

72%

2013: 82%

ENGAGEMENT INDEX

61%

2013: 70%

WORKPLACE CULTURE INDEX

1,788

2013: 1457

ACTUAL RESPONSES

66%

2013: 59%
1% Confidence Interval

ESTIMATED RESPONSE RATE

Employee Engagement Index

Say

% Positive *Variance from 2013*

44.	Overall I am proud to be a part of this workplace	75	-10
45.	I would recommend my workplace as a good place to work	67	-11

Stay

47.	I have a strong sense of belonging to my workplace	71	-9
48.	Overall I am satisfied to be working here at the present time	73	-11

Strive

3.	Working here makes me want to do the best job I can	77	-8
46.	I feel motivated to contribute more than what is normally required at work	72	-8

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>
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	-
50. There is a positive culture in my workplace	58	-
22. My organisation is making the necessary decisions to meet our future challenges	52	-
18c. The senior managers at my workplace lead by example in creating a positive workplace	55	-8
36. My workplace enables strong professional leadership	58	-
19. There is a positive relationship between senior management and staff in my workplace	53	-8

In this report

HEADLINES

A top line summary of key insights

COMPARISONS

Score summary against selected comparators

ALL QUESTIONS

Detailed results for the entire question set

DEMOGRAPHICS

Score comparisons of demographics

GUIDE

A guide on how to interpret the results

ACTION

Initiatives for maintaining and improving engagement

Highlights and lowlights

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

Highlights

Sections	% Positive
Training and Development Opportunities	73
Your Job	72
Your Line Manager	70

Questions	% Positive
1. My job makes good use of my skills and abilities	84
15d. My line manager treats me with respect	79
3. Working here makes me want to do the best job I can	77
28. I have received the appropriate training and development to do my job effectively	76
44. Overall I am proud to be a part of this workplace	75

Lowlights

Sections	% Positive
Senior Managers	53
Communication	62
Work Environment	64






Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50
31. I have confidence in the processes that my workplace uses to resolve staff conflict	52
22. My organisation is making the necessary decisions to meet our future challenges	52
19. There is a positive relationship between senior management and staff in my workplace	53

Most Improved and Least Improved since 2013

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






Most improved

Sections	% Positive	Variance from 2013
Your Line Manager	70	-8 
Training and Development Opportunities	73	-8 
Your Job	72	-8 

Questions	% Positive	Variance from 2013
28. I have received the appropriate training and development to do my job effectively	76	-4 
1. My job makes good use of my skills and abilities	84	-5 
16. I receive regular and constructive feedback on my performance	60	-6 
18b. The senior managers at my workplace have a clear direction for the future	53	-7 
15b. My line manager treats all staff in my team fairly	70	-7 

Least improved

Sections	% Positive	Variance from 2013
Your Workplace	66	-11 
Being Valued	66	-10 
Work Environment	64	-10 

Questions	% Positive	Variance from 2013
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	-12 
45. I would recommend my workplace as a good place to work	67	-11 
24. I have a say in decisions which affect my work	57	-11 
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	75	-11 
25. I think it is safe to speak up and challenge the way things are done	60	-11 

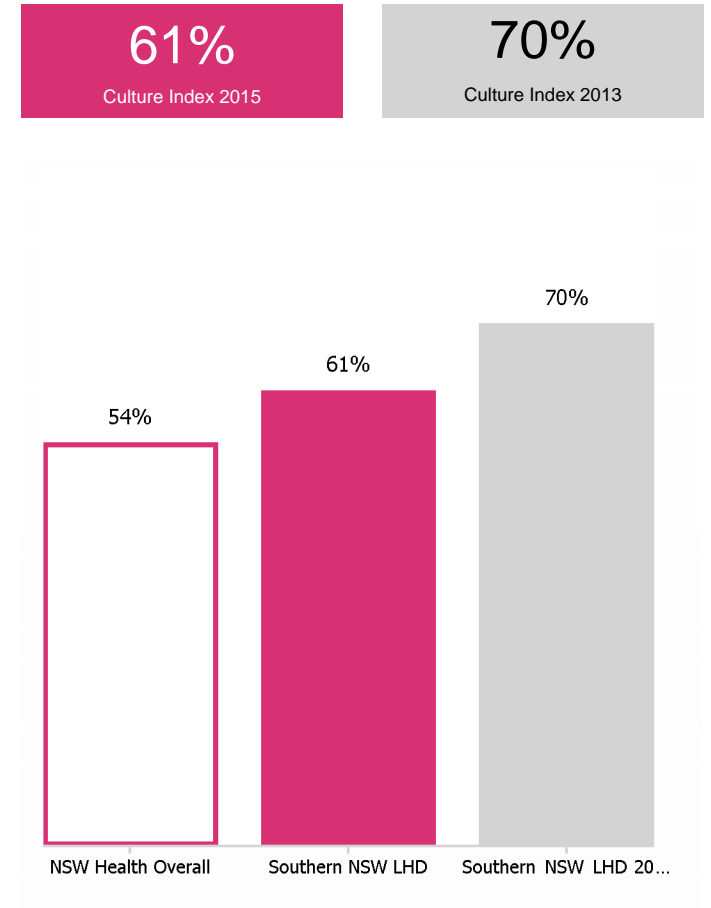
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

Employee Workplace Culture Index

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

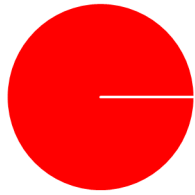
The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture is an average of the following scores:

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		59	15	26	-10
12. I believe I am valued for what I can offer at my workplace		69	14	17	-10
13. In my workplace, we recognise our successes and innovations		64	18	18	-10
14. Staff are treated respectfully regardless of their job		67	13	20	-10
17. Overall, I have confidence in the decisions made by my line manager		70	15	16	-9
18b. The senior managers at my workplace have a clear direction for the future		53	25	22	-7
18c. The senior managers at my workplace lead by example in creating a positive workplace		55	20	25	-8
20. Overall, I have confidence in the decisions made by my senior managers		55	22	24	-7
24. I have a say in decisions which affect my work		57	18	25	-11
25. I think it is safe to speak up and challenge the way things are done		60	15	25	-11
26. Where I work, we share the lessons learnt when mistakes are made		65	18	17	-8
31. I have confidence in the processes that my workplace uses to resolve staff conflict		52	22	26	-8
41. My team's objectives/ work plans are clearly outlined		67	18	14	-8
42. Our objectives/work plans help us to deliver a quality service		68	19	13	-10
51. Overall, I believe the culture at my workplace has improved in the last 12 months		48	27	25	-12



Trend Comparison

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



- 0% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 0% ■ Proportion of questions in line with 2013 scores
- 100% ■ 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
28. I have received the appropriate training and development to do my job effectively	76	-4 ■
1. My job makes good use of my skills and abilities	84	-5 ■
16. I receive regular and constructive feedback on my performance	60	-6 ■
18b. The senior managers at my workplace have a clear direction for the future	53	-7 ■
15b. My line manager treats all staff in my team fairly	70	-7 ■
15a. My line manager recognises and acknowledges when I have done my job well	72	-7 ■
20. Overall, I have confidence in the decisions made by my senior managers	55	-7 ■
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	-8 ■
7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	-8 ■
3. Working here makes me want to do the best job I can	77	-8 ■
18c. The senior managers at my workplace lead by example in creating a positive workplace	55	-8 ■
9. People in my team are honest and open	70	-8 ■

Trend Comparison

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



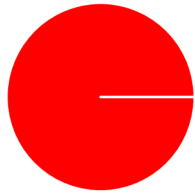
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- 100% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

		% Positive	Variance from 2013
27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	66	-8
19.	There is a positive relationship between senior management and staff in my workplace	53	-8
15d.	My line manager treats me with respect	79	-8
33.	There are mechanisms in place to support me if I experience stress or pressure	67	-8
46.	I feel motivated to contribute more than what is normally required at work	72	-8
41.	My team's objectives/ work plans are clearly outlined	67	-8
10.	My team resolves conflict quickly when it arises	59	-8
15c.	My line manager ensures that when issues are raised in the team, they are addressed	66	-8
26.	Where I work, we share the lessons learnt when mistakes are made	65	-8
6.	At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68	-8
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	52	-8
4.	The right amount of approvals are required for routine decisions	59	-9
8.	In my team we generally acknowledge one another's efforts and achievements	74	-9

Trend Comparison

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



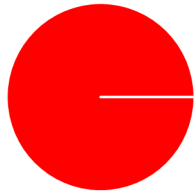
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- 100% ■ Proportion of questions below 2013 scores by 1 or more percentage points

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

	% Positive	Variance from 2013
17. Overall, I have confidence in the decisions made by my line manager	70	-9 ■
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	-9 ■
47. I have a strong sense of belonging to my workplace	71	-9 ■
23. I am kept well informed about what is happening in my workplace	57	-9 ■
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	-9 ■
40. In my workplace patient safety is at the centre of all decision making	72	-9 ■
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	-9 ■
42. Our objectives/work plans help us to deliver a quality service	68	-10 ■
44. Overall I am proud to be a part of this workplace	75	-10 ■
39. My work environment allows me to deliver the best possible services (patient care or support services)	64	-10 ■
32. I am able to achieve a healthy work/life balance most of the time	69	-10 ■
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	-10 ■
13. In my workplace, we recognise our successes and innovations	64	-10 ■

Trend Comparison

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



- 0% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 0% ■ Proportion of questions in line with 2013 scores
- 100% ■ Proportion of questions below 2013 scores by 1 or more percentage points

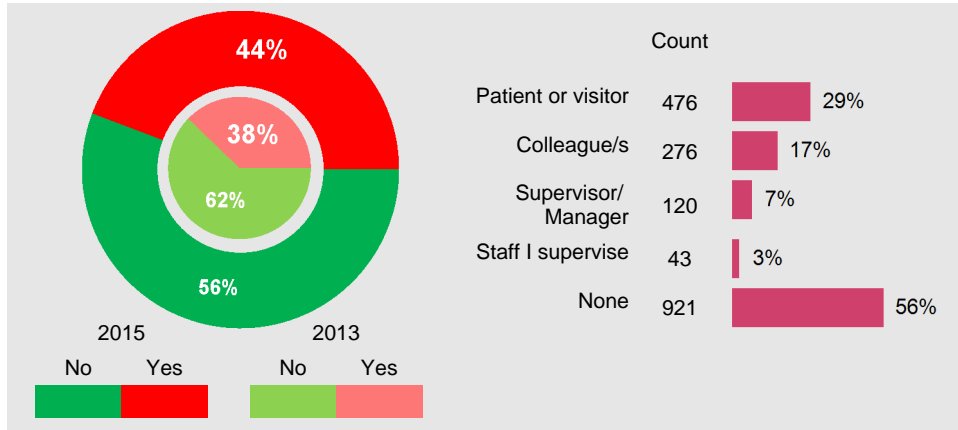
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013	
2. I feel I am able to suggest ideas to improve our ways of doing things	74	-10	
11. Morale is good in my team	59	-10	
14. Staff are treated respectfully regardless of their job	67	-10	
12. I believe I am valued for what I can offer at my workplace	69	-10	
18a. The senior managers at my workplace are aware of the issues I face in my job	56	-10	
48. Overall I am satisfied to be working here at the present time	73	-11	
34. Reasonable expectations are placed on staff according to their position	61	-11	
5. I have sufficient control over my work so I can do my job well	68	-11	
25. I think it is safe to speak up and challenge the way things are done	60	-11	
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	75	-11	
24. I have a say in decisions which affect my work	57	-11	
45. I would recommend my workplace as a good place to work	67	-11	
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	-12	

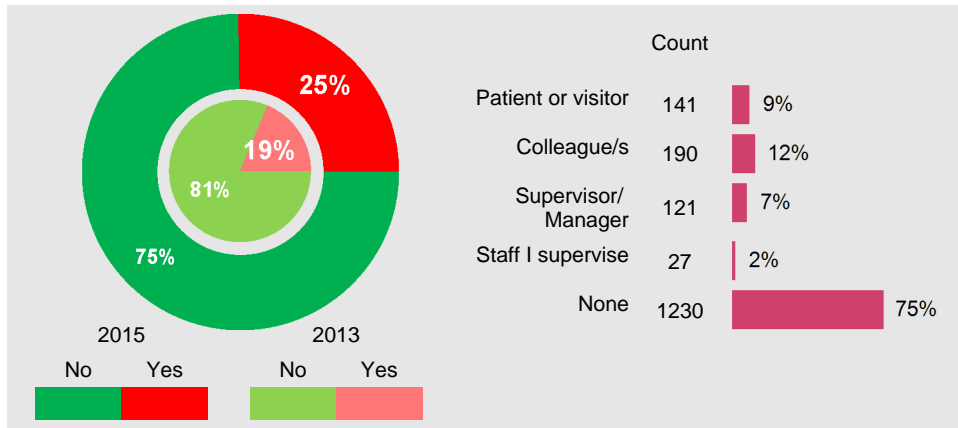
Unacceptable Behaviour

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

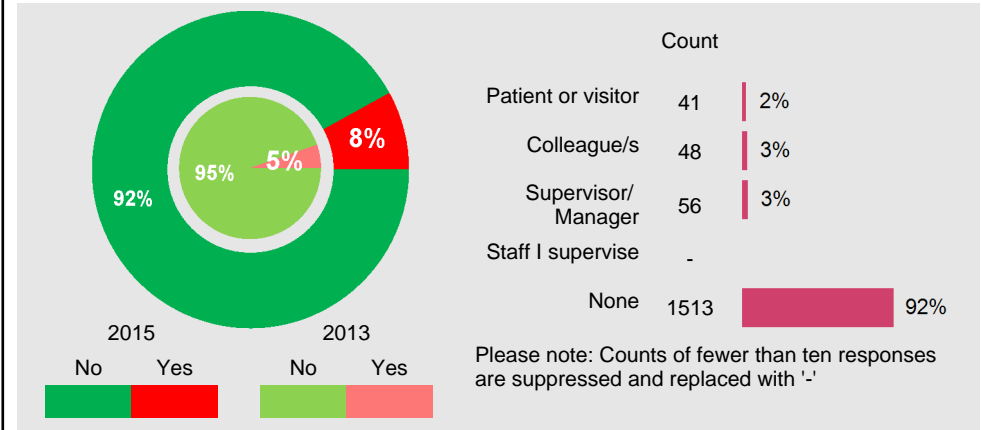
37a. In the last 12 months, I have been verbally abused by a ...



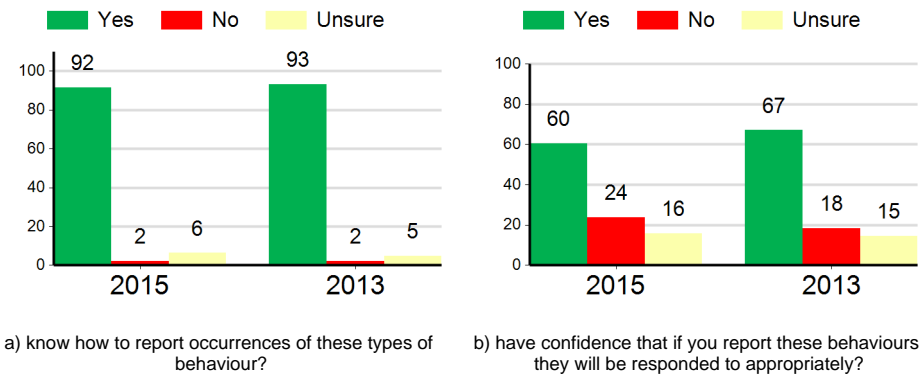
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	84	7	9	84	89	73	81
2. I feel I am able to suggest ideas to improve our ways of doing things	74	11	15	74	84	63	69
3. Working here makes me want to do the best job I can	77	13	10	77	84	64	72
4. The right amount of approvals are required for routine decisions	59	21	20	59	68	-	52
5. I have sufficient control over my work so I can do my job well	68	14	18	68	79	56	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	68	15	18	68	76	51	62

All Questions

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

Key **K** Key Driver Question

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

Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	12	16	72	80	62	69
8. In my team we generally acknowledge one another's efforts and achievements	74	11	15	74	83	63	70
9. People in my team are honest and open	70	15	16	70	78	57	64
10. My team resolves conflict quickly when it arises	59	18	22	59	68	39	53
11. Morale is good in my team	59	15	26	59	69	36	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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	69	14	17	69	79	54	63
13. In my workplace, we recognise our successes and innovations	64	18	18	64	73	44	57
14. Staff are treated respectfully regardless of their job	67	13	20	67	77	48	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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	72	14	14	72	79	57	65
15b. My line manager treats all staff in my team fairly	70	13	17	70	77	56	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	66	15	19	66	75	52	61
15d. My line manager treats me with respect	79	11	10	79	88	70	76
16. I receive regular and constructive feedback on my performance	60	18	22	60	66	39	52
17. Overall, I have confidence in the decisions made by my line manager	70	15	16	70	78	54	63

All Questions

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

Key **K** Key Driver Question

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

		% Positive response	% Neutral response	% Negative response	% Positive	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
Senior Managers								
	18a. The senior managers at my workplace are aware of the issues I face in my job	56	18	26	56	67	38	46
	18b. The senior managers at my workplace have a clear direction for the future	53	25	22	53	60	27	45
K	18c. The senior managers at my workplace lead by example in creating a positive workplace	55	20	25	55	63	30	45
K	19. There is a positive relationship between senior management and staff in my workplace	53	19	29	53	61	28	42
	20. Overall, I have confidence in the decisions made by my senior managers	55	22	24	55	62	30	46
K	21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	23	28	50	-	-	39
K	22. My organisation is making the necessary decisions to meet our future challenges	52	26	22	52	-	-	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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
23. I am kept well informed about what is happening in my workplace	57	19	24	57	66	37	50
24. I have a say in decisions which affect my work	57	18	25	57	68	37	46
25. I think it is safe to speak up and challenge the way things are done	60	15	25	60	71	45	51
26. Where I work, we share the lessons learnt when mistakes are made	65	18	17	65	74	47	59
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	20	17	63	72	-	58
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	18	16	66	74	-	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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
28.	I have received the appropriate training and development to do my job effectively	76	12	11	76	81	64	73
29.	I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	75	10	15	75	86	72	68
30.	I am encouraged to take opportunities to learn new skills and have new experiences	66	19	15	66	76	51	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

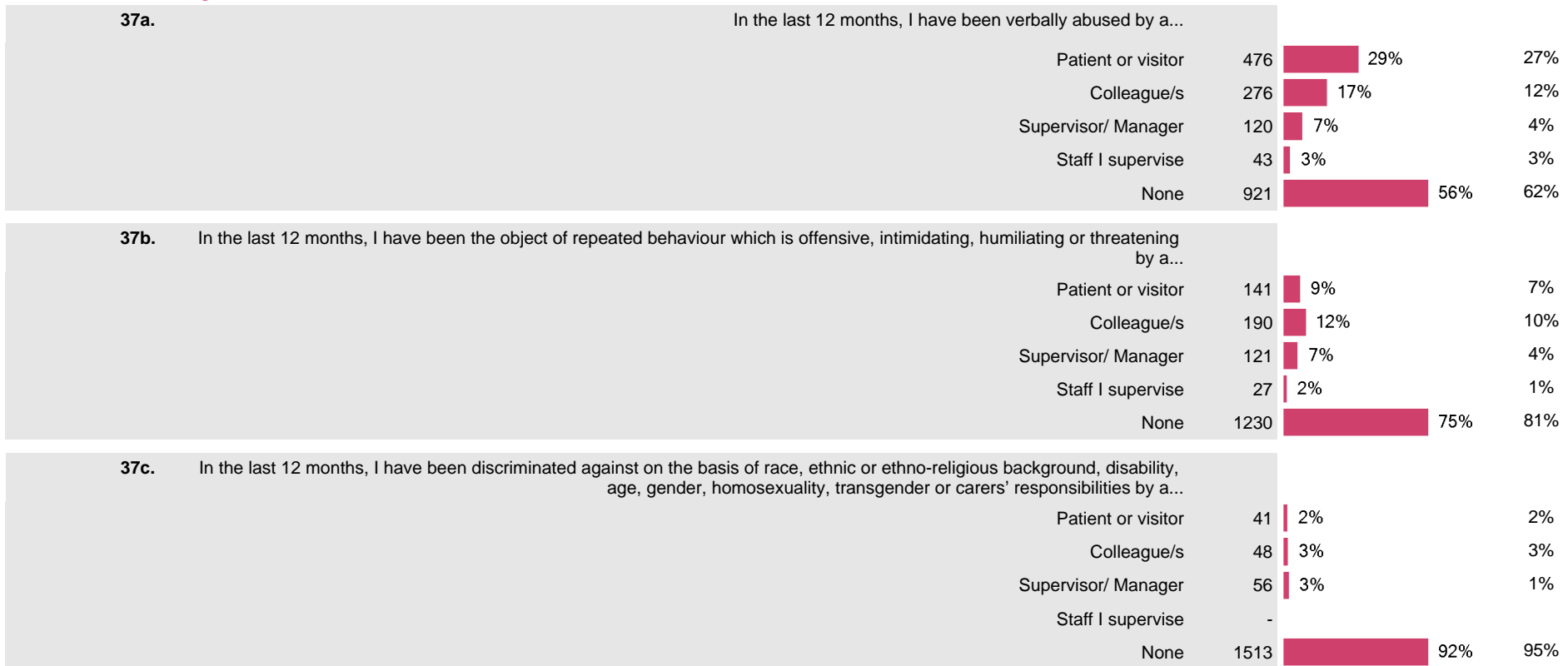
		% Positive response	% Neutral response	% Negative response	% Positive	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	52	22	26	52	60	30	44
32.	I am able to achieve a healthy work/life balance most of the time	69	14	17	69	79	57	65
33.	There are mechanisms in place to support me if I experience stress or pressure	67	17	16	67	75	50	56
34.	Reasonable expectations are placed on staff according to their position	61	15	24	61	72	46	57
35.	My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	15	11	74	82	63	69
K 36.	My workplace enables strong professional leadership	58	22	20	58	-	-	52

All Questions

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

Southern NSW Local Health District 2013

Unacceptable Behaviour



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

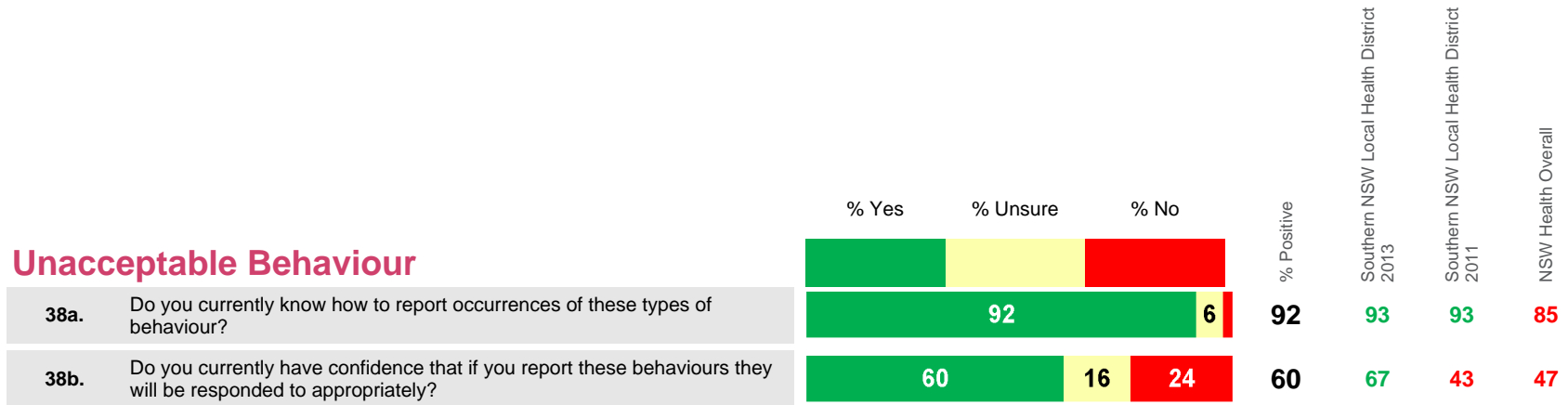
All Questions

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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	64	17	18	64	74	44	62
40. In my workplace patient safety is at the centre of all decision making	72	15	13	72	82	60	69
41. My team's objectives/ work plans are clearly outlined	67	18	14	67	76	51	66
42. Our objectives/work plans help us to deliver a quality service	68	19	13	68	78	52	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	22	19	59	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	Southern NSW Local Health District 2013	Southern NSW Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	75	14	10	75	85	64	73
45. I would recommend my workplace as a good place to work	67	17	16	67	78	50	64
46. I feel motivated to contribute more than what is normally required at work	72	13	15	72	80	57	67
47. I have a strong sense of belonging to my workplace	71	15	14	71	80	57	65
48. Overall I am satisfied to be working here at the present time	73	13	14	73	83	61	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	21	14	64	74	-	59
K 50. There is a positive culture in my workplace	58	18	24	58	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	27	25	48	60	27	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	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Your Job

1. My job makes good use of my skills and abilities	84	95	79	84	93	88	93	90	97	(r)	91	79	69	83
2. I feel I am able to suggest ideas to improve our ways of doing things	74	79	66	79	94	79	93	77	100	(r)	71	70	63	76
3. Working here makes me want to do the best job I can	77	83	71	80	91	80	90	77	80	(r)	76	75	69	78
4. The right amount of approvals are required for routine decisions	59	76	53	73	75	58	73	67	70	(r)	43	65	56	59
5. I have sufficient control over my work so I can do my job well	68	74	60	75	87	73	90	80	80	(r)	63	71	63	78
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	68	76	60	71	84	72	80	87	90	(r)	77	62	63	71

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index		72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	72	81	66	71	90	82	80	73	87	(r)	86	59	69	77
8.	In my team we generally acknowledge one another's efforts and achievements	74	81	68	70	91	81	97	83	90	(r)	91	60	75	81
9.	People in my team are honest and open	70	81	63	69	86	79	90	83	87	(r)	80	48	69	72
10.	My team resolves conflict quickly when it arises	59	76	49	60	80	66	87	73	83	(r)	77	48	75	72
11.	Morale is good in my team	59	71	48	62	81	69	87	67	90	(r)	69	48	50	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index		72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	76	61	71	89	75	90	80	80	(r)	69	62	63	74
13. In my workplace, we recognise our successes and innovations	64	74	55	59	84	74	93	70	80	(r)	80	54	63	63
14. Staff are treated respectfully regardless of their job	67	76	59	72	87	73	80	83	90	(r)	66	51	69	62

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	80	63	79	91	78	90	73	77	(r)	77	73	81	81
15b. treats all staff in my team fairly	70	80	60	73	88	84	83	70	87	(r)	74	68	75	78
15c. ensures that when issues are raised in the team, they are addressed	66	68	57	71	88	76	87	67	77	(r)	77	54	81	76
15d. treats me with respect	79	80	72	85	93	89	93	86	87	(r)	77	76	81	87
16. I receive regular and constructive feedback on my performance	60	68	52	66	83	62	80	57	63	(r)	60	54	69	67
17. Overall, I have confidence in the decisions made by my line manager	70	73	61	70	87	83	87	77	87	(r)	74	60	81	76

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Senior Managers

18a. are aware of the issues I face in my job	56	71	49	57	81	53	87	57	60	(r)	49	67	56	56
18b. have a clear direction for the future	53	71	47	63	74	48	83	53	67	(r)	54	51	50	51
18c. lead by example in creating a positive workplace	55	68	47	64	76	57	87	50	67	(r)	51	51	56	53
19. There is a positive relationship between senior management and staff in my workplace	53	73	44	59	76	50	80	50	63	(r)	51	54	56	53
20. Overall, I have confidence in the decisions made by my senior managers	55	71	46	65	76	55	87	50	67	(r)	60	57	50	53
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	68	43	56	72	47	87	43	53	(r)	46	51	56	45
22. My organisation is making the necessary decisions to meet our future challenges	52	68	46	59	74	44	83	57	60	(r)	51	49	50	54

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Communication

23. I am kept well informed about what is happening in my workplace	57	73	49	60	78	61	83	57	77	(r)	77	49	63	49
24. I have a say in decisions which affect my work	57	68	48	60	81	63	83	67	83	(r)	63	51	63	58
25. I think it is safe to speak up and challenge the way things are done	60	71	52	67	84	61	83	60	83	(r)	63	57	69	57
26. Where I work, we share the lessons learnt when mistakes are made	65	76	58	68	82	69	90	70	90	(r)	63	67	63	61
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	73	54	68	85	64	87	73	73	(r)	77	52	63	69
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	76	56	76	91	65	90	83	73	(r)	83	60	69	79

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index		72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	83	77	69	86	74	80	90	87	(r)	77	76	75	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	75	71	71	73	88	79	83	80	83	(r)	83	74	100	75
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	73	62	71	82	69	87	70	77	(r)	66	55	56	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78	
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74	

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	63	45	51	74	52	77	50	80	(r)	46	41	56	53
32. I am able to achieve a healthy work/life balance most of the time	69	71	61	72	90	73	87	70	77	(r)	74	73	75	75
33. There are mechanisms in place to support me if I experience stress or pressure	67	63	61	65	84	72	87	63	80	(r)	74	68	63	63
34. Reasonable expectations are placed on staff according to their position	61	73	54	59	83	61	80	70	80	(r)	71	60	63	66
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	78	68	80	88	82	97	80	87	(r)	71	67	75	80
36. My workplace enables strong professional leadership	58	68	51	63	80	63	83	53	80	(r)	60	57	50	52

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role														
	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other	
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78	
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74	

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	83	92	94	95	89	97	83	80	(r)	94	90	81	89
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	71	55	61	79	65	69	53	77	(r)	51	59	56	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

	Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents		1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index		72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	64	75	57	73	87	57	80	70	93	(r)	60	78	50	69
40.	In my workplace patient safety is at the centre of all decision making	72	80	68	77	83	74	83	73	87	(r)	71	76	69	66
41.	My team's objectives/ work plans are clearly outlined	67	75	60	67	87	68	87	83	80	(r)	71	68	69	76
42.	Our objectives/work plans help us to deliver a quality service	68	73	61	73	88	68	87	80	83	(r)	69	68	69	76
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	59	73	51	66	83	53	80	77	80	(r)	60	57	63	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Role	Southern NSW LHD	Medical	Nursing and Midwifery	Clinical Support Workers	Corporate Support	Allied Health	Other Health Professionals	Scientific and Technical	Oral Health	Ambulance	Health Manager	Patient Support Services	Maintenance and Trades	Other
Respondents	1788	42	866	146	195	226	30	30	30	0	35	63	16	78
Employee Engagement Index	72	79	66	77	89	77	86	73	87	(r)	73	72	70	74

Your Workplace

44. Overall I am proud to be a part of this workplace	75	78	69	80	91	81	87	80	97	(r)	83	76	75	73
45. I would recommend my workplace as a good place to work	67	75	59	74	85	70	83	67	90	(r)	63	65	69	70
46. I feel motivated to contribute more than what is normally required at work	72	78	65	75	90	78	90	63	83	(r)	74	71	75	78
47. I have a strong sense of belonging to my workplace	71	78	66	78	88	73	87	73	83	(r)	66	71	63	66
48. Overall I am satisfied to be working here at the present time	73	83	65	77	87	79	80	80	87	(r)	76	75	69	78
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	70	57	66	83	74	80	67	83	(r)	60	61	69	58
50. There is a positive culture in my workplace	58	73	49	59	84	66	77	63	80	(r)	57	52	56	51
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	63	42	50	68	47	77	57	80	(r)	49	46	50	40

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents 1788 385 1389

Employee Engagement Index 72 72 73

Your Job

1. My job makes good use of my skills and abilities	84	84	84
2. I feel I am able to suggest ideas to improve our ways of doing things	74	75	74
3. Working here makes me want to do the best job I can	77	76	77
4. The right amount of approvals are required for routine decisions	59	51	62
5. I have sufficient control over my work so I can do my job well	68	61	71
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	68	75	66

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

	Respondents	Yes	No
Employee Engagement Index	1788	385	1389
	72	72	73

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	72	73
8. In my team we generally acknowledge one another's efforts and achievements	74	80	73
9. People in my team are honest and open	70	73	69
10. My team resolves conflict quickly when it arises	59	65	58
11. Morale is good in my team	59	61	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

Southern NSW LHD

Yes

No

Respondents	1788	385	1389
Employee Engagement Index	72	72	73

Being Valued

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

	Respondents	Yes	No
Employee Engagement Index	1788	385	1389
	72	72	73

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	71	73
15b. treats all staff in my team fairly	70	72	70
15c. ensures that when issues are raised in the team, they are addressed	66	67	67
15d. treats me with respect	79	78	80
16. I receive regular and constructive feedback on my performance	60	59	61
17. Overall, I have confidence in the decisions made by my line manager	70	69	70

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents 1788 385 1389

Employee Engagement Index 72 72 73

Senior Managers

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

	Respondents	Yes	No
Employee Engagement Index	1788	385	1389
	72	72	73

Communication

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

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents	1788	385	1389
Employee Engagement Index	72	72	73

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	77	77
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	75	75	76
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	69	66

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents 1788 385 1389

Employee Engagement Index 72 72 73

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	53	52
32. I am able to achieve a healthy work/life balance most of the time	69	60	72
33. There are mechanisms in place to support me if I experience stress or pressure	67	64	68
34. Reasonable expectations are placed on staff according to their position	61	59	62
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	71	76
36. My workplace enables strong professional leadership	58	59	59

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents	1788	385	1389
Employee Engagement Index	72	72	73

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	94	91
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	63	60

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Manage staff

Southern NSW LHD

Yes

No

Respondents	1788	385	1389
Employee Engagement Index	72	72	73

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	60	66
40. In my workplace patient safety is at the centre of all decision making	72	70	73
41. My team's objectives/ work plans are clearly outlined	67	68	68
42. Our objectives/work plans help us to deliver a quality service	68	68	69
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	54	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

Southern NSW LHD

Yes

No

Respondents

1788

385

1389

Employee Engagement Index

72

72

73

Your Workplace

44. Overall I am proud to be a part of this workplace	75	75	76
45. I would recommend my workplace as a good place to work	67	67	68
46. I feel motivated to contribute more than what is normally required at work	72	72	72
47. I have a strong sense of belonging to my workplace	71	71	71
48. Overall I am satisfied to be working here at the present time	73	71	74
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	64	65
50. There is a positive culture in my workplace	58	58	59
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	51	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

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Your Job

1. My job makes good use of my skills and abilities	84	79	90	96	100
2. I feel I am able to suggest ideas to improve our ways of doing things	74	67	87	96	100
3. Working here makes me want to do the best job I can	77	71	83	88	100
4. The right amount of approvals are required for routine decisions	59	48	57	52	80
5. I have sufficient control over my work so I can do my job well	68	56	69	68	100
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	68	67	83	96	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	65	81	88	100
8. In my team we generally acknowledge one another's efforts and achievements	74	73	90	100	100
9. People in my team are honest and open	70	66	83	84	100
10. My team resolves conflict quickly when it arises	59	53	77	88	100
11. Morale is good in my team	59	51	75	84	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	65	79	84	100
13. In my workplace, we recognise our successes and innovations	64	60	79	88	100
14. Staff are treated respectfully regardless of their job	67	62	79	84	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	64	80	84	100
15b. treats all staff in my team fairly	70	62	85	88	100
15c. ensures that when issues are raised in the team, they are addressed	66	59	76	84	100
15d. treats me with respect	79	72	88	96	100
16. I receive regular and constructive feedback on my performance	60	50	71	76	90
17. Overall, I have confidence in the decisions made by my line manager	70	62	79	84	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Senior Managers

18a. are aware of the issues I face in my job	56	49	68	84	100
18b. have a clear direction for the future	53	49	62	72	100
18c. lead by example in creating a positive workplace	55	48	62	80	100
19. There is a positive relationship between senior management and staff in my workplace	53	42	58	84	100
20. Overall, I have confidence in the decisions made by my senior managers	55	49	62	76	100
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	44	54	72	100
22. My organisation is making the necessary decisions to meet our future challenges	52	46	57	72	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Communication

23. I am kept well informed about what is happening in my workplace	57	50	70	80	100
24. I have a say in decisions which affect my work	57	54	68	84	100
25. I think it is safe to speak up and challenge the way things are done	60	55	68	72	90
26. Where I work, we share the lessons learnt when mistakes are made	65	58	76	84	100
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	52	81	88	100
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	56	84	92	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	74	79	96	100
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	75	71	81	76	90
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	61	79	84	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	46	61	63	100
32. I am able to achieve a healthy work/life balance most of the time	69	55	70	64	70
33. There are mechanisms in place to support me if I experience stress or pressure	67	57	77	68	100
34. Reasonable expectations are placed on staff according to their position	61	51	69	64	100
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	62	84	92	90
36. My workplace enables strong professional leadership	58	53	66	76	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	92	97	100	100
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	56	73	80	90

Demographics

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

Key



At least 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

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	53	69	76	90
40. In my workplace patient safety is at the centre of all decision making	72	65	75	88	100
41. My team's objectives/ work plans are clearly outlined	67	58	80	80	100
42. Our objectives/work plans help us to deliver a quality service	68	59	77	84	100
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	48	60	68	100

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Management Responsibility

	Southern NSW LHD	Front line Manager	Middle Manager	Senior Manager	Executive
Respondents	1788	215	126	26	10
Employee Engagement Index	72	67	79	83	100

Your Workplace

44. Overall I am proud to be a part of this workplace	75	71	81	84	100
45. I would recommend my workplace as a good place to work	67	62	73	76	100
46. I feel motivated to contribute more than what is normally required at work	72	65	82	88	100
47. I have a strong sense of belonging to my workplace	71	67	77	84	100
48. Overall I am satisfied to be working here at the present time	73	65	80	80	100
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	59	69	76	100
50. There is a positive culture in my workplace	58	52	66	68	100
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	47	52	72	80

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Your Job

1. My job makes good use of my skills and abilities	84	86	80	91	(r)	83	(r)
2. I feel I am able to suggest ideas to improve our ways of doing things	74	78	68	78	(r)	69	(r)
3. Working here makes me want to do the best job I can	77	81	69	84	(r)	82	(r)
4. The right amount of approvals are required for routine decisions	59	64	51	67	(r)	60	(r)
5. I have sufficient control over my work so I can do my job well	68	73	60	81	(r)	68	(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	68	74	58	79	(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

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(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	72	77	65	78	(r)	77	(r)
8. In my team we generally acknowledge one another's efforts and achievements	74	78	68	81	(r)	74	(r)
9. People in my team are honest and open	70	73	62	78	(r)	76	(r)
10. My team resolves conflict quickly when it arises	59	65	48	72	(r)	62	(r)
11. Morale is good in my team	59	65	47	70	(r)	63	(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

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	73	60	80	(r)	73	(r)
13. In my workplace, we recognise our successes and innovations	64	69	53	78	(r)	65	(r)
14. Staff are treated respectfully regardless of their job	67	73	55	75	(r)	69	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	77	64	83	(r)	76	(r)
15b. treats all staff in my team fairly	70	75	59	81	(r)	75	(r)
15c. ensures that when issues are raised in the team, they are addressed	66	72	55	82	(r)	69	(r)
15d. treats me with respect	79	83	74	86	(r)	83	(r)
16. I receive regular and constructive feedback on my performance	60	67	48	72	(r)	57	(r)
17. Overall, I have confidence in the decisions made by my line manager	70	75	61	79	(r)	72	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Senior Managers

18a. are aware of the issues I face in my job	56	64	44	64	(r)	50	(r)
18b. have a clear direction for the future	53	60	41	69	(r)	45	(r)
18c. lead by example in creating a positive workplace	55	62	41	70	(r)	60	(r)
19. There is a positive relationship between senior management and staff in my workplace	53	59	40	69	(r)	50	(r)
20. Overall, I have confidence in the decisions made by my senior managers	55	62	42	72	(r)	50	(r)
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	57	35	67	(r)	47	(r)
22. My organisation is making the necessary decisions to meet our future challenges	52	59	39	69	(r)	53	(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

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Communication

23. I am kept well informed about what is happening in my workplace	57	64	44	69	(r)	58	(r)
24. I have a say in decisions which affect my work	57	66	44	66	(r)	53	(r)
25. I think it is safe to speak up and challenge the way things are done	60	66	50	67	(r)	66	(r)
26. Where I work, we share the lessons learnt when mistakes are made	65	71	54	78	(r)	74	(r)
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	70	52	73	(r)	62	(r)
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	73	55	75	(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

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	80	72	78	(r)	71	(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	75	79	70	77	(r)	72	(r)
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	72	56	72	(r)	70	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	58	40	64	(r)	57	(r)
32. I am able to achieve a healthy work/life balance most of the time	69	70	67	73	(r)	80	(r)
33. There are mechanisms in place to support me if I experience stress or pressure	67	71	60	70	(r)	67	(r)
34. Reasonable expectations are placed on staff according to their position	61	65	54	72	(r)	64	(r)
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	76	70	82	(r)	77	(r)
36. My workplace enables strong professional leadership	58	65	46	69	(r)	62	(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

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	95	89	85	(r)	86	(r)
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	66	50	69	(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

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	69	55	75	(r)	67	(r)
40. In my workplace patient safety is at the centre of all decision making	72	77	64	79	(r)	76	(r)
41. My team's objectives/ work plans are clearly outlined	67	75	56	73	(r)	68	(r)
42. Our objectives/work plans help us to deliver a quality service	68	74	58	79	(r)	70	(r)
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	65	48	69	(r)	61	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Employment Status

	Southern NSW LHD	Permanent/Ongoing Full time	Permanent/Ongoing Part time	Fixed term or temporary contract	Agency	Casual	Contractor
Respondents	1788	970	589	110	0	95	7
Employee Engagement Index	72	77	64	79	(r)	79	(r)

Your Workplace

44. Overall I am proud to be a part of this workplace	75	79	68	81	(r)	83	(r)
45. I would recommend my workplace as a good place to work	67	72	57	76	(r)	74	(r)
46. I feel motivated to contribute more than what is normally required at work	72	77	63	78	(r)	77	(r)
47. I have a strong sense of belonging to my workplace	71	76	63	75	(r)	77	(r)
48. Overall I am satisfied to be working here at the present time	73	77	65	80	(r)	81	(r)
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	69	54	74	(r)	72	(r)
50. There is a positive culture in my workplace	58	64	46	70	(r)	63	(r)
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	56	35	49	(r)	50	(r)

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Your Job

1. My job makes good use of my skills and abilities	84	88	85	85	80	85
2. I feel I am able to suggest ideas to improve our ways of doing things	74	79	73	74	70	77
3. Working here makes me want to do the best job I can	77	88	80	77	73	77
4. The right amount of approvals are required for routine decisions	59	70	68	63	63	52
5. I have sufficient control over my work so I can do my job well	68	82	74	70	68	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	68	74	71	69	66	68

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	86	77	72	71	71
8. In my team we generally acknowledge one another's efforts and achievements	74	86	79	73	72	75
9. People in my team are honest and open	70	83	73	67	68	70
10. My team resolves conflict quickly when it arises	59	69	62	61	61	56
11. Morale is good in my team	59	76	68	60	58	54

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	81	73	70	67	68
13. In my workplace, we recognise our successes and innovations	64	76	67	64	60	63
14. Staff are treated respectfully regardless of their job	67	81	75	68	65	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	81	77	72	71	72
15b. treats all staff in my team fairly	70	87	74	69	70	67
15c. ensures that when issues are raised in the team, they are addressed	66	81	70	66	66	65
15d. treats me with respect	79	96	83	79	76	80
16. I receive regular and constructive feedback on my performance	60	72	69	61	61	56
17. Overall, I have confidence in the decisions made by my line manager	70	83	77	72	68	66

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Senior Managers

18a. are aware of the issues I face in my job	56	72	59	60	58	50
18b. have a clear direction for the future	53	70	54	56	56	47
18c. lead by example in creating a positive workplace	55	75	61	59	56	47
19. There is a positive relationship between senior management and staff in my workplace	53	68	59	56	55	46
20. Overall, I have confidence in the decisions made by my senior managers	55	73	63	59	55	48
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	70	57	54	53	41
22. My organisation is making the necessary decisions to meet our future challenges	52	72	59	56	53	46

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Communication

23. I am kept well informed about what is happening in my workplace	57	74	64	59	60	51
24. I have a say in decisions which affect my work	57	76	62	60	57	53
25. I think it is safe to speak up and challenge the way things are done	60	75	67	61	61	56
26. Where I work, we share the lessons learnt when mistakes are made	65	81	71	68	64	61
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	72	65	67	61	61
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	76	70	67	66	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	76	79	77	75	78
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	75	78	82	78	77	72
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	77	76	68	63	64

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	66	59	55	54	46
32. I am able to achieve a healthy work/life balance most of the time	69	84	78	71	67	66
33. There are mechanisms in place to support me if I experience stress or pressure	67	77	70	69	67	64
34. Reasonable expectations are placed on staff according to their position	61	78	68	63	59	57
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	85	71	78	73	74
36. My workplace enables strong professional leadership	58	74	68	63	56	54

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	81	87	91	92	95
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	67	62	59	63	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

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	73	73	67	63	62
40. In my workplace patient safety is at the centre of all decision making	72	81	72	75	70	72
41. My team's objectives/ work plans are clearly outlined	67	78	73	69	66	66
42. Our objectives/work plans help us to deliver a quality service	68	79	72	69	66	68
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	75	64	63	57	55

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Length of Service

	Southern NSW LHD	Less than 12 months	At least 12 months but not more than 2 years	At least 2 years but not more than 5 years	At least 5 years but not more than 10 years	10 years or more
Respondents	1788	140	143	364	412	708
Employee Engagement Index	72	85	77	73	69	72

Your Workplace

44. Overall I am proud to be a part of this workplace	75	89	80	77	71	76
45. I would recommend my workplace as a good place to work	67	83	75	68	63	65
46. I feel motivated to contribute more than what is normally required at work	72	84	76	72	69	72
47. I have a strong sense of belonging to my workplace	71	79	74	71	70	71
48. Overall I am satisfied to be working here at the present time	73	86	77	72	69	73
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	77	71	67	62	61
50. There is a positive culture in my workplace	58	78	66	62	56	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	41	56	56	54	42

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788 311 1282 66

Employee Engagement Index

72 78 73 40

Your Job

1. My job makes good use of my skills and abilities	84	86	85	55
2. I feel I am able to suggest ideas to improve our ways of doing things	74	80	74	38
3. Working here makes me want to do the best job I can	77	79	78	42
4. The right amount of approvals are required for routine decisions	59	62	59	34
5. I have sufficient control over my work so I can do my job well	68	74	69	38
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68	77	68	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788

311

1282

66

Employee Engagement Index

72

78

73

40

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	72	79	72	41
8.	In my team we generally acknowledge one another's efforts and achievements	74	82	74	41
9.	People in my team are honest and open	70	78	70	38
10.	My team resolves conflict quickly when it arises	59	71	58	30
11.	Morale is good in my team	59	69	58	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788

311

1282

66

Employee Engagement Index

72

78

73

40

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	75	69	37
13. In my workplace, we recognise our successes and innovations	64	72	64	27
14. Staff are treated respectfully regardless of their job	67	75	67	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788

311

1282

66

Employee Engagement Index

72

78

73

40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	83	72	36
15b. treats all staff in my team fairly	70	78	70	37
15c. ensures that when issues are raised in the team, they are addressed	66	76	66	31
15d. treats me with respect	79	85	80	47
16. I receive regular and constructive feedback on my performance	60	72	59	23
17. Overall, I have confidence in the decisions made by my line manager	70	80	69	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788

311

1282

66

Employee Engagement Index

72

78

73

40

Senior Managers

18a. are aware of the issues I face in my job	56	67	55	27
18b. have a clear direction for the future	53	63	52	19
18c. lead by example in creating a positive workplace	55	65	54	24
19. There is a positive relationship between senior management and staff in my workplace	53	65	51	24
20. Overall, I have confidence in the decisions made by my senior managers	55	67	53	23
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	62	48	24
22. My organisation is making the necessary decisions to meet our future challenges	52	60	51	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788 311 1282 66

Employee Engagement Index

72 78 73 40

Communication

23. I am kept well informed about what is happening in my workplace	57	68	56	19
24. I have a say in decisions which affect my work	57	68	57	23
25. I think it is safe to speak up and challenge the way things are done	60	70	60	23
26. Where I work, we share the lessons learnt when mistakes are made	65	73	65	30
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	70	63	30
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	72	66	38

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788

311

1282

66

Employee Engagement Index

72

78

73

40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	77	78	53
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	75	82	75	65
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	72	67	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788 311 1282 66

Employee Engagement Index

72 78 73 40

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	63	50	20
32. I am able to achieve a healthy work/life balance most of the time	69	78	68	42
33. There are mechanisms in place to support me if I experience stress or pressure	67	72	67	35
34. Reasonable expectations are placed on staff according to their position	61	70	60	32
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	77	75	50
36. My workplace enables strong professional leadership	58	68	57	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents	1788	311	1282	66
Employee Engagement Index	72	78	73	40

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	94	92	83
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	72	59	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

	Southern NSW LHD	Male	Female	Prefer not to say
Respondents	1788	311	1282	66
Employee Engagement Index	72	78	73	40

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	64	73	64	36
40.	In my workplace patient safety is at the centre of all decision making	72	76	72	53
41.	My team's objectives/ work plans are clearly outlined	67	75	67	37
42.	Our objectives/work plans help us to deliver a quality service	68	76	68	38
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	59	69	58	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Gender

Southern NSW LHD

Male

Female

Prefer not to say

Respondents

1788 311 1282 66

Employee Engagement Index

72 78 73 40

Your Workplace

44. Overall I am proud to be a part of this workplace	75	81	76	45
45. I would recommend my workplace as a good place to work	67	76	66	32
46. I feel motivated to contribute more than what is normally required at work	72	77	73	43
47. I have a strong sense of belonging to my workplace	71	77	72	38
48. Overall I am satisfied to be working here at the present time	73	79	73	38
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	75	64	30
50. There is a positive culture in my workplace	58	69	57	27
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	59	47	20

Demographics

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

Key

At least 1 percentage points greater than overall score

At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Your Job

1. My job makes good use of my skills and abilities	84	91	87	84	83	86	84	88	78	85	65
2. I feel I am able to suggest ideas to improve our ways of doing things	74	79	70	68	75	80	77	78	72	78	37
3. Working here makes me want to do the best job I can	77	77	78	69	74	81	80	83	75	80	43
4. The right amount of approvals are required for routine decisions	59	53	65	63	64	61	64	60	55	60	29
5. I have sufficient control over my work so I can do my job well	68	79	73	67	71	72	73	69	66	71	35
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68	79	70	65	68	72	74	71	64	66	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	79	72	73	77	75	73	75	67	72	57
8. In my team we generally acknowledge one another's efforts and achievements	74	81	72	72	75	77	78	80	72	75	41
9. People in my team are honest and open	70	79	70	72	72	75	73	74	65	67	40
10. My team resolves conflict quickly when it arises	59	67	56	66	63	64	63	63	56	52	25
11. Morale is good in my team	59	77	56	65	64	63	63	61	53	54	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	77	66	69	70	73	71	74	66	72	30
13. In my workplace, we recognise our successes and innovations	64	74	66	65	66	67	69	68	58	64	22
14. Staff are treated respectfully regardless of their job	67	86	65	70	67	70	70	72	60	69	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	79	74	74	78	75	74	76	69	71	39
15b. treats all staff in my team fairly	70	84	73	74	72	71	72	73	66	68	43
15c. ensures that when issues are raised in the team, they are addressed	66	72	66	66	70	71	69	71	63	64	33
15d. treats me with respect	79	91	85	82	81	80	81	82	76	83	51
16. I receive regular and constructive feedback on my performance	60	70	64	60	66	60	64	64	56	56	24
17. Overall, I have confidence in the decisions made by my line manager	70	79	75	75	74	70	69	74	65	71	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Senior Managers

18a. are aware of the issues I face in my job	56	63	65	57	66	61	63	57	49	48	23
18b. have a clear direction for the future	53	60	60	50	63	58	60	56	45	44	16
18c. lead by example in creating a positive workplace	55	67	66	54	61	58	59	56	50	50	17
19. There is a positive relationship between senior management and staff in my workplace	53	63	58	54	59	52	58	56	47	49	23
20. Overall, I have confidence in the decisions made by my senior managers	55	56	64	55	63	58	61	57	47	50	19
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	58	58	49	57	51	57	53	42	45	15
22. My organisation is making the necessary decisions to meet our future challenges	52	60	59	51	58	56	58	54	47	48	16

Demographics

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

Key

■ At least 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

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Communication

23. I am kept well informed about what is happening in my workplace	57	72	65	61	60	63	60	61	48	54	23
24. I have a say in decisions which affect my work	57	63	65	61	62	63	62	62	49	52	24
25. I think it is safe to speak up and challenge the way things are done	60	65	65	61	67	68	63	63	52	60	22
26. Where I work, we share the lessons learnt when mistakes are made	65	72	76	65	69	69	68	70	58	65	25
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	81	65	60	66	68	68	64	60	61	33
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	77	67	61	66	69	73	68	65	67	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	84	81	70	80	80	81	78	77	70	47
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	75	79	83	73	79	78	82	75	70	73	55
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	84	72	64	72	70	68	71	60	62	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	64	58	53	59	56	60	57	43	43	13
32. I am able to achieve a healthy work/life balance most of the time	69	79	72	69	71	75	74	69	63	71	41
33. There are mechanisms in place to support me if I experience stress or pressure	67	71	73	64	74	70	73	68	60	67	27
34. Reasonable expectations are placed on staff according to their position	61	71	64	63	69	67	66	63	53	59	24
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	86	75	75	78	77	78	78	67	79	44
36. My workplace enables strong professional leadership	58	76	71	59	63	61	66	61	52	50	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	93	92	87	91	90	92	94	93	93	84
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	69	60	63	64	62	66	62	56	61	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	74	68	64	63	68	69	67	61	67	33
40. In my workplace patient safety is at the centre of all decision making	72	88	68	68	72	71	75	75	72	79	52
41. My team's objectives/ work plans are clearly outlined	67	81	70	64	69	71	71	69	65	71	35
42. Our objectives/work plans help us to deliver a quality service	68	86	69	64	66	71	71	72	66	74	40
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	81	67	55	62	61	64	60	52	65	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Age Group

	Southern NSW LHD	Less than 25 years	Between 25-29 years	Between 30-34 years	Between 35-39 years	Between 40-44 years	Between 45-49 years	Between 50-54 years	Between 55-59 years	60 or above	Prefer not to say
Respondents	1788	43	110	123	186	236	240	340	272	151	78
Employee Engagement Index	72	78	74	70	74	75	75	77	70	74	40

Your Workplace

44. Overall I am proud to be a part of this workplace	75	83	77	74	77	79	79	80	70	78	43
45. I would recommend my workplace as a good place to work	67	83	69	67	70	70	70	70	62	67	33
46. I feel motivated to contribute more than what is normally required at work	72	78	73	69	75	73	74	76	72	73	42
47. I have a strong sense of belonging to my workplace	71	71	74	70	75	71	71	75	71	72	41
48. Overall I am satisfied to be working here at the present time	73	78	73	72	75	73	76	76	72	76	37
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	76	69	58	67	68	66	68	62	62	36
50. There is a positive culture in my workplace	58	80	62	55	64	62	60	62	55	54	21
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	54	50	51	58	56	51	51	41	38	19

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Your Job

1. My job makes good use of my skills and abilities	84	74	(r)	86	56
2. I feel I am able to suggest ideas to improve our ways of doing things	74	65	(r)	76	36
3. Working here makes me want to do the best job I can	77	65	(r)	79	44
4. The right amount of approvals are required for routine decisions	59	44	(r)	61	37
5. I have sufficient control over my work so I can do my job well	68	65	(r)	71	36
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	68	59	(r)	70	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Your Team

7. The people I work with are willing to help each other even if this means doing something outside their usual job	72	59	(r)	75	35
8. In my team we generally acknowledge one another's efforts and achievements	74	65	(r)	77	34
9. People in my team are honest and open	70	53	(r)	72	38
10. My team resolves conflict quickly when it arises	59	44	(r)	62	29
11. Morale is good in my team	59	41	(r)	61	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	68	(r)	71	34
13. In my workplace, we recognise our successes and innovations	64	59	(r)	66	24
14. Staff are treated respectfully regardless of their job	67	61	(r)	69	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	68	(r)	74	41
15b. treats all staff in my team fairly	70	59	(r)	72	38
15c. ensures that when issues are raised in the team, they are addressed	66	59	(r)	69	32
15d. treats me with respect	79	81	(r)	82	45
16. I receive regular and constructive feedback on my performance	60	50	(r)	62	30
17. Overall, I have confidence in the decisions made by my line manager	70	65	(r)	72	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

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Senior Managers

18a. are aware of the issues I face in my job	56	71	(r)	58	24
18b. have a clear direction for the future	53	44	(r)	56	15
18c. lead by example in creating a positive workplace	55	53	(r)	57	21
19. There is a positive relationship between senior management and staff in my workplace	53	50	(r)	55	20
20. Overall, I have confidence in the decisions made by my senior managers	55	56	(r)	57	22
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	56	(r)	51	22
22. My organisation is making the necessary decisions to meet our future challenges	52	53	(r)	54	20

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Communication

23. I am kept well informed about what is happening in my workplace	57	53	(r)	59	24
24. I have a say in decisions which affect my work	57	50	(r)	59	28
25. I think it is safe to speak up and challenge the way things are done	60	56	(r)	63	26
26. Where I work, we share the lessons learnt when mistakes are made	65	53	(r)	68	30
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	56	(r)	65	29
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	61	(r)	68	34

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	58	(r)	79	45
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	75	64	(r)	77	51
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	64	(r)	68	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	47	(r)	54	25
32. I am able to achieve a healthy work/life balance most of the time	69	53	(r)	72	36
33. There are mechanisms in place to support me if I experience stress or pressure	67	65	(r)	69	32
34. Reasonable expectations are placed on staff according to their position	61	47	(r)	63	27
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	68	(r)	77	34
36. My workplace enables strong professional leadership	58	48	(r)	61	23

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	85	(r)	93	73
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	65	(r)	63	25

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Service Delivery

39. My work environment allows me to deliver the best possible services (patient care or support services)	64	62	(r)	66	35
40. In my workplace patient safety is at the centre of all decision making	72	74	(r)	74	48
41. My team's objectives/ work plans are clearly outlined	67	68	(r)	70	35
42. Our objectives/work plans help us to deliver a quality service	68	71	(r)	70	39
43. At my workplace there is a good balance between delivering services and monitoring service delivery	59	56	(r)	61	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Australian Aboriginal

	Southern NSW LHD	Australian Aboriginal Origin	Torres Strait Islander	None of the above	Prefer not to say
Respondents	1788	34	1	1637	97
Employee Engagement Index	72	67	(r)	75	35

Your Workplace

44. Overall I am proud to be a part of this workplace	75	68	(r)	78	36
45. I would recommend my workplace as a good place to work	67	65	(r)	69	31
46. I feel motivated to contribute more than what is normally required at work	72	71	(r)	74	37
47. I have a strong sense of belonging to my workplace	71	68	(r)	74	32
48. Overall I am satisfied to be working here at the present time	73	70	(r)	75	33
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	56	(r)	67	30
50. There is a positive culture in my workplace	58	50	(r)	60	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	53	(r)	50	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Your Job

1. My job makes good use of my skills and abilities	84	82	85	53
2. I feel I am able to suggest ideas to improve our ways of doing things	74	82	75	30
3. Working here makes me want to do the best job I can	77	84	77	44
4. The right amount of approvals are required for routine decisions	59	58	60	35
5. I have sufficient control over my work so I can do my job well	68	74	69	33
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	68	74	69	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents

1788

38

1687

44

Employee Engagement Index

72

79

73

37

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	72	76	74	33
8.	In my team we generally acknowledge one another's efforts and achievements	74	71	76	35
9.	People in my team are honest and open	70	61	71	28
10.	My team resolves conflict quickly when it arises	59	55	60	26
11.	Morale is good in my team	59	63	60	26

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	82	70	28
13. In my workplace, we recognise our successes and innovations	64	74	65	24
14. Staff are treated respectfully regardless of their job	67	71	68	30

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	79	73	35
15b. treats all staff in my team fairly	70	74	71	33
15c. ensures that when issues are raised in the team, they are addressed	66	68	67	33
15d. treats me with respect	79	81	81	44
16. I receive regular and constructive feedback on my performance	60	68	61	29
17. Overall, I have confidence in the decisions made by my line manager	70	74	70	37

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Senior Managers

18a. are aware of the issues I face in my job	56	74	57	23
18b. have a clear direction for the future	53	63	54	16
18c. lead by example in creating a positive workplace	55	63	55	23
19. There is a positive relationship between senior management and staff in my workplace	53	71	53	26
20. Overall, I have confidence in the decisions made by my senior managers	55	66	55	28
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	61	50	23
22. My organisation is making the necessary decisions to meet our future challenges	52	66	53	21

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents

1788 38 1687 44

Employee Engagement Index

72 79 73 37

Communication

23. I am kept well informed about what is happening in my workplace	57	63	58	23
24. I have a say in decisions which affect my work	57	63	58	26
25. I think it is safe to speak up and challenge the way things are done	60	71	61	26
26. Where I work, we share the lessons learnt when mistakes are made	65	74	66	33
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	71	64	28
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	74	67	28

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	76	78	40
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	75	76	76	53
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	71	67	35

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents

1788

38

1687

44

Employee Engagement Index

72

79

73

37

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	61	53	17
32. I am able to achieve a healthy work/life balance most of the time	69	71	70	33
33. There are mechanisms in place to support me if I experience stress or pressure	67	74	68	29
34. Reasonable expectations are placed on staff according to their position	61	68	62	21
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	82	76	29
36. My workplace enables strong professional leadership	58	68	59	15

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	97	92	79
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	65	61	29

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents	1788	38	1687	44
Employee Engagement Index	72	79	73	37

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	64	78	65	33
40.	In my workplace patient safety is at the centre of all decision making	72	81	73	43
41.	My team's objectives/ work plans are clearly outlined	67	72	69	29
42.	Our objectives/work plans help us to deliver a quality service	68	73	69	33
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	59	68	60	24

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

Disability

Southern NSW LHD

Yes

No

Prefer not to say

Respondents

1788

38

1687

44

Employee Engagement Index

72

79

73

37

Your Workplace

44. Overall I am proud to be a part of this workplace	75	84	76	38
45. I would recommend my workplace as a good place to work	67	76	68	31
46. I feel motivated to contribute more than what is normally required at work	72	73	73	45
47. I have a strong sense of belonging to my workplace	71	81	72	26
48. Overall I am satisfied to be working here at the present time	73	76	74	36
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	75	65	26
50. There is a positive culture in my workplace	58	70	59	19
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	68	48	19

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Your Job

1. My job makes good use of my skills and abilities	84	84	92	50
2. I feel I am able to suggest ideas to improve our ways of doing things	74	74	82	32
3. Working here makes me want to do the best job I can	77	77	86	42
4. The right amount of approvals are required for routine decisions	59	59	66	37
5. I have sufficient control over my work so I can do my job well	68	68	83	37
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	68	68	81	43

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Your Team

7.	The people I work with are willing to help each other even if this means doing something outside their usual job	72	72	85	44
8.	In my team we generally acknowledge one another's efforts and achievements	74	75	86	35
9.	People in my team are honest and open	70	70	77	30
10.	My team resolves conflict quickly when it arises	59	59	74	32
11.	Morale is good in my team	59	58	77	27

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Being Valued

12. I believe I am valued for what I can offer at my workplace	69	68	86	39
13. In my workplace, we recognise our successes and innovations	64	64	77	30
14. Staff are treated respectfully regardless of their job	67	66	82	41

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Your Line Manager

15a. recognises and acknowledges when I have done my job well	72	72	88	37
15b. treats all staff in my team fairly	70	70	83	31
15c. ensures that when issues are raised in the team, they are addressed	66	66	83	30
15d. treats me with respect	79	80	90	41
16. I receive regular and constructive feedback on my performance	60	60	72	24
17. Overall, I have confidence in the decisions made by my line manager	70	69	84	36

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Senior Managers

18a. are aware of the issues I face in my job	56	56	67	14
18b. have a clear direction for the future	53	53	67	14
18c. lead by example in creating a positive workplace	55	55	65	14
19. There is a positive relationship between senior management and staff in my workplace	53	52	66	19
20. Overall, I have confidence in the decisions made by my senior managers	55	55	68	14
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	50	49	63	14
22. My organisation is making the necessary decisions to meet our future challenges	52	52	65	16

Demographics

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

Key



At least 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

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Communication

23. I am kept well informed about what is happening in my workplace	57	57	75	22
24. I have a say in decisions which affect my work	57	57	73	25
25. I think it is safe to speak up and challenge the way things are done	60	60	71	30
26. Where I work, we share the lessons learnt when mistakes are made	65	65	80	35
27a. I am aware of the strategic objectives and direction of the organisation I work for	63	63	80	27
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	66	66	81	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Training and Development Opportunities

28. I have received the appropriate training and development to do my job effectively	76	77	90	43
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	75	75	86	57
30. I am encouraged to take opportunities to learn new skills and have new experiences	66	66	82	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

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Work Environment

31. I have confidence in the processes that my workplace uses to resolve staff conflict	52	52	68	19
32. I am able to achieve a healthy work/life balance most of the time	69	70	74	36
33. There are mechanisms in place to support me if I experience stress or pressure	67	67	70	25
34. Reasonable expectations are placed on staff according to their position	61	61	75	22
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	74	75	79	22
36. My workplace enables strong professional leadership	58	59	72	17

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Unacceptable Behaviour

38a. know how to report occurrences of these types of behaviour?	92	92	89	67
38b. have confidence that if you report these behaviours they will be responded to appropriately?	60	60	70	31

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Service Delivery

39.	My work environment allows me to deliver the best possible services (patient care or support services)	64	64	77	31
40.	In my workplace patient safety is at the centre of all decision making	72	72	86	47
41.	My team's objectives/ work plans are clearly outlined	67	67	82	33
42.	Our objectives/work plans help us to deliver a quality service	68	68	81	42
43.	At my workplace there is a good balance between delivering services and monitoring service delivery	59	59	70	22

Demographics

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

Key



At least 1 percentage points greater than overall score



At least 1 percentage points less than overall score

(r) Where group has less than 10 respondents

English Speaking Background

	Southern NSW LHD	Yes	No	Prefer not to say
Respondents	1788	1603	125	39
Employee Engagement Index	72	73	84	37

Your Workplace

44. Overall I am proud to be a part of this workplace	75	75	88	44
45. I would recommend my workplace as a good place to work	67	67	81	29
46. I feel motivated to contribute more than what is normally required at work	72	72	82	36
47. I have a strong sense of belonging to my workplace	71	71	82	36
48. Overall I am satisfied to be working here at the present time	73	73	82	33
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	64	64	78	31
50. There is a positive culture in my workplace	58	57	78	28
51. Overall, I believe the culture at my workplace has improved in the last 12 months	48	48	66	14

Guide to this Report

Methodology

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

Questionnaire design

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

Data Collection

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

Comparative data

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

Results

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

Anonymity

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

Confidence Intervals

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

Rounding

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

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

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

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

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

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

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

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

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

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

Action Planning

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

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

Top 3 areas to focus on

Celebrate!

What three things are working well?

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

What needs to be improved?

How will this be achieved?

Who is going to make this happen?

When will this be achieved?

