

THE PEOPLE MATTER SURVEY

— 2019 —



Western Health



Results

September 2019

The People Matter Survey

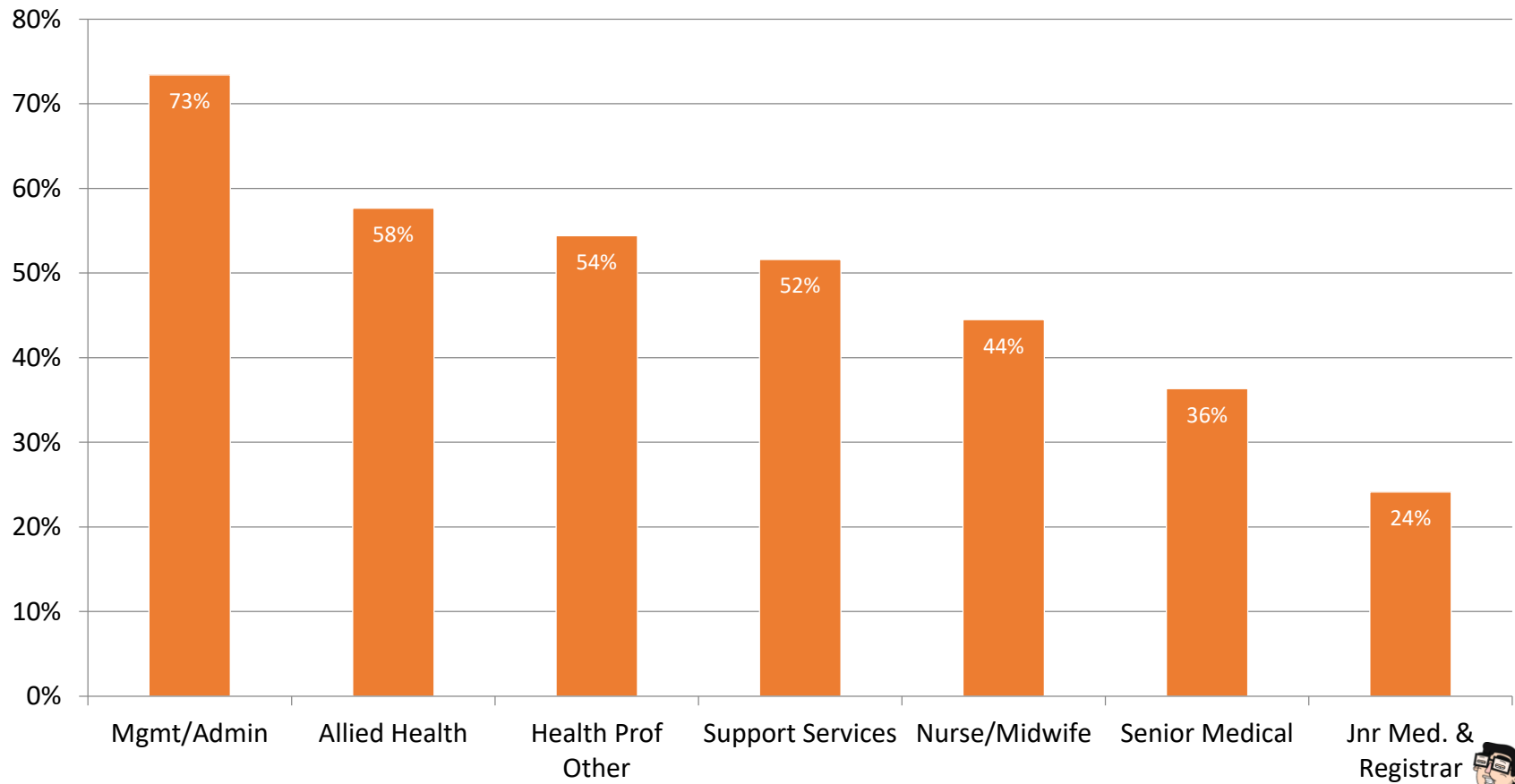
- Annual survey of employees of Victorian public sector organisations
- 60% of last year's the questions were repeated, 40% are new
- Volunteers were asked to participate in their own People Matter survey and will shortly be presented with their own results

	2018	2019
WH % participation	54%	52%
Comparison group average % participation	-	41%



Representation

Percentage of employees in each role category that completed the survey





94% of employees
understand how
their job
contributes to
Western Health's
purpose



96% of employees
have had their
learning and
development
needs addressed
in the agreed
timeframe



**89% of employees
agree that their
workgroup strives
to provide high
quality advice and
services**



**87% of employees
agree that there is a
positive culture
within WH in relation
to employees from
varied cultural
backgrounds**

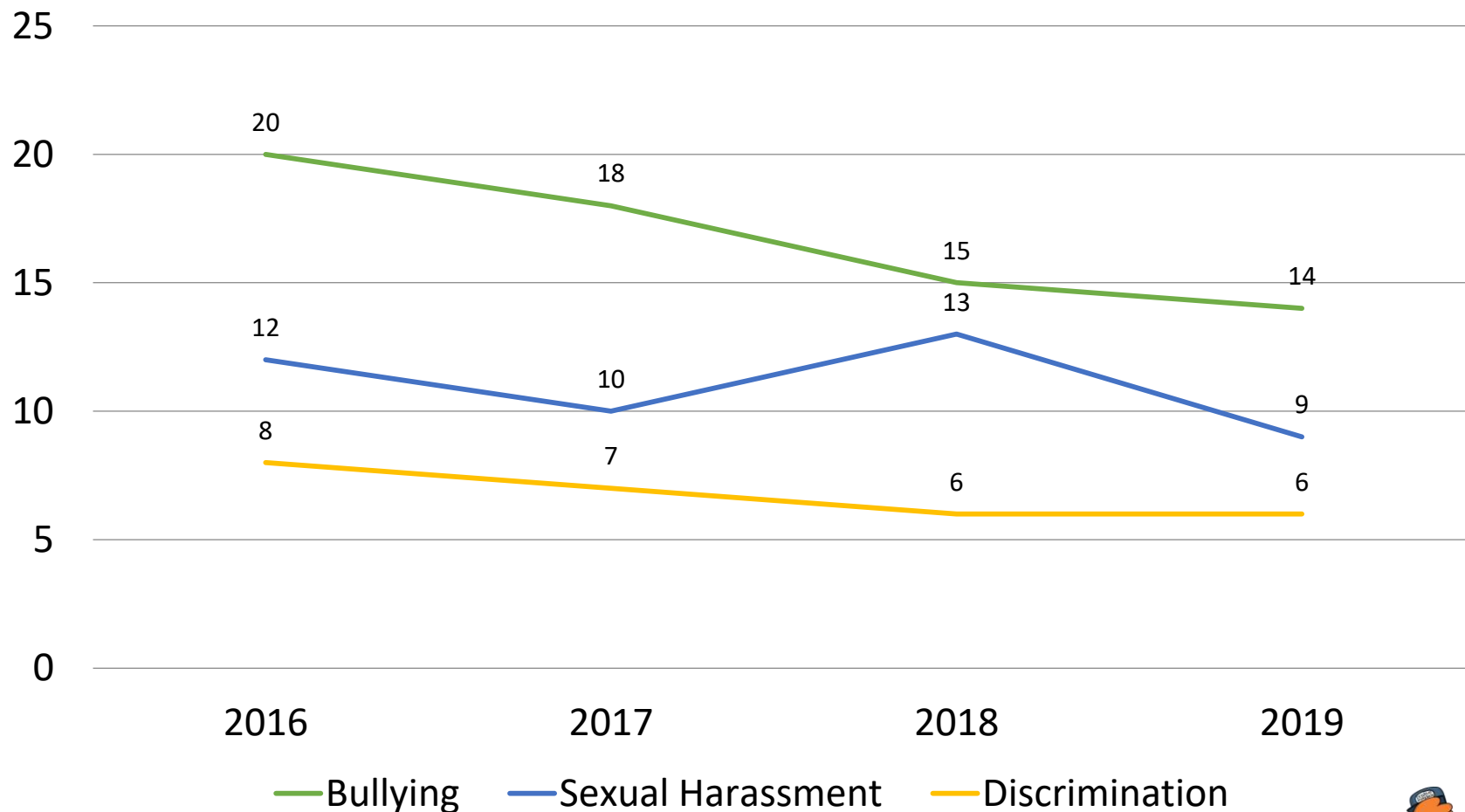


82% of employees
feel WH
encourages
respectful
workplace
behaviours



82% of employees
feel encouraged by
their colleagues to
report any patient
safety concerns they
may have

Poor workplace behaviours over time



What we could do better

- 41% of employees say all levels of the organisation are involved in the prevention of stress
- 45% of employees say senior leaders consider the psychological health of employees to be as important as productivity
- 50% of employees say there is good communication about psychological safety issues that affect them
- 54% of employees say they receive adequate recognition for their contributions and accomplishments
- 56% of employees agree their workgroup was kept well informed throughout the change process



Free text questions

- What is one thing your organisation is doing well?
- What is the single most important issue that needs to be addressed?
- Russell read every one of the 3972 comments

2018	2019
1037	3972



Free text questions

Doing well	Issues to address
Positive culture – looking out for each other, feeling valued, camaraderie, team work	Equipment – faulty, not enough, poor storage, out of date
Recognition programs	Safe to speak up
Positive workplace strategy and EMPOWIR	Booking system, Access & flow
Cultural diversity and inclusivity	Allocation & staff mix
Growth, planning, new building/hospital	Rostering – double handling, systems don't communicate, inflexible approach
Contribution to the community/consumer, providing Best Care to patients	Tolerance/inaction of poor performance and behaviour
OVA, bullying, harassment, discrimination, incivility, disrespect	OVA, bullying, harassment, discrimination, incivility, disrespect
EMR	EMR
Support from managers	Workload & burnout
Development, training and opportunities	Patient safety
Always trying to be better	Carpark, portables, inadequate space to conduct work and take breaks (away from public)



Actions

- Continue the work of the OVA committee to improve employee and patient safety
- Develop a mental health and wellbeing strategy
- Evaluate and further develop the Positive Workplace Strategy
- Establish better recognition and feedback tools

