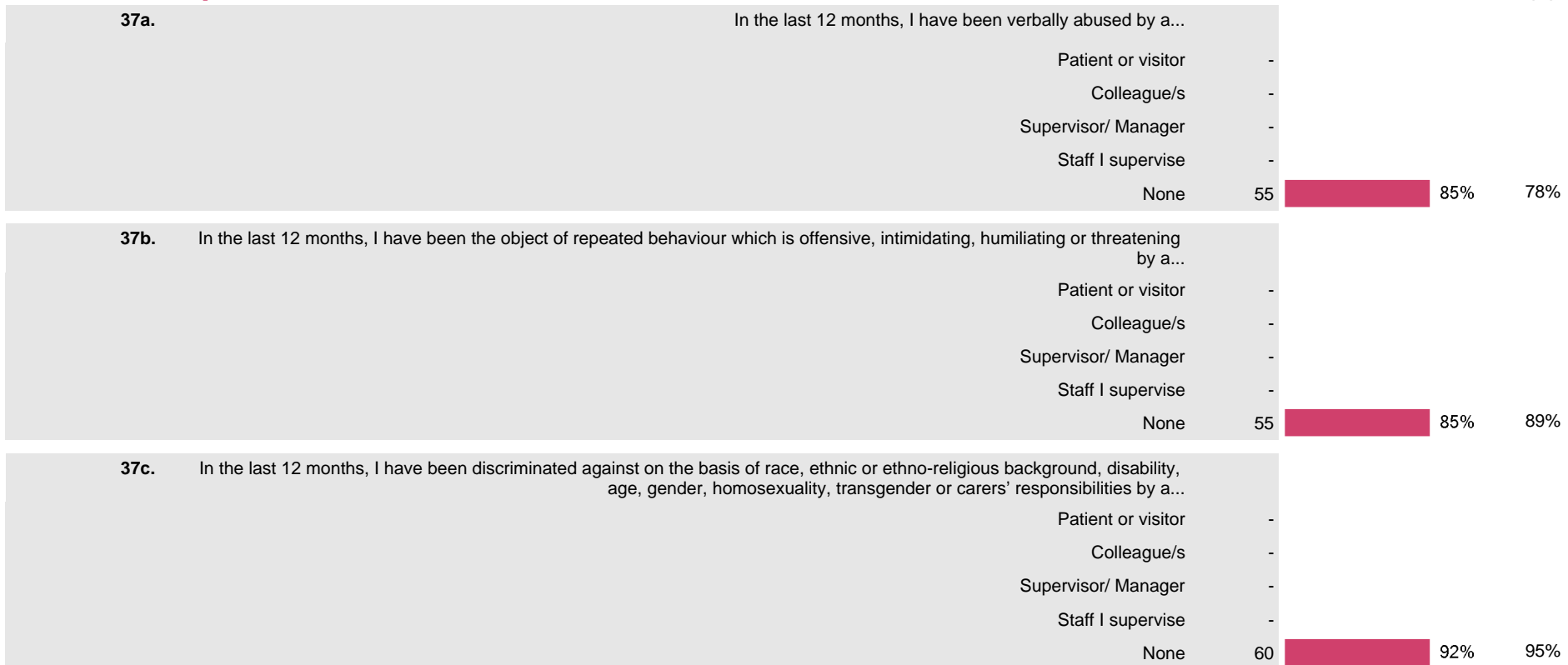
		% Positive response	% Neutral response	% Negative response	% Positive	Clinical Excellence Commission 2013	NSW Health Overall
K	31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	33	21	46	27	44
	32. I am able to achieve a healthy work/life balance most of the time	84	9	7	84	74	65
	33. There are mechanisms in place to support me if I experience stress or pressure	62	24	14	62	61	56
	34. Reasonable expectations are placed on staff according to their position	68	20	12	68	62	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	29	4	67	58	69
	36. My workplace enables strong professional leadership	74	16	11	74	-	52

All Questions

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

Unacceptable Behaviour

Clinical Excellence
Commission 2013



Please note: Counts of fewer than ten responses are suppressed and replaced with '-'

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	Clinical Excellence Commission 2013	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	78	14	8	78	76	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	46	30	24	46	53	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	Clinical Excellence Commission 2013	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	82	11	8	82	65	62
40. In my workplace patient safety is at the centre of all decision making	96			96	85	69
41. My team's objectives/ work plans are clearly outlined	79	8	13	79	71	66
42. Our objectives/work plans help us to deliver a quality service	79	13	8	79	80	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	24	11	66	61	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	Clinical Excellence Commission 2013	NSW Health Overall
44. Overall I am proud to be a part of this workplace	88	5	7	88	83	73
45. I would recommend my workplace as a good place to work	82	12	7	82	76	64
46. I feel motivated to contribute more than what is normally required at work	83	11	7	83	86	67
47. I have a strong sense of belonging to my workplace	75	20	5	75	68	65
48. Overall I am satisfied to be working here at the present time	82	11	8	82	77	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	8	9	83	64	59
K 50. There is a positive culture in my workplace	74	16	11	74	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	41	12	47	38	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	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	80	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	82	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	72	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	83	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
9.	People in my team are honest and open	68	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
10.	My team resolves conflict quickly when it arises	70	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
11.	Morale is good in my team	70	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	78	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	76	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
15b. treats all staff in my team fairly	80	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
15d. treats me with respect	84	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	72	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
18b. have a clear direction for the future	63	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	72	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	56	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	56	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
24. I have a say in decisions which affect my work	62	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	70	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	59	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	(r)	(r)	(r)	87	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	41	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	56	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	68	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	63	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	(r)	(r)	70	(r)	(r)	(r)	(r)	(r)	69	(r)	(r)	(r)
36. My workplace enables strong professional leadership	74	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	81	(r)	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	44	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	(r)	(r)	(r)	96	(r)	(r)	(r)	(r)	(r)	97	(r)	(r)	(r)
41.	My team's objectives/ work plans are clearly outlined	79	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	(r)	66	(r)	(r)	(r)

Demographics

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

Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Clinical Excellence Commission	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		76	4	2	2	23	0	0	3	0	0	32	0	0	5
Employee Engagement Index		82	(r)	(r)	(r)	89	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	84	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	82	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	78	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	83	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	75	(r)	(r)	(r)	83	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	82	(r)	(r)	(r)	91	(r)	(r)	(r)	(r)	(r)	75	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	(r)	(r)	95	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
50. There is a positive culture in my workplace	74	(r)	(r)	(r)	78	(r)	(r)	(r)	(r)	(r)	72	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	(r)	(r)	57	(r)	(r)	(r)	(r)	(r)	42	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents

76

19

57

Employee Engagement Index

82

81

82

Your Job

1. My job makes good use of my skills and abilities	80	84	79
2. I feel I am able to suggest ideas to improve our ways of doing things	82	89	79
3. Working here makes me want to do the best job I can	82	84	81
4. The right amount of approvals are required for routine decisions	72	68	74
5. I have sufficient control over my work so I can do my job well	83	89	81
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	80	84	79

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents	76	19	57
Employee Engagement Index	82	81	82

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	95	70
8. In my team we generally acknowledge one another's efforts and achievements	79	95	74
9. People in my team are honest and open	68	84	63
10. My team resolves conflict quickly when it arises	70	74	68
11. Morale is good in my team	70	79	67

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents	76	19	57
Employee Engagement Index	82	81	82

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	79	77
13. In my workplace, we recognise our successes and innovations	78	79	77
14. Staff are treated respectfully regardless of their job	76	74	77

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents	76	19	57
Employee Engagement Index	82	81	82

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	74	81
15b. treats all staff in my team fairly	80	79	81
15c. ensures that when issues are raised in the team, they are addressed	80	68	84
15d. treats me with respect	84	84	84
16. I receive regular and constructive feedback on my performance	72	63	75
17. Overall, I have confidence in the decisions made by my line manager	79	68	82

Demographics

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

Key



At least 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

Clinical Excellence Commission

Yes

No

Respondents

76

19

57

Employee Engagement Index

82

81

82

Senior Managers

18a. are aware of the issues I face in my job	66	68	65
18b. have a clear direction for the future	63	53	67
18c. lead by example in creating a positive workplace	72	74	72
19. There is a positive relationship between senior management and staff in my workplace	75	74	75
20. Overall, I have confidence in the decisions made by my senior managers	74	74	74
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	58	67
22. My organisation is making the necessary decisions to meet our future challenges	67	63	68

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Clinical Excellence Commission		
		Yes	No
Manage staff			
Respondents	76	19	57
Employee Engagement Index	82	81	82

Communication

23. I am kept well informed about what is happening in my workplace	70	63	72
24. I have a say in decisions which affect my work	62	68	60
25. I think it is safe to speak up and challenge the way things are done	70	74	68
26. Where I work, we share the lessons learnt when mistakes are made	61	63	60
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	84	81
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	84	79

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Clinical Excellence Commission		
		Yes	No
Manage staff			
Respondents	76	19	57
Employee Engagement Index	82	81	82

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	84	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	80	84	79
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	79	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents 76 19 57

Employee Engagement Index 82 81 82

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	47	46
32. I am able to achieve a healthy work/life balance most of the time	84	84	84
33. There are mechanisms in place to support me if I experience stress or pressure	62	63	61
34. Reasonable expectations are placed on staff according to their position	68	68	68
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	53	72
36. My workplace enables strong professional leadership	74	63	77

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Clinical Excellence Commission		
		Yes	No
Manage staff			
Respondents	76	19	57
Employee Engagement Index	82	81	82

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	89	74
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	47	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents	76	19	57
Employee Engagement Index	82	81	82

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	82	89	79
40. In my workplace patient safety is at the centre of all decision making	96	95	96
41. My team's objectives/ work plans are clearly outlined	79	89	75
42. Our objectives/work plans help us to deliver a quality service	79	89	75
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	74	63

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Clinical Excellence Commission

Yes

No

Respondents

76

19

57

Employee Engagement Index

82

81

82

Your Workplace

44. Overall I am proud to be a part of this workplace	88	84	89
45. I would recommend my workplace as a good place to work	82	74	84
46. I feel motivated to contribute more than what is normally required at work	83	84	82
47. I have a strong sense of belonging to my workplace	75	79	73
48. Overall I am satisfied to be working here at the present time	82	79	82
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	84	82
50. There is a positive culture in my workplace	74	79	72
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	53	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

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Your Job

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	92	(r)	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	(r)	92	(r)	(r)
9.	People in my team are honest and open	68	(r)	83	(r)	(r)
10.	My team resolves conflict quickly when it arises	70	(r)	75	(r)	(r)
11.	Morale is good in my team	70	(r)	75	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	83	(r)	(r)
13. In my workplace, we recognise our successes and innovations	78	(r)	75	(r)	(r)
14. Staff are treated respectfully regardless of their job	76	(r)	75	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	67	(r)	(r)
15b. treats all staff in my team fairly	80	(r)	75	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	67	(r)	(r)
15d. treats me with respect	84	(r)	75	(r)	(r)
16. I receive regular and constructive feedback on my performance	72	(r)	58	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	58	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	75	(r)	(r)
18b. have a clear direction for the future	63	(r)	67	(r)	(r)
18c. lead by example in creating a positive workplace	72	(r)	67	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	67	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	75	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	50	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	67	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	58	(r)	(r)
24. I have a say in decisions which affect my work	62	(r)	67	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	70	(r)	67	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	67	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	75	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	75	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	(r)	75	(r)	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	(r)	75	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	(r)	67	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	50	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	83	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	50	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	68	(r)	58	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	50	(r)	(r)
36. My workplace enables strong professional leadership	74	(r)	67	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	83	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	42	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	83	(r)	(r)
40. In my workplace patient safety is at the centre of all decision making	96	(r)	92	(r)	(r)
41. My team's objectives/ work plans are clearly outlined	79	(r)	83	(r)	(r)
42. Our objectives/work plans help us to deliver a quality service	79	(r)	83	(r)	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	67	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Clinical Excellence Commission	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	76	0	12	4	3
Employee Engagement Index	82	(r)	74	(r)	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	75	(r)	(r)
45. I would recommend my workplace as a good place to work	82	(r)	67	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	83	(r)	75	(r)	(r)
47. I have a strong sense of belonging to my workplace	75	(r)	75	(r)	(r)
48. Overall I am satisfied to be working here at the present time	82	(r)	75	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	75	(r)	(r)
50. There is a positive culture in my workplace	74	(r)	75	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	42	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	80	75	(r)	88	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	73	(r)	94	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	82	75	(r)	94	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	72	65	(r)	94	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	83	77	(r)	88	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	74	(r)	81	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	71	(r)	75	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	79	73	(r)	81	(r)	(r)	(r)
9. People in my team are honest and open	68	63	(r)	69	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	70	65	(r)	75	(r)	(r)	(r)
11. Morale is good in my team	70	67	(r)	69	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	71	(r)	88	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	78	67	(r)	100	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	76	67	(r)	100	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	75	(r)	88	(r)	(r)	(r)
15b. treats all staff in my team fairly	80	77	(r)	88	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	77	(r)	88	(r)	(r)	(r)
15d. treats me with respect	84	81	(r)	88	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	72	69	(r)	81	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	74	(r)	94	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	63	(r)	69	(r)	(r)	(r)
18b. have a clear direction for the future	63	58	(r)	69	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	72	71	(r)	88	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	67	(r)	94	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	67	(r)	88	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	56	(r)	81	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	63	(r)	75	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	63	(r)	88	(r)	(r)	(r)
24. I have a say in decisions which affect my work	62	52	(r)	88	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	70	60	(r)	88	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	54	(r)	63	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	75	(r)	94	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	75	(r)	88	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	71	(r)	75	(r)	(r)	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	73	(r)	88	(r)	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	69	(r)	75	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	44	(r)	50	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	79	(r)	94	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	58	(r)	63	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	68	58	(r)	81	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	63	(r)	75	(r)	(r)	(r)
36. My workplace enables strong professional leadership	74	71	(r)	81	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	81	(r)	75	(r)	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	50	(r)	38	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	82	75	(r)	94	(r)	(r)	(r)
40. In my workplace patient safety is at the centre of all decision making	96	94	(r)	100	(r)	(r)	(r)
41. My team's objectives/ work plans are clearly outlined	79	75	(r)	81	(r)	(r)	(r)
42. Our objectives/work plans help us to deliver a quality service	79	73	(r)	88	(r)	(r)	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	60	(r)	75	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Clinical Excellence Commission	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	76	48	6	16	0	0	6
Employee Engagement Index	82	77	(r)	88	(r)	(r)	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	83	(r)	100	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	82	77	(r)	94	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	83	77	(r)	94	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	75	73	(r)	73	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	82	79	(r)	75	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	73	(r)	100	(r)	(r)	(r)
50. There is a positive culture in my workplace	74	65	(r)	88	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	43	(r)	56	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Your Job

1. My job makes good use of my skills and abilities	80	(r)	(r)	93	64	78
2. I feel I am able to suggest ideas to improve our ways of doing things	82	(r)	(r)	100	79	76
3. Working here makes me want to do the best job I can	82	(r)	(r)	100	71	78
4. The right amount of approvals are required for routine decisions	72	(r)	(r)	79	57	73
5. I have sufficient control over my work so I can do my job well	83	(r)	(r)	93	71	86
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	80	(r)	(r)	100	71	75

Demographics

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

Key



At least 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

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	(r)	93	71	76
8. In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	93	71	78
9. People in my team are honest and open	68	(r)	(r)	86	64	65
10. My team resolves conflict quickly when it arises	70	(r)	(r)	86	57	70
11. Morale is good in my team	70	(r)	(r)	86	64	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	(r)	86	64	78
13. In my workplace, we recognise our successes and innovations	78	(r)	(r)	93	50	78
14. Staff are treated respectfully regardless of their job	76	(r)	(r)	86	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

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	93	86	70
15b. treats all staff in my team fairly	80	(r)	(r)	93	86	73
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	(r)	100	71	76
15d. treats me with respect	84	(r)	(r)	93	93	76
16. I receive regular and constructive feedback on my performance	72	(r)	(r)	93	71	62
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	(r)	100	79	69

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	(r)	79	50	65
18b. have a clear direction for the future	63	(r)	(r)	71	64	59
18c. lead by example in creating a positive workplace	72	(r)	(r)	79	57	73
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	(r)	86	57	73
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	(r)	86	50	76
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	(r)	79	50	57
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	(r)	79	71	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

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	(r)	79	43	68
24. I have a say in decisions which affect my work	62	(r)	(r)	71	43	59
25. I think it is safe to speak up and challenge the way things are done	70	(r)	(r)	71	50	70
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	(r)	57	64	54
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	(r)	86	93	76
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	(r)	86	86	76

Demographics

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

Key



At least 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

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	(r)	(r)	79	71	76
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	80	(r)	(r)	93	86	73
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	(r)	(r)	86	79	65

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	(r)	50	36	41
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	(r)	86	93	76
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	(r)	71	57	59
34. Reasonable expectations are placed on staff according to their position	68	(r)	(r)	79	64	62
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	(r)	71	64	65
36. My workplace enables strong professional leadership	74	(r)	(r)	93	64	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	(r)	71	57	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	(r)	29	50	51

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	(r)	100	71	78
40. In my workplace patient safety is at the centre of all decision making	96	(r)	(r)	100	93	95
41. My team's objectives/ work plans are clearly outlined	79	(r)	(r)	86	79	78
42. Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	86	71	81
43. At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	(r)	64	57	68

Demographics

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

Key



At least 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

	Clinical Excellence Commission	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	76	7	4	14	14	37
Employee Engagement Index	82	(r)	(r)	93	73	80

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	(r)	100	79	86
45. I would recommend my workplace as a good place to work	82	(r)	(r)	93	64	78
46. I feel motivated to contribute more than what is normally required at work	83	(r)	(r)	93	79	81
47. I have a strong sense of belonging to my workplace	75	(r)	(r)	79	64	78
48. Overall I am satisfied to be working here at the present time	82	(r)	(r)	93	79	78
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	(r)	92	71	81
50. There is a positive culture in my workplace	74	(r)	(r)	86	64	70
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	(r)	43	50	43

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender	Clinical Excellence Commission			
		Male	Female	Prefer not to say	
Respondents		76	22	43	5
Employee Engagement Index		82	82	89	(r)

Your Job

1. My job makes good use of my skills and abilities	80	91	81	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	82	86	(r)
3. Working here makes me want to do the best job I can	82	82	91	(r)
4. The right amount of approvals are required for routine decisions	72	68	74	(r)
5. I have sufficient control over my work so I can do my job well	83	82	84	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	91	83	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Gender			
		Clinical Excellence Commission	Male	Female	Prefer not to say
	Respondents	76	22	43	5
	Employee Engagement Index	82	82	89	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	82	74	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	91	79	(r)
9.	People in my team are honest and open	68	73	70	(r)
10.	My team resolves conflict quickly when it arises	70	73	72	(r)
11.	Morale is good in my team	70	77	70	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Gender			
		Clinical Excellence Commission	Male	Female	Prefer not to say
	Respondents	76	22	43	5
	Employee Engagement Index	82	82	89	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	86	77	(r)
13. In my workplace, we recognise our successes and innovations	78	91	77	(r)
14. Staff are treated respectfully regardless of their job	76	86	79	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender			
	Clinical Excellence Commission	Male	Female	Prefer not to say
Respondents	76	22	43	5
Employee Engagement Index	82	82	89	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	86	74	(r)
15b. treats all staff in my team fairly	80	86	77	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	91	79	(r)
15d. treats me with respect	84	91	81	(r)
16. I receive regular and constructive feedback on my performance	72	82	72	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	82	83	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender			
	Respondents	Clinical Excellence Commission	Male	Female
Employee Engagement Index	82	82	89	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	82	63	(r)
18b. have a clear direction for the future	63	77	60	(r)
18c. lead by example in creating a positive workplace	72	82	74	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	86	74	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	86	74	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	82	63	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	82	60	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender			
	Respondents	Male	Female	Prefer not to say
Employee Engagement Index	76	22	43	5
	82	82	89	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	82	67	(r)
24. I have a say in decisions which affect my work	62	77	58	(r)
25. I think it is safe to speak up and challenge the way things are done	70	82	70	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	82	56	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	82	81	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	86	79	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Gender			
		Clinical Excellence Commission	Male	Female	Prefer not to say
	Respondents	76	22	43	5
	Employee Engagement Index	82	82	89	(r)

Training and Development Opportunities

28.	I have received the appropriate training and development to do my job effectively	74	73	79	(r)
29.	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	91	74	(r)
30.	I am encouraged to take opportunities to learn new skills and have new experiences	72	82	72	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender	Clinical Excellence Commission			
		Male	Female	Prefer not to say	
Respondents		76	22	43	5
Employee Engagement Index		82	82	89	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	55	47	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	86	81	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	64	60	(r)
34. Reasonable expectations are placed on staff according to their position	68	91	67	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	73	67	(r)
36. My workplace enables strong professional leadership	74	82	74	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Clinical Excellence Commission

Male

Female

Prefer not to say

	Respondents	76	22	43	5
Employee Engagement Index	82	82	89	(r)	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	68	84	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	45	51	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Clinical Excellence Commission

Male

Female

Prefer not to say

Respondents

76

22

43

5

Employee Engagement Index

82

82

89

(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	86	84	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	100	98	(r)
41.	My team's objectives/ work plans are clearly outlined	79	82	84	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	86	84	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	73	67	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Clinical Excellence Commission

Male

Female

Prefer not to say

Respondents

76

22

43

5

Employee Engagement Index

82

82

89

(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	86	95	(r)
45. I would recommend my workplace as a good place to work	82	86	86	(r)
46. I feel motivated to contribute more than what is normally required at work	83	77	93	(r)
47. I have a strong sense of belonging to my workplace	75	71	81	(r)
48. Overall I am satisfied to be working here at the present time	82	86	86	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	91	83	(r)
50. There is a positive culture in my workplace	74	82	79	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	55	43	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Your Job

1. My job makes good use of my skills and abilities	80	(r)	(r)	(r)	(r)	91	73	86	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	(r)	(r)	(r)	(r)	91	64	93	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	82	(r)	(r)	(r)	(r)	91	73	93	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	72	(r)	(r)	(r)	(r)	73	82	93	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	83	(r)	(r)	(r)	(r)	100	91	100	(r)	(r)	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	(r)	(r)	(r)	(r)	82	82	93	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	(r)	(r)	(r)	100	82	79	(r)	(r)	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	(r)	(r)	91	82	86	(r)	(r)	(r)
9.	People in my team are honest and open	68	(r)	(r)	(r)	(r)	91	64	79	(r)	(r)	(r)
10.	My team resolves conflict quickly when it arises	70	(r)	(r)	(r)	(r)	73	64	93	(r)	(r)	(r)
11.	Morale is good in my team	70	(r)	(r)	(r)	(r)	73	73	86	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	(r)	(r)	(r)	100	73	86	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	78	(r)	(r)	(r)	(r)	91	82	93	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	76	(r)	(r)	(r)	(r)	91	73	93	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	(r)	(r)	73	82	79	(r)	(r)	(r)
15b. treats all staff in my team fairly	80	(r)	(r)	(r)	(r)	82	82	79	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	(r)	(r)	(r)	91	82	79	(r)	(r)	(r)
15d. treats me with respect	84	(r)	(r)	(r)	(r)	82	82	79	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	72	(r)	(r)	(r)	(r)	82	64	71	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	(r)	(r)	(r)	82	73	86	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		Respondents	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	76	0	8	6	6	11	11	14	7	6	7
	Employee Engagement Index	82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	(r)	(r)	(r)	91	55	86	(r)	(r)	(r)
18b. have a clear direction for the future	63	(r)	(r)	(r)	(r)	82	55	64	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	72	(r)	(r)	(r)	(r)	91	64	86	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	(r)	(r)	(r)	82	73	93	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	(r)	(r)	(r)	82	73	93	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	(r)	(r)	(r)	55	73	79	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	(r)	(r)	(r)	82	64	71	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	(r)	(r)	(r)	82	82	79	(r)	(r)	(r)
24. I have a say in decisions which affect my work	62	(r)	(r)	(r)	(r)	100	55	71	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	70	(r)	(r)	(r)	(r)	91	55	79	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	(r)	(r)	(r)	82	55	71	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	(r)	(r)	(r)	82	64	86	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	(r)	(r)	(r)	100	64	79	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Clinical Excellence Commission	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	76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index	82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	(r)	(r)	(r)	(r)	64	73	100	(r)	(r)	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	(r)	(r)	(r)	(r)	64	82	86	(r)	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	(r)	(r)	(r)	(r)	82	73	79	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	(r)	(r)	(r)	27	45	64	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	(r)	(r)	(r)	91	64	86	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	(r)	(r)	(r)	64	64	79	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	68	(r)	(r)	(r)	(r)	73	73	64	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	(r)	(r)	(r)	55	73	79	(r)	(r)	(r)
36. My workplace enables strong professional leadership	74	(r)	(r)	(r)	(r)	91	64	79	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	(r)	(r)	(r)	91	64	86	(r)	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	(r)	(r)	(r)	64	36	71	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	(r)	(r)	(r)	100	73	93	(r)	(r)	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	(r)	(r)	(r)	(r)	100	91	100	(r)	(r)	(r)
41.	My team's objectives/ work plans are clearly outlined	79	(r)	(r)	(r)	(r)	73	73	86	(r)	(r)	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	(r)	(r)	91	73	86	(r)	(r)	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	(r)	(r)	(r)	73	64	79	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Age Group	Clinical Excellence Commission										
		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		76	0	8	6	6	11	11	14	7	6	7
Employee Engagement Index		82	(r)	(r)	(r)	(r)	94	74	95	(r)	(r)	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	(r)	(r)	(r)	100	73	100	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	82	(r)	(r)	(r)	(r)	100	82	93	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	83	(r)	(r)	(r)	(r)	91	73	100	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	75	(r)	(r)	(r)	(r)	82	73	93	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	82	(r)	(r)	(r)	(r)	100	73	93	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	(r)	(r)	(r)	100	82	93	(r)	(r)	(r)
50. There is a positive culture in my workplace	74	(r)	(r)	(r)	(r)	91	73	86	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	(r)	(r)	(r)	45	50	50	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Your Job

1. My job makes good use of my skills and abilities	80	(r)	(r)	81	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	(r)	(r)	84	(r)
3. Working here makes me want to do the best job I can	82	(r)	(r)	84	(r)
4. The right amount of approvals are required for routine decisions	72	(r)	(r)	76	(r)
5. I have sufficient control over my work so I can do my job well	83	(r)	(r)	83	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	(r)	(r)	83	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	(r)	77	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	81	(r)
9.	People in my team are honest and open	68	(r)	(r)	70	(r)
10.	My team resolves conflict quickly when it arises	70	(r)	(r)	71	(r)
11.	Morale is good in my team	70	(r)	(r)	71	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	(r)	79	(r)
13. In my workplace, we recognise our successes and innovations	78	(r)	(r)	79	(r)
14. Staff are treated respectfully regardless of their job	76	(r)	(r)	80	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	80	(r)
15b. treats all staff in my team fairly	80	(r)	(r)	80	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	(r)	83	(r)
15d. treats me with respect	84	(r)	(r)	83	(r)
16. I receive regular and constructive feedback on my performance	72	(r)	(r)	76	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	(r)	83	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	(r)	69	(r)
18b. have a clear direction for the future	63	(r)	(r)	66	(r)
18c. lead by example in creating a positive workplace	72	(r)	(r)	76	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	(r)	79	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	(r)	77	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	(r)	67	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	(r)	70	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	(r)	71	(r)
24. I have a say in decisions which affect my work	62	(r)	(r)	66	(r)
25. I think it is safe to speak up and challenge the way things are done	70	(r)	(r)	71	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	(r)	61	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	(r)	83	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	(r)	81	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Training and Development Opportunities

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	(r)	49	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	(r)	84	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	(r)	64	(r)
34. Reasonable expectations are placed on staff according to their position	68	(r)	(r)	70	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	(r)	69	(r)
36. My workplace enables strong professional leadership	74	(r)	(r)	76	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	(r)	76	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	(r)	50	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	(r)	83	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	(r)	(r)	97	(r)
41.	My team's objectives/ work plans are clearly outlined	79	(r)	(r)	80	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	80	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	(r)	69	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Clinical Excellence Commission	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	76	1	0	70	3
Employee Engagement Index	82	(r)	(r)	84	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	(r)	90	(r)
45. I would recommend my workplace as a good place to work	82	(r)	(r)	86	(r)
46. I feel motivated to contribute more than what is normally required at work	83	(r)	(r)	86	(r)
47. I have a strong sense of belonging to my workplace	75	(r)	(r)	77	(r)
48. Overall I am satisfied to be working here at the present time	82	(r)	(r)	84	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	(r)	84	(r)
50. There is a positive culture in my workplace	74	(r)	(r)	79	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	(r)	49	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Your Job

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	(r)	(r)	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	(r)	(r)	(r)
9.	People in my team are honest and open	68	(r)	(r)	(r)
10.	My team resolves conflict quickly when it arises	70	(r)	(r)	(r)
11.	Morale is good in my team	70	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
Employee Engagement Index	76	0	73	2
	82	(r)	83	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	78	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	76	(r)	(r)	(r)

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	(r)
15b. treats all staff in my team fairly	80	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	(r)	(r)	(r)
15d. treats me with respect	84	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	72	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	(r)	(r)	(r)

Demographics

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

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At least 1 percentage points greater than overall score



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Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	(r)	(r)	(r)
18b. have a clear direction for the future	63	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	72	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	(r)	(r)	(r)

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	(r)	(r)	(r)
24. I have a say in decisions which affect my work	62	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	70	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	(r)	(r)	(r)

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
Employee Engagement Index	76	0	73	2
	82	(r)	83	(r)

Training and Development Opportunities

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

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

	Respondents	Yes	No	Prefer not to say
	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	68	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	(r)	(r)	(r)
36. My workplace enables strong professional leadership	74	(r)	(r)	(r)

Demographics

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

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At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	(r)	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	(r)	(r)	(r)

Demographics

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

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(r) Where group has less than 10 respondents

Disability

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	0	73	2
Employee Engagement Index	82	(r)	83	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	(r)	(r)	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	(r)	(r)	(r)
41.	My team's objectives/ work plans are clearly outlined	79	(r)	(r)	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	(r)	(r)	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Clinical Excellence Commission

Yes

No

Prefer not to say

Respondents

76

0

73

2

Employee Engagement Index

82

(r)

83

(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	82	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	83	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	75	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	82	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	(r)	(r)	(r)
50. There is a positive culture in my workplace	74	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	(r)	(r)	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Your Job

1. My job makes good use of my skills and abilities	80	81	91	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	82	82	91	(r)
3. Working here makes me want to do the best job I can	82	82	91	(r)
4. The right amount of approvals are required for routine decisions	72	73	73	(r)
5. I have sufficient control over my work so I can do my job well	83	82	82	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	80	80	91	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	77	73	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	79	79	91	(r)
9.	People in my team are honest and open	68	69	73	(r)
10.	My team resolves conflict quickly when it arises	70	68	91	(r)
11.	Morale is good in my team	70	69	82	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	78	79	82	(r)
13. In my workplace, we recognise our successes and innovations	78	76	91	(r)
14. Staff are treated respectfully regardless of their job	76	74	91	(r)

Demographics

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Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	79	91	(r)
15b. treats all staff in my team fairly	80	79	91	(r)
15c. ensures that when issues are raised in the team, they are addressed	80	79	100	(r)
15d. treats me with respect	84	82	100	(r)
16. I receive regular and constructive feedback on my performance	72	69	100	(r)
17. Overall, I have confidence in the decisions made by my line manager	79	77	100	(r)

Demographics

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Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Senior Managers

18a. are aware of the issues I face in my job	66	65	82	(r)
18b. have a clear direction for the future	63	60	91	(r)
18c. lead by example in creating a positive workplace	72	69	100	(r)
19. There is a positive relationship between senior management and staff in my workplace	75	74	91	(r)
20. Overall, I have confidence in the decisions made by my senior managers	74	73	91	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	64	63	82	(r)
22. My organisation is making the necessary decisions to meet our future challenges	67	65	91	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Communication

23. I am kept well informed about what is happening in my workplace	70	66	91	(r)
24. I have a say in decisions which affect my work	62	60	82	(r)
25. I think it is safe to speak up and challenge the way things are done	70	69	73	(r)
26. Where I work, we share the lessons learnt when mistakes are made	61	56	91	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	82	79	91	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	80	79	91	(r)

Demographics

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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	74	79	55	(r)
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	80	79	82	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	72	74	73	(r)

Demographics

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English Speaking Background

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Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	46	40	82	(r)
32. I am able to achieve a healthy work/life balance most of the time	84	84	91	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	62	63	55	(r)
34. Reasonable expectations are placed on staff according to their position	68	68	82	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	67	68	64	(r)
36. My workplace enables strong professional leadership	74	71	91	(r)

Demographics

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Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	78	84	45	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	46	48	36	(r)

Demographics

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Key



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At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

		Clinical Excellence Commission			
		Yes	No	Prefer not to say	
Respondents		76	62	11	2
Employee Engagement Index		82	82	88	(r)

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	82	81	100	(r)
40.	In my workplace patient safety is at the centre of all decision making	96	97	100	(r)
41.	My team's objectives/ work plans are clearly outlined	79	77	100	(r)
42.	Our objectives/work plans help us to deliver a quality service	79	79	91	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	66	65	73	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Clinical Excellence Commission	Yes	No	Prefer not to say
Respondents	76	62	11	2
Employee Engagement Index	82	82	88	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	88	87	100	(r)
45. I would recommend my workplace as a good place to work	82	82	91	(r)
46. I feel motivated to contribute more than what is normally required at work	83	84	91	(r)
47. I have a strong sense of belonging to my workplace	75	75	73	(r)
48. Overall I am satisfied to be working here at the present time	82	84	82	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	83	84	82	(r)
50. There is a positive culture in my workplace	74	74	82	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	47	44	64	(r)

Guide to this Report

Methodology

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

Questionnaire design

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

Data Collection

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

Comparative data

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

Results

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

Anonymity

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

Confidence Intervals

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

Rounding

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

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

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

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

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

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

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

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

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

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

Action Planning

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

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

Top 3 areas to focus on

Celebrate!

What three things are working well?

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

What needs to be improved?

How will this be achieved?

Who is going to make this happen?

When will this be achieved?

