

**72%**

2013: 83%

**ENGAGEMENT INDEX**

**62%**

2013: 73%

**WORKPLACE CULTURE INDEX**

**77**

2013: 82

**ACTUAL RESPONSES**

**100%**

2013: 92%  
0% Confidence Interval

**ESTIMATED RESPONSE RATE**

## Employee Engagement Index

### Say

*% Positive*      *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	<b>82</b>	<b>-6</b>
45.	I would recommend my workplace as a good place to work	<b>66</b>	<b>-13</b>

### Stay

47.	I have a strong sense of belonging to my workplace	<b>66</b>	<b>-11</b>
48.	Overall I am satisfied to be working here at the present time	<b>70</b>	<b>-13</b>

### Strive

3.	Working here makes me want to do the best job I can	<b>75</b>	<b>-8</b>
46.	I feel motivated to contribute more than what is normally required at work	<b>72</b>	<b>-15</b>

## Key Questions to focus on

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

	<i>% Positive</i>	<i>Variance from 2013</i>
50.	There is a positive culture in my workplace	<b>53</b> -
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	<b>53</b> -
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	<b>45</b> <b>-15</b>
49.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b> <b>-22</b>
39.	My work environment allows me to deliver the best possible services (patient care or support services)	<b>61</b> <b>-9</b>
36.	My workplace enables strong professional leadership	<b>62</b> -

## In this report

### HEADLINES

A top line summary of key insights

### COMPARISONS

Score summary against selected comparators

### ALL QUESTIONS

Detailed results for the entire question set

### DEMOGRAPHICS

Score comparisons of demographics

### GUIDE

A guide on how to interpret the results

### ACTION

Initiatives for maintaining and improving engagement

## Highlights and lowlights

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

### Highlights

Sections	% Positive
Your Line Manager	73
Your Team	73
Your Job	70

Questions	% Positive
44. Overall I am proud to be a part of this workplace	82
7. The people I work with are willing to help each other even if this means doing something outside their usual job	81
15d. My line manager treats me with respect	81
32. I am able to achieve a healthy work/life balance most of the time	80
1. My job makes good use of my skills and abilities	79

### Lowlights

Sections	% Positive
Training and Development Opportunities	58
Senior Managers	58
Work Environment	61

Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34
40. In my workplace patient safety is at the centre of all decision making	42
31. I have confidence in the processes that my workplace uses to resolve staff conflict	45
33. There are mechanisms in place to support me if I experience stress or pressure	51
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	51

## Most Improved and Least Improved since 2013

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

### Most improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	58	+1
Work Environment	61	-4
Your Line Manager	73	-7

Questions	% Positive	Variance from 2013
32. I am able to achieve a healthy work/life balance most of the time	80	+9
28. I have received the appropriate training and development to do my job effectively	68	+5
15a. My line manager recognises and acknowledges when I have done my job well	79	0
8. In my team we generally acknowledge one another's efforts and achievements	78	-1
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	51	-1

### Least improved

Sections	% Positive	Variance from 2013
Senior Managers	58	-17
Your Workplace	63	-14
Communication	63	-11

Questions	% Positive	Variance from 2013
18a. The senior managers at my workplace are aware of the issues I face in my job	55	-27
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	-22
25. I think it is safe to speak up and challenge the way things are done	54	-20
11. Morale is good in my team	58	-20
18c. The senior managers at my workplace lead by example in creating a positive workplace	58	-18

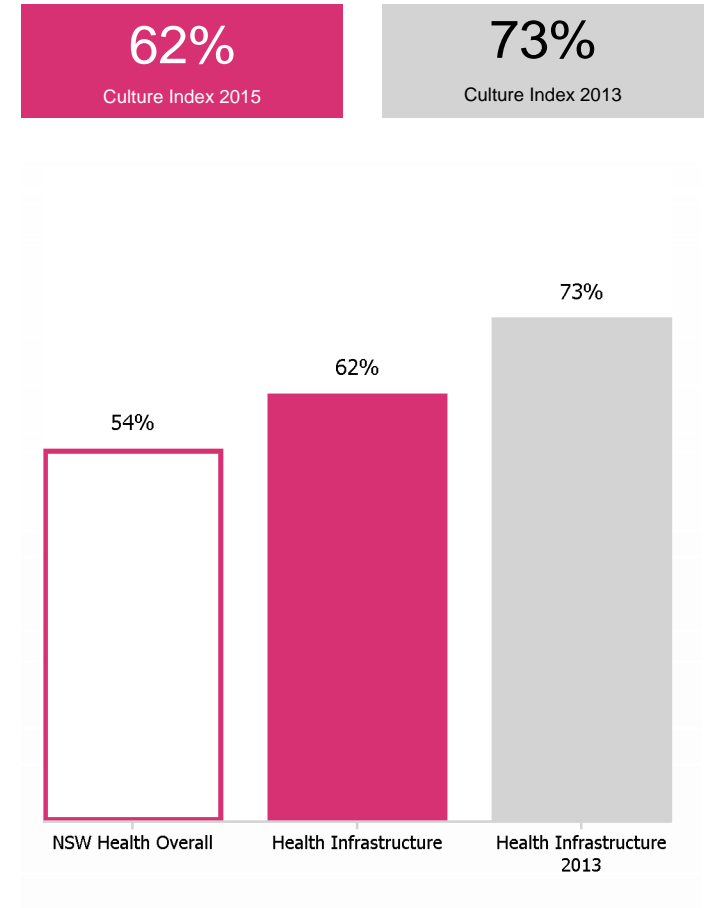
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

# 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	58	22	19	-20	
12. I believe I am valued for what I can offer at my workplace	74	16	10	-1	
13. In my workplace, we recognise our successes and innovations	64	18	18	-17	
14. Staff are treated respectfully regardless of their job	65	18	17	-13	
17. Overall, I have confidence in the decisions made by my line manager	75	18	6	-7	
18b. The senior managers at my workplace have a clear direction for the future	65	23	12	-3	
18c. The senior managers at my workplace lead by example in creating a positive workplace	58	19	22	-18	
20. Overall, I have confidence in the decisions made by my senior managers	65	22	13	-15	
24. I have a say in decisions which affect my work	55	28	17	-9	
25. I think it is safe to speak up and challenge the way things are done	54	22	24	-20	
26. Where I work, we share the lessons learnt when mistakes are made	70	14	16	-4	
31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	34	21	-15	
41. My team's objectives/ work plans are clearly outlined	72	20	8	-13	
42. Our objectives/work plans help us to deliver a quality service	69	25	5	-10	
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	42	24	-10	



# Trend Comparison

This section shows comparisons between Health Infrastructure and the 2013 survey results for Health Infrastructure



- 4% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 2% ■ Proportion of questions in line with 2013 scores
- 94% ■ 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
32. I am able to achieve a healthy work/life balance most of the time	<b>80</b>	<span style="color: green;">■</span> +9
28. I have received the appropriate training and development to do my job effectively	<b>68</b>	<span style="color: green;">■</span> +5
15a. My line manager recognises and acknowledges when I have done my job well	<b>79</b>	0
8. In my team we generally acknowledge one another's efforts and achievements	<b>78</b>	-1 <span style="color: red;">■</span>
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>51</b>	-1 <span style="color: red;">■</span>
12. I believe I am valued for what I can offer at my workplace	<b>74</b>	-1 <span style="color: red;">■</span>
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>59</b>	-1 <span style="color: red;">■</span>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	-2 <span style="color: red;">■</span>
33. There are mechanisms in place to support me if I experience stress or pressure	<b>51</b>	-2 <span style="color: red;">■</span>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	-2 <span style="color: red;">■</span>
9. People in my team are honest and open	<b>78</b>	-3 <span style="color: red;">■</span>
18b. The senior managers at my workplace have a clear direction for the future	<b>65</b>	-3 <span style="color: red;">■</span>

# Trend Comparison

This section shows comparisons between Health Infrastructure and the 2013 survey results for Health Infrastructure



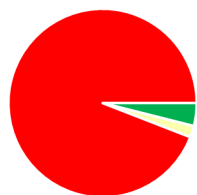
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	<i>% Positive</i>	<i>Variance from 2013</i>
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	<b>70</b>	-4 <span style="color: red;">■</span>
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	<b>77</b>	-5 <span style="color: red;">■</span>
<b>1.</b> My job makes good use of my skills and abilities	<b>79</b>	-5 <span style="color: red;">■</span>
<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	<b>63</b>	-6 <span style="color: red;">■</span>
<b>7.</b> The people I work with are willing to help each other even if this means doing something outside their usual job	<b>81</b>	-6 <span style="color: red;">■</span>
<b>44.</b> Overall I am proud to be a part of this workplace	<b>82</b>	-6 <span style="color: red;">■</span>
<b>2.</b> I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	-7 <span style="color: red;">■</span>
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	<b>75</b>	-7 <span style="color: red;">■</span>
<b>3.</b> Working here makes me want to do the best job I can	<b>75</b>	-8 <span style="color: red;">■</span>
<b>16.</b> I receive regular and constructive feedback on my performance	<b>60</b>	-8 <span style="color: red;">■</span>
<b>15d.</b> My line manager treats me with respect	<b>81</b>	-8 <span style="color: red;">■</span>
<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	<b>61</b>	-9 <span style="color: red;">■</span>
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>78</b>	-9 <span style="color: red;">■</span>

# Trend Comparison

This section shows comparisons between Health Infrastructure and the 2013 survey results for Health Infrastructure



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

	<i>% Positive</i>	<i>Variance from 2013</i>
24. I have a say in decisions which affect my work	<b>55</b>	-9 <span style="color: red;">■</span>
10. My team resolves conflict quickly when it arises	<b>69</b>	-9 <span style="color: red;">■</span>
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	-10 <span style="color: red;">■</span>
42. Our objectives/work plans help us to deliver a quality service	<b>69</b>	-10 <span style="color: red;">■</span>
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>70</b>	-11 <span style="color: red;">■</span>
34. Reasonable expectations are placed on staff according to their position	<b>67</b>	-11 <span style="color: red;">■</span>
47. I have a strong sense of belonging to my workplace	<b>66</b>	-11 <span style="color: red;">■</span>
40. In my workplace patient safety is at the centre of all decision making	<b>42</b>	-11 <span style="color: red;">■</span>
5. I have sufficient control over my work so I can do my job well	<b>71</b>	-11 <span style="color: red;">■</span>
4. The right amount of approvals are required for routine decisions	<b>60</b>	-12 <span style="color: red;">■</span>
14. Staff are treated respectfully regardless of their job	<b>65</b>	-13 <span style="color: red;">■</span>
48. Overall I am satisfied to be working here at the present time	<b>70</b>	-13 <span style="color: red;">■</span>
41. My team's objectives/ work plans are clearly outlined	<b>72</b>	-13 <span style="color: red;">■</span>

# Trend Comparison

This section shows comparisons between Health Infrastructure and the 2013 survey results for Health Infrastructure



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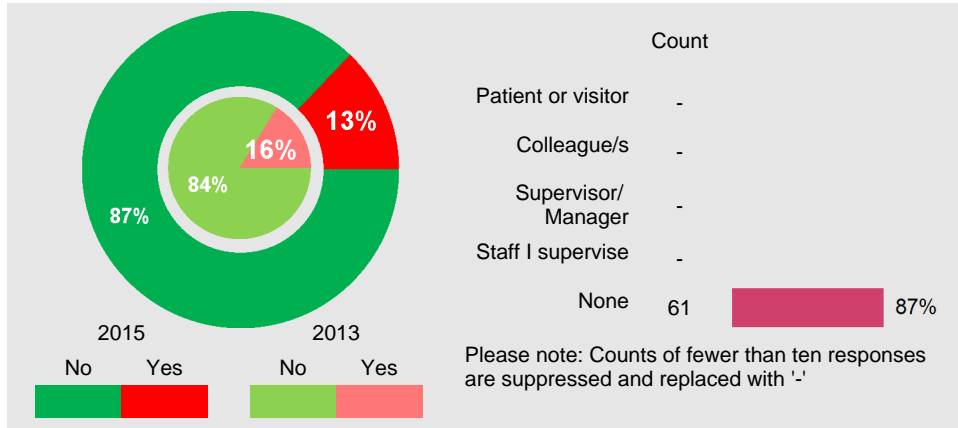
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>	
45. I would recommend my workplace as a good place to work	<b>66</b>	-13	
15b. My line manager treats all staff in my team fairly	<b>68</b>	-14	
23. I am kept well informed about what is happening in my workplace	<b>54</b>	-14	
31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>45</b>	-15	
20. Overall, I have confidence in the decisions made by my senior managers	<b>65</b>	-15	
46. I feel motivated to contribute more than what is normally required at work	<b>72</b>	-15	
19. There is a positive relationship between senior management and staff in my workplace	<b>57</b>	-17	
13. In my workplace, we recognise our successes and innovations	<b>64</b>	-17	
18c. The senior managers at my workplace lead by example in creating a positive workplace	<b>58</b>	-18	
11. Morale is good in my team	<b>58</b>	-20	
25. I think it is safe to speak up and challenge the way things are done	<b>54</b>	-20	
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b>	-22	
18a. The senior managers at my workplace are aware of the issues I face in my job	<b>55</b>	-27	

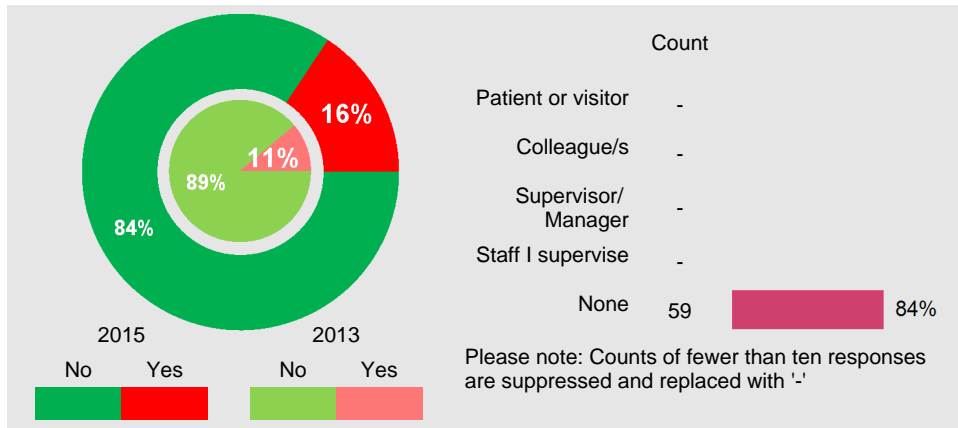
# Unacceptable Behaviour

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

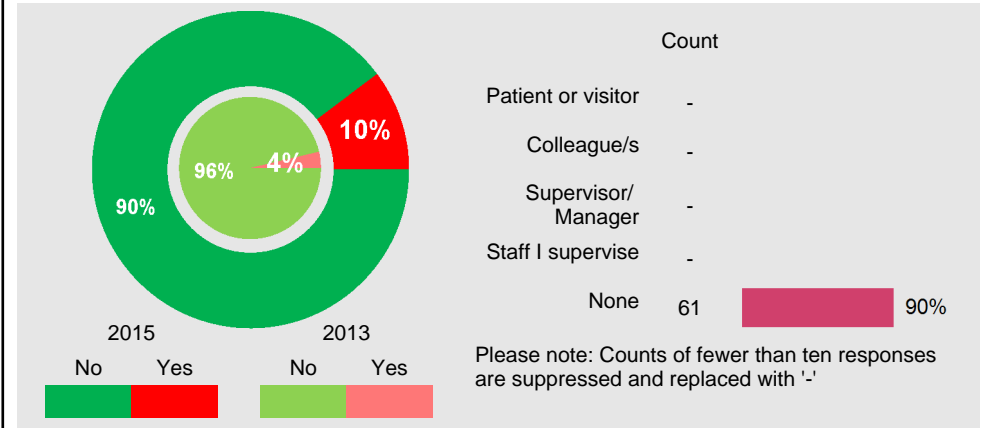
37a. In the last 12 months, I have been verbally abused by a ...



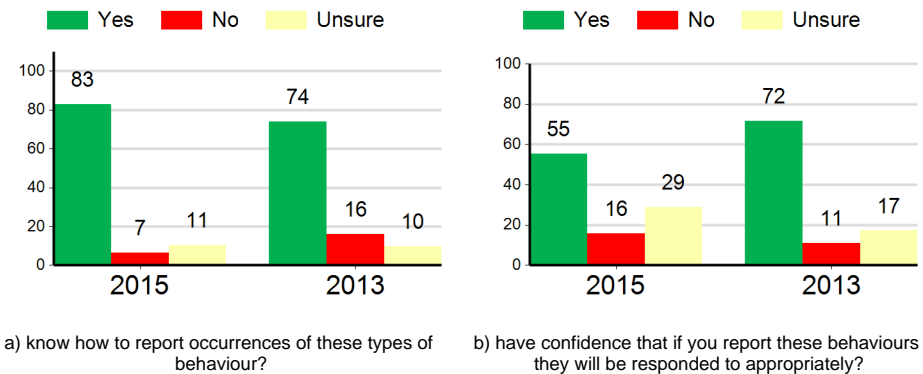
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Health Infrastructure 2013	NSW Health Overall
1. My job makes good use of my skills and abilities	79	5	16	79	84	81
2. I feel I am able to suggest ideas to improve our ways of doing things	73	16	12	73	79	69
3. Working here makes me want to do the best job I can	75	18	6	75	83	72
4. The right amount of approvals are required for routine decisions	60	25	16	60	72	52
5. I have sufficient control over my work so I can do my job well	71	17	12	71	83	65
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	23	13	64	65	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	Health Infrastructure 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	81	10	9	81	87	69
8.	In my team we generally acknowledge one another's efforts and achievements	78	5	17	78	79	70
9.	People in my team are honest and open	78	14	8	78	80	64
10.	My team resolves conflict quickly when it arises	69	21	10	69	78	53
11.	Morale is good in my team	58	22	19	58	78	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	Health Infrastructure 2013	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	74	16	10	74	75	63
13. In my workplace, we recognise our successes and innovations	64	18	18	64	80	57
14. Staff are treated respectfully regardless of their job	65	18	17	65	78	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	Health Infrastructure 2013	NSW Health Overall
<b>15a.</b> My line manager recognises and acknowledges when I have done my job well	79	10	10	79	79	65
<b>15b.</b> My line manager treats all staff in my team fairly	68	16	17	68	81	62
<b>15c.</b> My line manager ensures that when issues are raised in the team, they are addressed	77	13	10	77	81	61
<b>15d.</b> My line manager treats me with respect	81	14	5	81	89	76
<b>16.</b> I receive regular and constructive feedback on my performance	60	26	14	60	68	52
<b>17.</b> Overall, I have confidence in the decisions made by my line manager	75	18	6	75	83	63

# All Questions

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

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

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

## Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	Health Infrastructure 2013	NSW Health Overall
<b>18a.</b>	The senior managers at my workplace are aware of the issues I face in my job	55	31	14	55	81	46
<b>18b.</b>	The senior managers at my workplace have a clear direction for the future	65	23	12	65	68	45
<b>18c.</b>	The senior managers at my workplace lead by example in creating a positive workplace	58	19	22	58	76	45
<b>19.</b>	There is a positive relationship between senior management and staff in my workplace	57	19	23	57	74	42
<b>20.</b>	Overall, I have confidence in the decisions made by my senior managers	65	22	13	65	80	46
<b>K 21.</b>	Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	27	19	53	-	39
<b>22.</b>	My organisation is making the necessary decisions to meet our future challenges	56	31	13	56	-	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	Health Infrastructure 2013	NSW Health Overall
<b>23.</b> I am kept well informed about what is happening in my workplace	54	30	16	54	68	50
<b>24.</b> I have a say in decisions which affect my work	55	28	17	55	64	46
<b>25.</b> I think it is safe to speak up and challenge the way things are done	54	22	24	54	74	51
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	70	14	16	70	73	59
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	70	16	14	70	80	58
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	78	14	8	78	86	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	Health Infrastructure 2013	NSW Health Overall
<b>28.</b>	I have received the appropriate training and development to do my job effectively	68	20	12	68	63	73
<b>29.</b>	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	51	38	11	51	53	68
<b>30.</b>	I am encouraged to take opportunities to learn new skills and have new experiences	55	33	12	55	57	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	Health Infrastructure 2013	NSW Health Overall
<b>K</b>	31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	34	21	45	59	44
	32. I am able to achieve a healthy work/life balance most of the time	80	9	11	80	72	65
	33. There are mechanisms in place to support me if I experience stress or pressure	51	37	12	51	53	56
	34. Reasonable expectations are placed on staff according to their position	67	20	13	67	78	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	37	4	59	60	69
<b>K</b>	36. My workplace enables strong professional leadership	62	24	14	62	-	52

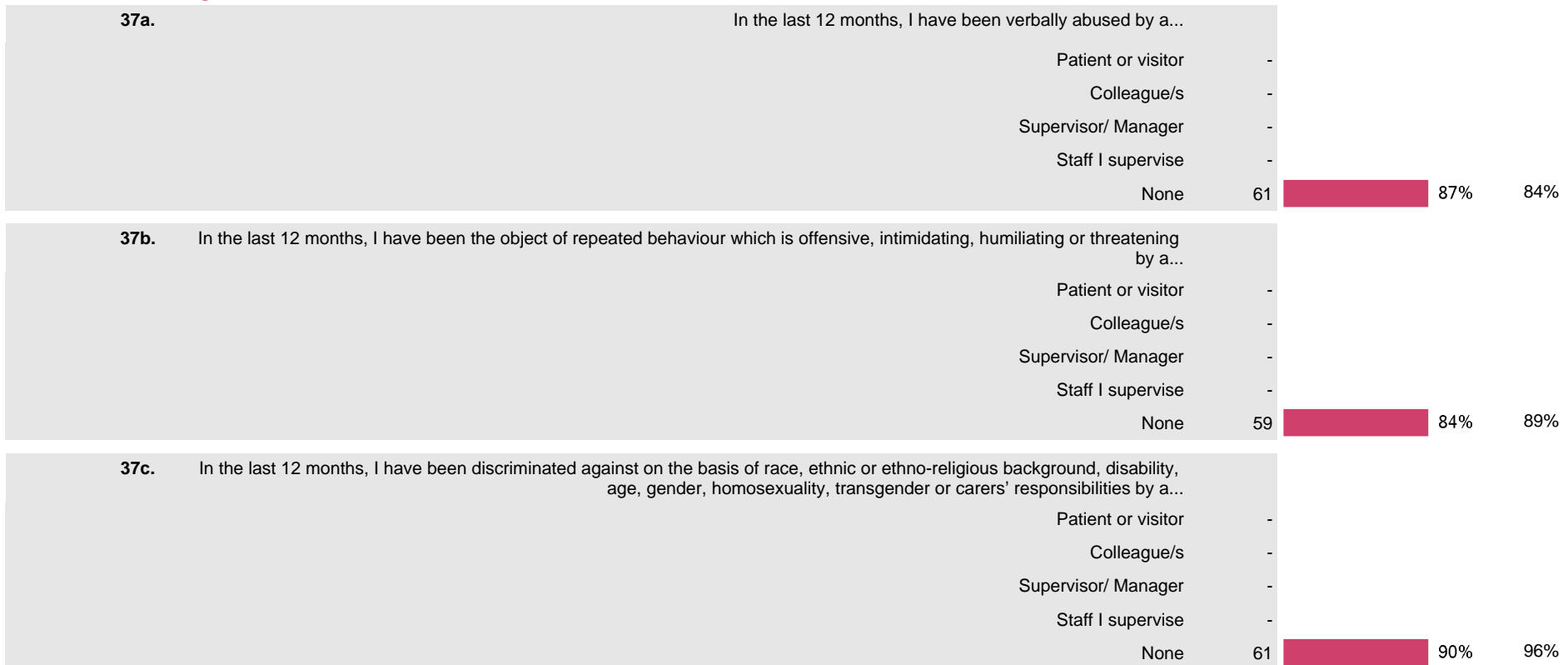


# All Questions

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

## Unacceptable Behaviour

Health Infrastructure 2013



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

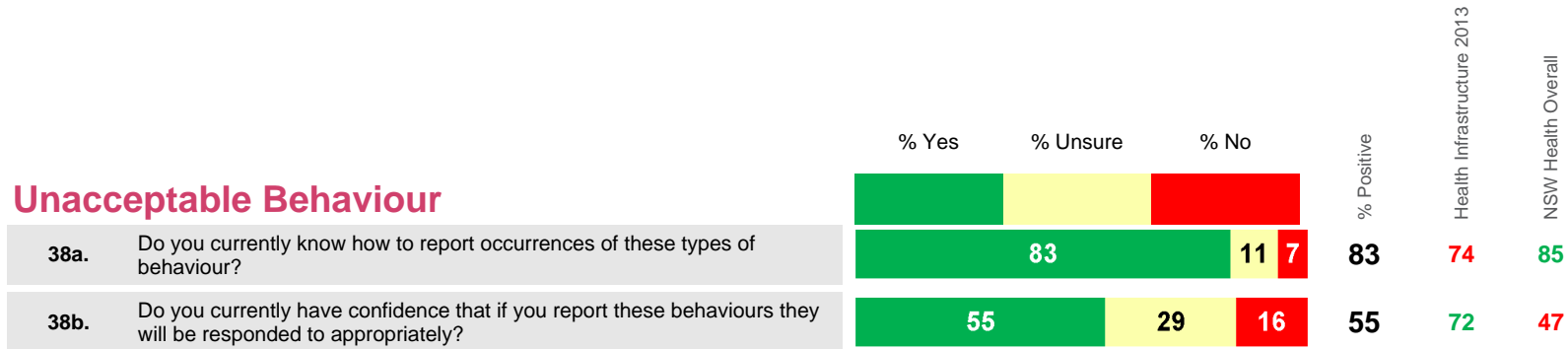
# All Questions

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



# 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	Health Infrastructure 2013	NSW Health Overall
<b>K</b>	<b>39.</b> My work environment allows me to deliver the best possible services (patient care or support services)	61	28	12	61	69	62
	<b>40.</b> In my workplace patient safety is at the centre of all decision making	42	55	3	42	53	69
	<b>41.</b> My team's objectives/ work plans are clearly outlined	72	20	8	72	85	66
	<b>42.</b> Our objectives/work plans help us to deliver a quality service	69	25	5	69	79	66
	<b>43.</b> At my workplace there is a good balance between delivering services and monitoring service delivery	63	26	11	63	69	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	Health Infrastructure 2013	NSW Health Overall
44.	Overall I am proud to be a part of this workplace	82	9	9	82	88	73
45.	I would recommend my workplace as a good place to work	66	24	11	66	79	64
46.	I feel motivated to contribute more than what is normally required at work	72	16	12	72	88	67
47.	I have a strong sense of belonging to my workplace	66	24	11	66	77	65
48.	Overall I am satisfied to be working here at the present time	70	20	11	70	83	69
<b>K</b>	49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	26	14	59	81	59
<b>K</b>	50. There is a positive culture in my workplace	53	29	18	53	-	53
51.	Overall, I believe the culture at my workplace has improved in the last 12 months	34	42	24	34	44	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	Health Infrastructure	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	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	(r)	(r)	(r)	<b>77</b>	(r)	(r)	(r)	(r)	(r)	<b>82</b>	(r)	(r)	<b>72</b>
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	(r)	(r)	(r)	<b>77</b>	(r)	(r)	(r)	(r)	(r)	73	(r)	(r)	<b>64</b>
3. Working here makes me want to do the best job I can	<b>75</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>73</b>	(r)	(r)	<b>72</b>
4. The right amount of approvals are required for routine decisions	<b>60</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>45</b>	(r)	(r)	60
5. I have sufficient control over my work so I can do my job well	<b>71</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>45</b>	(r)	(r)	<b>68</b>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	<b>64</b>	(r)	(r)	(r)	<b>74</b>	(r)	(r)	(r)	(r)	(r)	<b>36</b>	(r)	(r)	<b>56</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Health Infrastructure	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		77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index		72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	<b>81</b>	(r)	(r)	(r)	<b>84</b>	(r)	(r)	(r)	(r)	(r)	<b>82</b>	(r)	(r)	<b>76</b>
8.	In my team we generally acknowledge one another's efforts and achievements	<b>78</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>82</b>	(r)	(r)	<b>72</b>
9.	People in my team are honest and open	<b>78</b>	(r)	(r)	(r)	<b>87</b>	(r)	(r)	(r)	(r)	(r)	<b>82</b>	(r)	(r)	<b>64</b>
10.	My team resolves conflict quickly when it arises	<b>69</b>	(r)	(r)	(r)	<b>74</b>	(r)	(r)	(r)	(r)	(r)	<b>82</b>	(r)	(r)	<b>64</b>
11.	Morale is good in my team	<b>58</b>	(r)	(r)	(r)	<b>68</b>	(r)	(r)	(r)	(r)	(r)	<b>55</b>	(r)	(r)	<b>44</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>64</b>	(r)	(r)	<b>68</b>
13. In my workplace, we recognise our successes and innovations	<b>64</b>	(r)	(r)	(r)	<b>68</b>	(r)	(r)	(r)	(r)	(r)	<b>73</b>	(r)	(r)	<b>56</b>
14. Staff are treated respectfully regardless of their job	<b>65</b>	(r)	(r)	(r)	<b>77</b>	(r)	(r)	(r)	(r)	(r)	<b>45</b>	(r)	(r)	<b>56</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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
<b>Role</b>														
Respondents	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>79</b>	(r)	(r)	(r)	<b>94</b>	(r)	(r)	(r)	(r)	(r)	<b>64</b>	(r)	(r)	<b>72</b>
15b. treats all staff in my team fairly	<b>68</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>64</b>	(r)	(r)	<b>60</b>
15c. ensures that when issues are raised in the team, they are addressed	<b>77</b>	(r)	(r)	(r)	<b>87</b>	(r)	(r)	(r)	(r)	(r)	<b>73</b>	(r)	(r)	<b>68</b>
15d. treats me with respect	<b>81</b>	(r)	(r)	(r)	<b>90</b>	(r)	(r)	(r)	(r)	(r)	<b>64</b>	(r)	(r)	<b>72</b>
16. I receive regular and constructive feedback on my performance	<b>60</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>55</b>	(r)	(r)	60
17. Overall, I have confidence in the decisions made by my line manager	<b>75</b>	(r)	(r)	(r)	<b>84</b>	(r)	(r)	(r)	(r)	(r)	<b>55</b>	(r)	(r)	<b>72</b>



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Health Infrastructure	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		77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index		72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Senior Managers

18a. are aware of the issues I face in my job	55	(r)	(r)	(r)	52	(r)	(r)	(r)	(r)	(r)	55	(r)	(r)	64
18b. have a clear direction for the future	65	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	73	(r)	(r)	56
18c. lead by example in creating a positive workplace	58	(r)	(r)	(r)	68	(r)	(r)	(r)	(r)	(r)	55	(r)	(r)	52
19. There is a positive relationship between senior management and staff in my workplace	57	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	48
20. Overall, I have confidence in the decisions made by my senior managers	65	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	73	(r)	(r)	52
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	(r)	36	(r)	(r)	48
22. My organisation is making the necessary decisions to meet our future challenges	56	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	(r)	45	(r)	(r)	52

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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
<b>Role</b>														
Respondents	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Communication

<b>23.</b> I am kept well informed about what is happening in my workplace	<b>54</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>40</b>	(r)	(r)	<b>48</b>
<b>24.</b> I have a say in decisions which affect my work	<b>55</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>40</b>	(r)	(r)	<b>56</b>
<b>25.</b> I think it is safe to speak up and challenge the way things are done	<b>54</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>40</b>	(r)	(r)	<b>52</b>
<b>26.</b> Where I work, we share the lessons learnt when mistakes are made	<b>70</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>60</b>	(r)	(r)	<b>64</b>
<b>27a.</b> I am aware of the strategic objectives and direction of the organisation I work for	<b>70</b>	(r)	(r)	(r)	<b>74</b>	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	<b>64</b>
<b>27b.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>78</b>	(r)	(r)	(r)	<b>81</b>	(r)	(r)	(r)	(r)	(r)	<b>80</b>	(r)	(r)	<b>68</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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
<b>Role</b>														
Respondents	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>68</b>	(r)	(r)	(r)	<b>77</b>	(r)	(r)	(r)	(r)	(r)	<b>40</b>	(r)	(r)	68
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	<b>51</b>	(r)	(r)	(r)	<b>61</b>	(r)	(r)	(r)	(r)	(r)	<b>20</b>	(r)	(r)	<b>52</b>
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	(r)	(r)	(r)	<b>61</b>	(r)	(r)	(r)	(r)	(r)	<b>50</b>	(r)	(r)	<b>52</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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
<b>Role</b>														
Respondents	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	(r)	20	(r)	(r)	32
32. I am able to achieve a healthy work/life balance most of the time	80	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	72
33. There are mechanisms in place to support me if I experience stress or pressure	51	(r)	(r)	(r)	55	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	40
34. Reasonable expectations are placed on staff according to their position	67	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	64
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	(r)	(r)	(r)	61	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	52
36. My workplace enables strong professional leadership	62	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	44

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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
<b>Role</b>														
Respondents	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	(r)	(r)	(r)	<b>87</b>	(r)	(r)	(r)	(r)	(r)	<b>90</b>	(r)	(r)	<b>76</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	(r)	(r)	(r)	<b>65</b>	(r)	(r)	(r)	(r)	(r)	<b>60</b>	(r)	(r)	<b>40</b>

# Demographics

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

## Key

 At least 1 percentage points greater than overall score

 At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

		Role													
		Health Infrastructure	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		77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index		72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	(r)	(r)	(r)	71	(r)	(r)	(r)	(r)	(r)	60	(r)	(r)	44
40.	In my workplace patient safety is at the centre of all decision making	42	(r)	(r)	(r)	35	(r)	(r)	(r)	(r)	(r)	40	(r)	(r)	36
41.	My team's objectives/ work plans are clearly outlined	72	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	71
42.	Our objectives/work plans help us to deliver a quality service	69	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	60	(r)	(r)	60
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	63	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	44

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Health Infrastructure	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	77	0	5	0	31	0	0	1	0	0	11	0	1	25
Employee Engagement Index	72	(r)	(r)	(r)	80	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	63

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	(r)	(r)	(r)	90	(r)	(r)	(r)	(r)	(r)	80	(r)	(r)	72
45. I would recommend my workplace as a good place to work	66	(r)	(r)	(r)	81	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	48
46. I feel motivated to contribute more than what is normally required at work	72	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	72
47. I have a strong sense of belonging to my workplace	66	(r)	(r)	(r)	74	(r)	(r)	(r)	(r)	(r)	60	(r)	(r)	52
48. Overall I am satisfied to be working here at the present time	70	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	70	(r)	(r)	60
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	(r)	(r)	(r)	77	(r)	(r)	(r)	(r)	(r)	40	(r)	(r)	40
50. There is a positive culture in my workplace	53	(r)	(r)	(r)	65	(r)	(r)	(r)	(r)	(r)	50	(r)	(r)	40
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	(r)	(r)	48	(r)	(r)	(r)	(r)	(r)	10	(r)	(r)	24

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Health Infrastructure

Yes

No

Respondents 77 25 52

Employee Engagement Index 72 72 72

## Your Job

1. My job makes good use of my skills and abilities	79	84	77
2. I feel I am able to suggest ideas to improve our ways of doing things	73	88	65
3. Working here makes me want to do the best job I can	75	72	77
4. The right amount of approvals are required for routine decisions	60	72	54
5. I have sufficient control over my work so I can do my job well	71	80	67
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	76	58



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	81	76	83
8. In my team we generally acknowledge one another's efforts and achievements	78	72	81
9. People in my team are honest and open	78	80	77
10. My team resolves conflict quickly when it arises	69	64	71
11. Morale is good in my team	58	64	56

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Being Valued

12. I believe I am valued for what I can offer at my workplace	74	84	69
13. In my workplace, we recognise our successes and innovations	64	84	54
14. Staff are treated respectfully regardless of their job	65	72	62

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	80	79
15b. treats all staff in my team fairly	68	76	63
15c. ensures that when issues are raised in the team, they are addressed	77	84	73
15d. treats me with respect	81	84	79
16. I receive regular and constructive feedback on my performance	60	68	56
17. Overall, I have confidence in the decisions made by my line manager	75	84	71

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Senior Managers

18a. are aware of the issues I face in my job	55	64	50
18b. have a clear direction for the future	65	76	60
18c. lead by example in creating a positive workplace	58	52	62
19. There is a positive relationship between senior management and staff in my workplace	57	60	56
20. Overall, I have confidence in the decisions made by my senior managers	65	68	63
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	60	50
22. My organisation is making the necessary decisions to meet our future challenges	56	60	54

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Communication

23. I am kept well informed about what is happening in my workplace	54	72	45
24. I have a say in decisions which affect my work	55	80	43
25. I think it is safe to speak up and challenge the way things are done	54	64	49
26. Where I work, we share the lessons learnt when mistakes are made	70	68	71
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	72	69
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	84	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

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	68	76	65
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	51	60	47
30. I am encouraged to take opportunities to learn new skills and have new experiences	55	72	47

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	52	41
32. I am able to achieve a healthy work/life balance most of the time	80	80	80
33. There are mechanisms in place to support me if I experience stress or pressure	51	56	49
34. Reasonable expectations are placed on staff according to their position	67	56	73
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	60	59
36. My workplace enables strong professional leadership	62	72	57

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>84</b>	<b>82</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	<b>56</b>	55



# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Manage staff

Health Infrastructure

Yes

No

Respondents	77	25	52
Employee Engagement Index	72	72	72

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	68	57
40. In my workplace patient safety is at the centre of all decision making	42	40	43
41. My team's objectives/ work plans are clearly outlined	72	83	67
42. Our objectives/work plans help us to deliver a quality service	69	79	65
43. At my workplace there is a good balance between delivering services and monitoring service delivery	63	68	61

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Manage staff

Health Infrastructure

Yes

No

Respondents

77 25 52

Employee Engagement Index

72 72 72

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	80	82
45. I would recommend my workplace as a good place to work	66	60	69
46. I feel motivated to contribute more than what is normally required at work	72	72	73
47. I have a strong sense of belonging to my workplace	66	80	59
48. Overall I am satisfied to be working here at the present time	70	68	71
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	56	61
50. There is a positive culture in my workplace	53	56	51
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	36	33

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	(r)	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	(r)	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	<b>75</b>	(r)	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	<b>60</b>	(r)	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	<b>71</b>	(r)	(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	<b>64</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(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	<b>81</b>	(r)	(r)	(r)	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	<b>78</b>	(r)	(r)	(r)	(r)
9.	People in my team are honest and open	<b>78</b>	(r)	(r)	(r)	(r)
10.	My team resolves conflict quickly when it arises	<b>69</b>	(r)	(r)	(r)	(r)
11.	Morale is good in my team	<b>58</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	(r)	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	(r)	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>79</b>	(r)	(r)	(r)	(r)
15b. treats all staff in my team fairly	<b>68</b>	(r)	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	<b>77</b>	(r)	(r)	(r)	(r)
15d. treats me with respect	<b>81</b>	(r)	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	<b>60</b>	(r)	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	<b>75</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	(r)	(r)	(r)	(r)
18b. have a clear direction for the future	65	(r)	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	58	(r)	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	(r)	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	(r)	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	(r)	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	<b>54</b>	(r)	(r)	(r)	(r)
24. I have a say in decisions which affect my work	<b>55</b>	(r)	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	<b>54</b>	(r)	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	<b>70</b>	(r)	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>70</b>	(r)	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>78</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>68</b>	(r)	(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	<b>51</b>	(r)	(r)	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>45</b>	(r)	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	<b>80</b>	(r)	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	<b>51</b>	(r)	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	<b>67</b>	(r)	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>59</b>	(r)	(r)	(r)	(r)
36. My workplace enables strong professional leadership	<b>62</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	(r)	(r)	(r)	(r)
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	(r)	(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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Service Delivery

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

## Management Responsibility

	Health Infrastructure	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	77	7	7	8	2
Employee Engagement Index	72	(r)	(r)	(r)	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>82</b>	(r)	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	<b>66</b>	(r)	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	<b>72</b>	(r)	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	<b>66</b>	(r)	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	<b>70</b>	(r)	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b>	(r)	(r)	(r)	(r)
50. There is a positive culture in my workplace	<b>53</b>	(r)	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	(r)	(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

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Your Job

1. My job makes good use of my skills and abilities	79	83	(r)	79	(r)	(r)	73
2. I feel I am able to suggest ideas to improve our ways of doing things	73	80	(r)	57	(r)	(r)	69
3. Working here makes me want to do the best job I can	75	77	(r)	71	(r)	(r)	77
4. The right amount of approvals are required for routine decisions	60	67	(r)	50	(r)	(r)	54
5. I have sufficient control over my work so I can do my job well	71	80	(r)	57	(r)	(r)	69
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	63	(r)	50	(r)	(r)	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

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	81	83	(r)	86	(r)	(r)	77
8. In my team we generally acknowledge one another's efforts and achievements	78	87	(r)	57	(r)	(r)	77
9. People in my team are honest and open	78	90	(r)	64	(r)	(r)	69
10. My team resolves conflict quickly when it arises	69	80	(r)	43	(r)	(r)	69
11. Morale is good in my team	58	77	(r)	43	(r)	(r)	42

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

### Being Valued

12. I believe I am valued for what I can offer at my workplace	74	87	(r)	43	(r)	(r)	73
13. In my workplace, we recognise our successes and innovations	64	77	(r)	43	(r)	(r)	58
14. Staff are treated respectfully regardless of their job	65	63	(r)	71	(r)	(r)	58



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	87	(r)	64	(r)	(r)	77
15b. treats all staff in my team fairly	68	80	(r)	50	(r)	(r)	62
15c. ensures that when issues are raised in the team, they are addressed	77	83	(r)	64	(r)	(r)	73
15d. treats me with respect	81	87	(r)	64	(r)	(r)	77
16. I receive regular and constructive feedback on my performance	60	63	(r)	36	(r)	(r)	58
17. Overall, I have confidence in the decisions made by my line manager	75	80	(r)	64	(r)	(r)	73

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Senior Managers

18a. are aware of the issues I face in my job	55	57	(r)	36	(r)	(r)	62
18b. have a clear direction for the future	65	73	(r)	57	(r)	(r)	58
18c. lead by example in creating a positive workplace	58	67	(r)	36	(r)	(r)	58
19. There is a positive relationship between senior management and staff in my workplace	57	70	(r)	43	(r)	(r)	46
20. Overall, I have confidence in the decisions made by my senior managers	65	77	(r)	50	(r)	(r)	54
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	63	(r)	36	(r)	(r)	46
22. My organisation is making the necessary decisions to meet our future challenges	56	60	(r)	43	(r)	(r)	54

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Communication

23. I am kept well informed about what is happening in my workplace	54	67	(r)	29	(r)	(r)	48
24. I have a say in decisions which affect my work	55	53	(r)	57	(r)	(r)	52
25. I think it is safe to speak up and challenge the way things are done	54	47	(r)	36	(r)	(r)	68
26. Where I work, we share the lessons learnt when mistakes are made	70	77	(r)	64	(r)	(r)	64
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	73	(r)	71	(r)	(r)	64
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	83	(r)	71	(r)	(r)	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

### Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

### Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	68	70	(r)	50	(r)	(r)	72
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	51	60	(r)	43	(r)	(r)	44
30. I am encouraged to take opportunities to learn new skills and have new experiences	55	63	(r)	36	(r)	(r)	52

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	53	(r)	29	(r)	(r)	36
32. I am able to achieve a healthy work/life balance most of the time	80	87	(r)	71	(r)	(r)	76
33. There are mechanisms in place to support me if I experience stress or pressure	51	57	(r)	29	(r)	(r)	48
34. Reasonable expectations are placed on staff according to their position	67	70	(r)	64	(r)	(r)	64
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	70	(r)	29	(r)	(r)	52
36. My workplace enables strong professional leadership	62	77	(r)	43	(r)	(r)	48

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	83	(r)	<b>86</b>	(r)	(r)	<b>76</b>
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	<b>67</b>	(r)	<b>36</b>	(r)	(r)	<b>48</b>

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	70	(r)	50	(r)	(r)	52
40. In my workplace patient safety is at the centre of all decision making	42	40	(r)	21	(r)	(r)	40
41. My team's objectives/ work plans are clearly outlined	72	73	(r)	62	(r)	(r)	72
42. Our objectives/work plans help us to deliver a quality service	69	73	(r)	57	(r)	(r)	64
43. At my workplace there is a good balance between delivering services and monitoring service delivery	63	77	(r)	43	(r)	(r)	52

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Employment Status

	Health Infrastructure	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	77	30	4	14	1	1	26
Employee Engagement Index	72	79	(r)	56	(r)	(r)	70

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	87	(r)	64	(r)	(r)	80
45. I would recommend my workplace as a good place to work	66	77	(r)	43	(r)	(r)	68
46. I feel motivated to contribute more than what is normally required at work	72	77	(r)	64	(r)	(r)	76
47. I have a strong sense of belonging to my workplace	66	80	(r)	50	(r)	(r)	48
48. Overall I am satisfied to be working here at the present time	70	80	(r)	43	(r)	(r)	72
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	70	(r)	43	(r)	(r)	52
50. There is a positive culture in my workplace	53	67	(r)	36	(r)	(r)	48
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	47	(r)	21	(r)	(r)	32



# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	<b>79</b>	<b>65</b>	79	<b>87</b>	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	<b>86</b>	<b>65</b>	<b>71</b>	<b>80</b>	(r)
3. Working here makes me want to do the best job I can	<b>75</b>	<b>93</b>	<b>59</b>	<b>67</b>	<b>93</b>	(r)
4. The right amount of approvals are required for routine decisions	<b>60</b>	<b>64</b>	<b>47</b>	<b>46</b>	<b>87</b>	(r)
5. I have sufficient control over my work so I can do my job well	<b>71</b>	<b>86</b>	<b>47</b>	<b>71</b>	<b>87</b>	(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	<b>64</b>	<b>79</b>	<b>47</b>	<b>50</b>	<b>80</b>	(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

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(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	81	86	76	75	87	(r)
8. In my team we generally acknowledge one another's efforts and achievements	78	71	76	75	87	(r)
9. People in my team are honest and open	78	71	76	79	87	(r)
10. My team resolves conflict quickly when it arises	69	64	71	67	73	(r)
11. Morale is good in my team	58	64	47	50	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

### Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	<b>86</b>	<b>59</b>	<b>67</b>	<b>93</b>	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	<b>64</b>	<b>53</b>	<b>63</b>	<b>73</b>	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	<b>93</b>	<b>59</b>	<b>58</b>	<b>60</b>	(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

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	86	94	67	80	(r)
15b. treats all staff in my team fairly	68	71	59	67	87	(r)
15c. ensures that when issues are raised in the team, they are addressed	77	86	82	71	80	(r)
15d. treats me with respect	81	79	88	79	80	(r)
16. I receive regular and constructive feedback on my performance	60	50	59	67	67	(r)
17. Overall, I have confidence in the decisions made by my line manager	75	79	82	71	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	50	47	50	80	(r)
18b. have a clear direction for the future	65	79	47	71	73	(r)
18c. lead by example in creating a positive workplace	58	64	65	54	53	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	79	53	50	60	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	71	53	67	67	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	71	41	50	53	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	57	65	54	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	54	64	47	43	67	(r)
24. I have a say in decisions which affect my work	55	64	47	48	80	(r)
25. I think it is safe to speak up and challenge the way things are done	54	64	47	43	73	(r)
26. Where I work, we share the lessons learnt when mistakes are made	70	71	76	61	80	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	79	71	65	73	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	79	76	74	87	(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

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	68	71	65	61	73	(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	51	50	47	43	67	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	55	57	41	65	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	57	35	39	47	(r)
32. I am able to achieve a healthy work/life balance most of the time	80	86	82	74	80	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	51	57	35	43	73	(r)
34. Reasonable expectations are placed on staff according to their position	67	79	71	65	60	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	71	53	39	80	(r)
36. My workplace enables strong professional leadership	62	71	41	52	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>71</b>	<b>88</b>	<b>74</b>	<b>93</b>	(r)
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	<b>64</b>	<b>47</b>	<b>35</b>	<b>80</b>	(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

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	71	41	52	80	(r)
40. In my workplace patient safety is at the centre of all decision making	42	29	35	39	47	(r)
41. My team's objectives/ work plans are clearly outlined	72	85	59	70	80	(r)
42. Our objectives/work plans help us to deliver a quality service	69	71	59	65	79	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	63	64	59	57	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

### Length of Service

	Health Infrastructure	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	77	14	17	24	15	7
Employee Engagement Index	72	76	65	65	86	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	86	71	70	100	(r)
45. I would recommend my workplace as a good place to work	66	86	59	61	67	(r)
46. I feel motivated to contribute more than what is normally required at work	72	64	76	74	80	(r)
47. I have a strong sense of belonging to my workplace	66	50	53	61	93	(r)
48. Overall I am satisfied to be working here at the present time	70	79	71	61	80	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	79	35	57	67	(r)
50. There is a positive culture in my workplace	53	71	41	48	53	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	21	47	30	40	(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			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Your Job

1. My job makes good use of my skills and abilities	79	87	76	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	73	77	69	(r)
3. Working here makes me want to do the best job I can	75	77	79	(r)
4. The right amount of approvals are required for routine decisions	60	51	72	(r)
5. I have sufficient control over my work so I can do my job well	71	69	79	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	62	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

		Gender			
		Health Infrastructure	Male	Female	Prefer not to say
	Respondents	77	39	29	6
	Employee Engagement Index	72	72	73	(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	81	77	86	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	78	77	83	(r)
9.	People in my team are honest and open	78	77	83	(r)
10.	My team resolves conflict quickly when it arises	69	74	62	(r)
11.	Morale is good in my team	58	64	59	(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

		<b>Gender</b>			
		Health Infrastructure	Male	Female	Prefer not to say
	Respondents	77	39	29	6
	Employee Engagement Index	72	72	73	(r)

## Being Valued

12.	I believe I am valued for what I can offer at my workplace	<b>74</b>	<b>77</b>	<b>76</b>	(r)
13.	In my workplace, we recognise our successes and innovations	<b>64</b>	<b>67</b>	<b>62</b>	(r)
14.	Staff are treated respectfully regardless of their job	<b>65</b>	<b>62</b>	<b>72</b>	(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			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	<b>79</b>	79	79	(r)
15b. treats all staff in my team fairly	<b>68</b>	<b>67</b>	<b>72</b>	(r)
15c. ensures that when issues are raised in the team, they are addressed	<b>77</b>	<b>82</b>	<b>72</b>	(r)
15d. treats me with respect	<b>81</b>	<b>82</b>	<b>83</b>	(r)
16. I receive regular and constructive feedback on my performance	<b>60</b>	<b>67</b>	<b>59</b>	(r)
17. Overall, I have confidence in the decisions made by my line manager	<b>75</b>	<b>79</b>	<b>76</b>	(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			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	59	59	(r)
18b. have a clear direction for the future	65	64	72	(r)
18c. lead by example in creating a positive workplace	58	62	52	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	54	62	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	64	66	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	56	52	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	62	55	(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			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	54	56	52	(r)
24. I have a say in decisions which affect my work	55	51	62	(r)
25. I think it is safe to speak up and challenge the way things are done	54	54	59	(r)
26. Where I work, we share the lessons learnt when mistakes are made	70	72	69	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	67	79	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	77	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

		<b>Gender</b>			
		Health Infrastructure	Male	Female	Prefer not to say
	Respondents	77	39	29	6
	Employee Engagement Index	72	72	73	(r)

## Training and Development Opportunities

28.	I have received the appropriate training and development to do my job effectively	68	62	83	(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	51	51	55	(r)
30.	I am encouraged to take opportunities to learn new skills and have new experiences	55	59	55	(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			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	46	41	(r)
32. I am able to achieve a healthy work/life balance most of the time	80	74	93	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	51	46	59	(r)
34. Reasonable expectations are placed on staff according to their position	67	64	72	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	56	66	(r)
36. My workplace enables strong professional leadership	62	62	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

	Gender			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	<b>77</b>	<b>90</b>	(r)
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	<b>51</b>	<b>66</b>	(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

Health Infrastructure

Male

Female

Prefer not to say

Respondents

77

39

29

6

Employee Engagement Index

72

72

73

(r)

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	62	66	(r)
40.	In my workplace patient safety is at the centre of all decision making	42	41	52	(r)
41.	My team's objectives/ work plans are clearly outlined	72	69	79	(r)
42.	Our objectives/work plans help us to deliver a quality service	69	66	79	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	63	62	66	(r)

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Gender			
	Health Infrastructure	Male	Female	Prefer not to say
Respondents	77	39	29	6
Employee Engagement Index	72	72	73	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>82</b>	82	<b>86</b>	(r)
45. I would recommend my workplace as a good place to work	<b>66</b>	<b>69</b>	66	(r)
46. I feel motivated to contribute more than what is normally required at work	<b>72</b>	<b>77</b>	<b>66</b>	(r)
47. I have a strong sense of belonging to my workplace	<b>66</b>	<b>59</b>	<b>69</b>	(r)
48. Overall I am satisfied to be working here at the present time	<b>70</b>	<b>69</b>	<b>72</b>	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b>	<b>56</b>	<b>69</b>	(r)
50. There is a positive culture in my workplace	<b>53</b>	<b>54</b>	<b>55</b>	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	<b>41</b>	<b>21</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	(r)	(r)	<b>82</b>	(r)	(r)	<b>75</b>	<b>72</b>	(r)	(r)	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	(r)	(r)	<b>82</b>	(r)	(r)	<b>75</b>	<b>72</b>	(r)	(r)	(r)
3. Working here makes me want to do the best job I can	<b>75</b>	(r)	(r)	<b>73</b>	(r)	(r)	<b>67</b>	<b>89</b>	(r)	(r)	(r)
4. The right amount of approvals are required for routine decisions	<b>60</b>	(r)	(r)	<b>27</b>	(r)	(r)	<b>67</b>	<b>72</b>	(r)	(r)	(r)
5. I have sufficient control over my work so I can do my job well	<b>71</b>	(r)	(r)	<b>55</b>	(r)	(r)	<b>75</b>	<b>83</b>	(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	<b>64</b>	(r)	(r)	<b>45</b>	(r)	(r)	<b>58</b>	<b>72</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(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	<b>81</b>	(r)	(r)	<b>91</b>	(r)	(r)	<b>75</b>	<b>94</b>	(r)	(r)	(r)
8. In my team we generally acknowledge one another's efforts and achievements	<b>78</b>	(r)	(r)	<b>82</b>	(r)	(r)	<b>83</b>	78	(r)	(r)	(r)
9. People in my team are honest and open	<b>78</b>	(r)	(r)	<b>73</b>	(r)	(r)	<b>83</b>	<b>72</b>	(r)	(r)	(r)
10. My team resolves conflict quickly when it arises	<b>69</b>	(r)	(r)	<b>82</b>	(r)	(r)	<b>83</b>	<b>50</b>	(r)	(r)	(r)
11. Morale is good in my team	<b>58</b>	(r)	(r)	<b>55</b>	(r)	(r)	58	<b>61</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	(r)	(r)	<b>73</b>	(r)	(r)	<b>67</b>	<b>78</b>	(r)	(r)	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	(r)	(r)	<b>55</b>	(r)	(r)	<b>67</b>	<b>67</b>	(r)	(r)	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	(r)	(r)	<b>55</b>	(r)	(r)	<b>67</b>	<b>67</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	82	(r)	(r)	67	83	(r)	(r)	(r)
15b. treats all staff in my team fairly	68	(r)	(r)	64	(r)	(r)	75	61	(r)	(r)	(r)
15c. ensures that when issues are raised in the team, they are addressed	77	(r)	(r)	91	(r)	(r)	67	72	(r)	(r)	(r)
15d. treats me with respect	81	(r)	(r)	91	(r)	(r)	67	72	(r)	(r)	(r)
16. I receive regular and constructive feedback on my performance	60	(r)	(r)	64	(r)	(r)	50	61	(r)	(r)	(r)
17. Overall, I have confidence in the decisions made by my line manager	75	(r)	(r)	82	(r)	(r)	67	67	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	(r)	(r)	55	(r)	(r)	58	67	(r)	(r)	(r)
18b. have a clear direction for the future	65	(r)	(r)	73	(r)	(r)	50	72	(r)	(r)	(r)
18c. lead by example in creating a positive workplace	58	(r)	(r)	73	(r)	(r)	50	72	(r)	(r)	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	(r)	(r)	45	(r)	(r)	50	72	(r)	(r)	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	(r)	(r)	64	(r)	(r)	50	72	(r)	(r)	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	(r)	(r)	45	(r)	(r)	50	67	(r)	(r)	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	(r)	(r)	64	(r)	(r)	58	67	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	54	(r)	(r)	40	(r)	(r)	58	67	(r)	(r)	(r)
24. I have a say in decisions which affect my work	55	(r)	(r)	30	(r)	(r)	67	61	(r)	(r)	(r)
25. I think it is safe to speak up and challenge the way things are done	54	(r)	(r)	50	(r)	(r)	58	67	(r)	(r)	(r)
26. Where I work, we share the lessons learnt when mistakes are made	70	(r)	(r)	70	(r)	(r)	67	61	(r)	(r)	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	(r)	(r)	80	(r)	(r)	42	83	(r)	(r)	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	(r)	(r)	90	(r)	(r)	50	83	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>68</b>	(r)	(r)	<b>70</b>	(r)	(r)	<b>58</b>	<b>78</b>	(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	<b>51</b>	(r)	(r)	<b>60</b>	(r)	(r)	<b>58</b>	<b>33</b>	(r)	(r)	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	(r)	(r)	<b>60</b>	(r)	(r)	<b>42</b>	<b>61</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	(r)	(r)	40	(r)	(r)	33	44	(r)	(r)	(r)
32. I am able to achieve a healthy work/life balance most of the time	80	(r)	(r)	80	(r)	(r)	58	89	(r)	(r)	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	51	(r)	(r)	40	(r)	(r)	42	67	(r)	(r)	(r)
34. Reasonable expectations are placed on staff according to their position	67	(r)	(r)	80	(r)	(r)	42	83	(r)	(r)	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	(r)	(r)	40	(r)	(r)	58	67	(r)	(r)	(r)
36. My workplace enables strong professional leadership	62	(r)	(r)	50	(r)	(r)	50	67	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>83</b>	(r)	(r)	<b>60</b>	(r)	(r)	83	83	(r)	(r)	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	(r)	(r)	<b>50</b>	(r)	(r)	<b>50</b>	<b>67</b>	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	61	(r)	(r)	50	(r)	(r)	50	61	(r)	(r)	(r)
40. In my workplace patient safety is at the centre of all decision making	42	(r)	(r)	30	(r)	(r)	17	44	(r)	(r)	(r)
41. My team's objectives/ work plans are clearly outlined	72	(r)	(r)	50	(r)	(r)	73	72	(r)	(r)	(r)
42. Our objectives/work plans help us to deliver a quality service	69	(r)	(r)	70	(r)	(r)	58	67	(r)	(r)	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	63	(r)	(r)	50	(r)	(r)	58	72	(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

	Health Infrastructure	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	77	2	7	11	4	9	12	18	6	3	5
Employee Engagement Index	72	(r)	(r)	70	(r)	(r)	64	79	(r)	(r)	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	(r)	(r)	80	(r)	(r)	75	89	(r)	(r)	(r)
45. I would recommend my workplace as a good place to work	66	(r)	(r)	70	(r)	(r)	50	78	(r)	(r)	(r)
46. I feel motivated to contribute more than what is normally required at work	72	(r)	(r)	80	(r)	(r)	58	83	(r)	(r)	(r)
47. I have a strong sense of belonging to my workplace	66	(r)	(r)	50	(r)	(r)	67	56	(r)	(r)	(r)
48. Overall I am satisfied to be working here at the present time	70	(r)	(r)	70	(r)	(r)	67	78	(r)	(r)	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	(r)	(r)	50	(r)	(r)	50	67	(r)	(r)	(r)
50. There is a positive culture in my workplace	53	(r)	(r)	50	(r)	(r)	42	67	(r)	(r)	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	(r)	50	(r)	(r)	17	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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	(r)	(r)	<b>84</b>	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	(r)	(r)	<b>77</b>	(r)
3. Working here makes me want to do the best job I can	<b>75</b>	(r)	(r)	<b>79</b>	(r)
4. The right amount of approvals are required for routine decisions	<b>60</b>	(r)	(r)	<b>64</b>	(r)
5. I have sufficient control over my work so I can do my job well	<b>71</b>	(r)	(r)	<b>74</b>	(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	<b>64</b>	(r)	(r)	<b>67</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(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	<b>81</b>	(r)	(r)	<b>84</b>	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	<b>78</b>	(r)	(r)	<b>81</b>	(r)
9.	People in my team are honest and open	<b>78</b>	(r)	(r)	<b>80</b>	(r)
10.	My team resolves conflict quickly when it arises	<b>69</b>	(r)	(r)	<b>70</b>	(r)
11.	Morale is good in my team	<b>58</b>	(r)	(r)	<b>61</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	(r)	(r)	<b>76</b>	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	(r)	(r)	<b>67</b>	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	(r)	(r)	<b>66</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	(r)	81	(r)
15b. treats all staff in my team fairly	68	(r)	(r)	70	(r)
15c. ensures that when issues are raised in the team, they are addressed	77	(r)	(r)	79	(r)
15d. treats me with respect	81	(r)	(r)	83	(r)
16. I receive regular and constructive feedback on my performance	60	(r)	(r)	63	(r)
17. Overall, I have confidence in the decisions made by my line manager	75	(r)	(r)	77	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	(r)	(r)	59	(r)
18b. have a clear direction for the future	65	(r)	(r)	70	(r)
18c. lead by example in creating a positive workplace	58	(r)	(r)	61	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	(r)	(r)	60	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	(r)	(r)	69	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	(r)	(r)	56	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	(r)	(r)	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

### Australian Aboriginal

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	<b>54</b>	(r)	(r)	<b>59</b>	(r)
24. I have a say in decisions which affect my work	<b>55</b>	(r)	(r)	<b>59</b>	(r)
25. I think it is safe to speak up and challenge the way things are done	<b>54</b>	(r)	(r)	<b>59</b>	(r)
26. Where I work, we share the lessons learnt when mistakes are made	<b>70</b>	(r)	(r)	<b>72</b>	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>70</b>	(r)	(r)	<b>75</b>	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>78</b>	(r)	(r)	<b>81</b>	(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

### Australian Aboriginal

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>68</b>	(r)	(r)	<b>71</b>	(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	<b>51</b>	(r)	(r)	<b>52</b>	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	(r)	(r)	<b>57</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	<b>45</b>	(r)	(r)	<b>46</b>	(r)
32. I am able to achieve a healthy work/life balance most of the time	<b>80</b>	(r)	(r)	<b>84</b>	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	<b>51</b>	(r)	(r)	<b>54</b>	(r)
34. Reasonable expectations are placed on staff according to their position	<b>67</b>	(r)	(r)	<b>71</b>	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	<b>59</b>	(r)	(r)	<b>61</b>	(r)
36. My workplace enables strong professional leadership	<b>62</b>	(r)	(r)	<b>67</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	<b>83</b>	(r)	(r)	83	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	(r)	(r)	<b>59</b>	(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

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	(r)	(r)	64	(r)
40.	In my workplace patient safety is at the centre of all decision making	42	(r)	(r)	42	(r)
41.	My team's objectives/ work plans are clearly outlined	72	(r)	(r)	75	(r)
42.	Our objectives/work plans help us to deliver a quality service	69	(r)	(r)	74	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	63	(r)	(r)	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

### Australian Aboriginal

	Health Infrastructure	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	77	2	0	70	5
Employee Engagement Index	72	(r)	(r)	74	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	<b>82</b>	(r)	(r)	<b>84</b>	(r)
45. I would recommend my workplace as a good place to work	<b>66</b>	(r)	(r)	<b>68</b>	(r)
46. I feel motivated to contribute more than what is normally required at work	<b>72</b>	(r)	(r)	<b>74</b>	(r)
47. I have a strong sense of belonging to my workplace	<b>66</b>	(r)	(r)	<b>67</b>	(r)
48. Overall I am satisfied to be working here at the present time	<b>70</b>	(r)	(r)	<b>71</b>	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	<b>59</b>	(r)	(r)	<b>62</b>	(r)
50. There is a positive culture in my workplace	<b>53</b>	(r)	(r)	<b>57</b>	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	<b>34</b>	(r)	(r)	<b>35</b>	(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

Health Infrastructure

Yes

No

Prefer not to say

Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Your Job

1. My job makes good use of my skills and abilities	<b>79</b>	(r)	<b>82</b>	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	<b>73</b>	(r)	<b>75</b>	(r)
3. Working here makes me want to do the best job I can	<b>75</b>	(r)	<b>77</b>	(r)
4. The right amount of approvals are required for routine decisions	<b>60</b>	(r)	<b>62</b>	(r)
5. I have sufficient control over my work so I can do my job well	<b>71</b>	(r)	<b>73</b>	(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	<b>64</b>	(r)	<b>64</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(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	81	(r)	82	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	78	(r)	79	(r)
9.	People in my team are honest and open	78	(r)	81	(r)
10.	My team resolves conflict quickly when it arises	69	(r)	71	(r)
11.	Morale is good in my team	58	(r)	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

## Disability

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	(r)	<b>77</b>	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	(r)	<b>66</b>	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	(r)	<b>67</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	(r)	81	(r)
15b. treats all staff in my team fairly	68	(r)	70	(r)
15c. ensures that when issues are raised in the team, they are addressed	77	(r)	79	(r)
15d. treats me with respect	81	(r)	84	(r)
16. I receive regular and constructive feedback on my performance	60	(r)	62	(r)
17. Overall, I have confidence in the decisions made by my line manager	75	(r)	78	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Senior Managers

18a. are aware of the issues I face in my job	55	(r)	56	(r)
18b. have a clear direction for the future	65	(r)	67	(r)
18c. lead by example in creating a positive workplace	58	(r)	59	(r)
19. There is a positive relationship between senior management and staff in my workplace	57	(r)	58	(r)
20. Overall, I have confidence in the decisions made by my senior managers	65	(r)	66	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	53	(r)	55	(r)
22. My organisation is making the necessary decisions to meet our future challenges	56	(r)	56	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	<b>54</b>	(r)	54	(r)
24. I have a say in decisions which affect my work	<b>55</b>	(r)	<b>57</b>	(r)
25. I think it is safe to speak up and challenge the way things are done	<b>54</b>	(r)	<b>56</b>	(r)
26. Where I work, we share the lessons learnt when mistakes are made	<b>70</b>	(r)	<b>72</b>	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	<b>70</b>	(r)	<b>71</b>	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	<b>78</b>	(r)	<b>79</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	<b>68</b>	(r)	68	(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	<b>51</b>	(r)	<b>53</b>	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	<b>55</b>	(r)	56	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	(r)	46	(r)
32. I am able to achieve a healthy work/life balance most of the time	80	(r)	82	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	51	(r)	51	(r)
34. Reasonable expectations are placed on staff according to their position	67	(r)	68	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	(r)	61	(r)
36. My workplace enables strong professional leadership	62	(r)	64	(r)

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	(r)	<b>82</b>	(r)
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	(r)	<b>57</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	(r)	63	(r)
40.	In my workplace patient safety is at the centre of all decision making	42	(r)	43	(r)
41.	My team's objectives/ work plans are clearly outlined	72	(r)	75	(r)
42.	Our objectives/work plans help us to deliver a quality service	69	(r)	72	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	63	(r)	64	(r)

# Demographics

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

## Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## Disability

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	1	73	3
Employee Engagement Index	72	(r)	73	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	(r)	85	(r)
45. I would recommend my workplace as a good place to work	66	(r)	68	(r)
46. I feel motivated to contribute more than what is normally required at work	72	(r)	74	(r)
47. I have a strong sense of belonging to my workplace	66	(r)	65	(r)
48. Overall I am satisfied to be working here at the present time	70	(r)	71	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	(r)	61	(r)
50. There is a positive culture in my workplace	53	(r)	54	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	(r)	33	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Your Job

1. My job makes good use of my skills and abilities	79	80	86	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	73	72	86	(r)
3. Working here makes me want to do the best job I can	75	78	64	(r)
4. The right amount of approvals are required for routine decisions	60	57	79	(r)
5. I have sufficient control over my work so I can do my job well	71	72	71	(r)
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	64	63	64	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(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	81	82	86	(r)
8.	In my team we generally acknowledge one another's efforts and achievements	78	78	79	(r)
9.	People in my team are honest and open	78	75	93	(r)
10.	My team resolves conflict quickly when it arises	69	70	64	(r)
11.	Morale is good in my team	58	58	64	(r)

# Demographics

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

**Key**



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

## English Speaking Background

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Being Valued

12. I believe I am valued for what I can offer at my workplace	<b>74</b>	<b>73</b>	<b>79</b>	(r)
13. In my workplace, we recognise our successes and innovations	<b>64</b>	63	<b>71</b>	(r)
14. Staff are treated respectfully regardless of their job	<b>65</b>	65	<b>71</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Your Line Manager

15a. recognises and acknowledges when I have done my job well	79	77	93	(r)
15b. treats all staff in my team fairly	68	70	57	(r)
15c. ensures that when issues are raised in the team, they are addressed	77	77	79	(r)
15d. treats me with respect	81	80	86	(r)
16. I receive regular and constructive feedback on my performance	60	65	43	(r)
17. Overall, I have confidence in the decisions made by my line manager	75	75	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

## English Speaking Background

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Senior Managers

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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Communication

23. I am kept well informed about what is happening in my workplace	54	53	64	(r)
24. I have a say in decisions which affect my work	55	59	50	(r)
25. I think it is safe to speak up and challenge the way things are done	54	56	50	(r)
26. Where I work, we share the lessons learnt when mistakes are made	70	66	86	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	70	71	71	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	78	78	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

## English Speaking Background

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	68	73	57	(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	51	53	50	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	55	59	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

## English Speaking Background

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	45	42	50	(r)
32. I am able to achieve a healthy work/life balance most of the time	80	83	79	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	51	58	36	(r)
34. Reasonable expectations are placed on staff according to their position	67	66	71	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	59	59	64	(r)
36. My workplace enables strong professional leadership	62	64	57	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Unacceptable Behaviour

<b>38a.</b> know how to report occurrences of these types of behaviour?	<b>83</b>	83	<b>79</b>	(r)
<b>38b.</b> have confidence that if you report these behaviours they will be responded to appropriately?	<b>55</b>	<b>59</b>	<b>43</b>	(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

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	61	64	50	(r)
40.	In my workplace patient safety is at the centre of all decision making	42	46	29	(r)
41.	My team's objectives/ work plans are clearly outlined	72	74	64	(r)
42.	Our objectives/work plans help us to deliver a quality service	69	71	64	(r)
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	63	61	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

## English Speaking Background

	Health Infrastructure	Yes	No	Prefer not to say
Respondents	77	60	14	3
Employee Engagement Index	72	72	69	(r)

## Your Workplace

44. Overall I am proud to be a part of this workplace	82	83	79	(r)
45. I would recommend my workplace as a good place to work	66	64	71	(r)
46. I feel motivated to contribute more than what is normally required at work	72	73	64	(r)
47. I have a strong sense of belonging to my workplace	66	64	64	(r)
48. Overall I am satisfied to be working here at the present time	70	71	71	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	59	59	64	(r)
50. There is a positive culture in my workplace	53	51	64	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	34	34	43	(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

$\frac{18750}{18750 + 7753} \times 1661 = 1175$  Full 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?

_____
_____
_____
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## How will this be achieved?

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## Who is going to make this happen?

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## When will this be achieved?

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