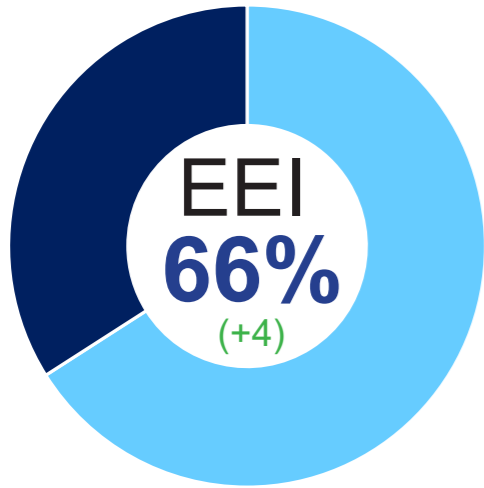


“Your Voice in Health” 2020 Survey findings overview[^]

WA health system



RR: 25.4% (-8.1)

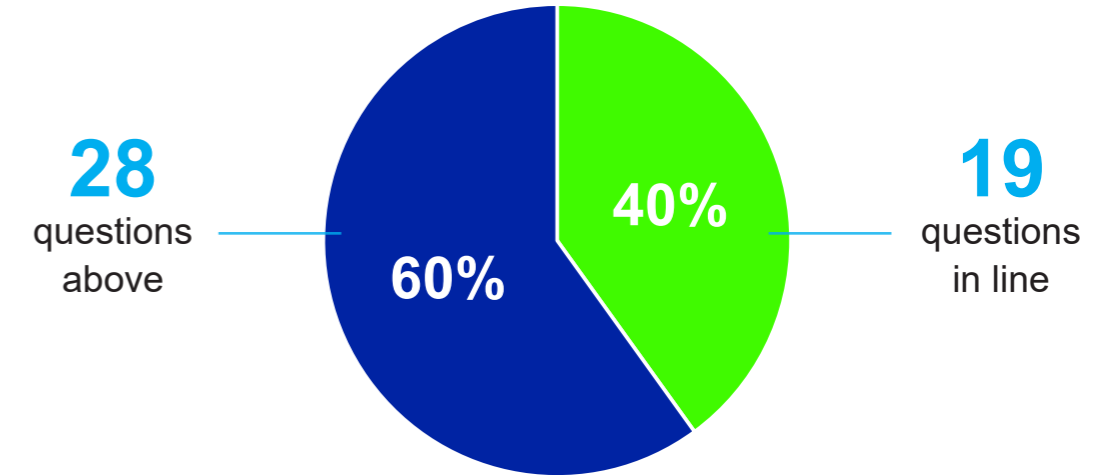
Most Improved Questions from 2019

My organisation does a good job of communicating what it can offer in terms of health and wellbeing **+12**

My organisation is making the necessary improvements to meet our future challenges **+11**

I believe that the decisions and behaviours of senior management are consistent with my organisation's values **+11**

Trend Analysis from 2019



Key Driver Questions

Q45.	My organisation supports me and my goals*	53%
Q7.	I feel valued and recognised for the work I do	52%
Q46.	My organisation is making the necessary improvements to meet our future challenges*	55%
Q37.	I feel that my team is recognised for coming up with new and innovative ways of working	50%
Q8.	I believe in the purpose and objectives of my organisation*	80%
Q1.	My role enables me to make good use of my skills and abilities*	81%

Top Qualitative Themes

Wellbeing

- Perception that staffing levels are inadequate, having a detrimental impact on work life balance and emotional wellbeing.
- Perception that more support is required for employees.

My organisation

- A strong commitment to providing a high quality service to patients, clients and customers.
- Need for increased collaboration within organisations.

Communication

- When issues or concerns are raised, they are not genuinely listened to, considered or acted upon.

Focus Areas

Celebrate

- Notable increase in EEI at DoH, HSS, NMHS and SMHS.
- A strong commitment to patient/customer/client.
- Good relationships between colleagues within teams.

Investigate

- Only 50% agree that “teams are recognised for coming up with new and innovative ways of working.”
- 27% disagreed that “I feel valued and recognised for the work I do”.

Opportunities

- Respondents still do not feel “it is safe to speak up and challenge the way things are done”.
- Respondents identified support and wellbeing as an area for improvement.

CAHS

EEI RR
67% 24.5%
(+1) (-1.5)

- Commitment to patient/customer/client.
- Improve emotional support.

DoH

EEI RR
66% 61.1%
(+5) (-15.8)

- Commitment to WA health system mission.
- Improve divisional collaboration.

EMHS

EEI RR
66% 21.8%
(+2) (-11.2)

- Good collaboration within teams.
- Improve staffing levels.

HSS

EEI RR
61% 46.3%
(+9) (-26.4)

- Strong customer-centred approach.
- More support for flexible working.

NMHS

EEI RR
67% 20.6%
(+7) (-1.1)

- High quality, patient-focused care.
- Improve work/life balance and staffing levels.

PathWest

EEI RR
57% 31.4%
(-5) (-44.4)

- Strive for high quality.
- Inadequate staffing levels.

Quad Centre

EEI RR
83% 41.3%
(N/A) (+37.3)

- More support for performance and development.

SMHS

EEI RR
66% 28.4%
(+6) (+0.5)

- Collaboration within teams.
- Improve staffing levels.

WACHS

EEI RR
66% 23.7%
(+2) (-18.8)

- Commitment to providing great service.
- Increase staffing levels.

[^]Data source: Engine Asia Pacific Pty Ltd.

*Question was also included in the 2019 Key Driver Questions

EEI: Employee Engagement Index RR: Response Rate

Allied Health & Health Professions

EEl: 67% (+3)

Aboriginal Health Worker	75% (=)
Aboriginal Liason Officer	71% (+3)
Audiologist	67% (-)
Biomedical Engineer	71% (+3)
Biomedical Scientist	44% (-17)
Dietician	72% (+7)
Medical Imaging	74% (+11)
Medical Librarian	72% (-)
Medical Physicist	68% (+7)
Medical Scientist	56% (-4)
Nuclear Medicine	54% (-)
Occupational Therapist	69% (+2)
Pharmacist	72% (+8)
Physiotherapist	69% (+1)
Podiatrist	68% (-1)
Psychologist	64% (+5)
Radiation Therapist	53% (-)
Respiratory and Sleep	66% (+10)
Social Worker	66% (+2)
Sonographer	63% (+6)
Speech Pathologist	72% (+14)
Other	66% (+4)

RR*: 19.5%

Corporate & Support Sevcies

EEl: 66% (+2)

Administrative and Clerical	66% (+3)
Corporate Services	65% (+5)
Patient Support Services	69% (+7)
Site Services	61% (+8)
Technical Support	58% (+4)
Other	68% (+5)

RR*: 41.6%

Dental

EEl: 70% (+3)

Dentist	65% (+5)
Dental Therapist	70% (-5)
Dental Assistant	72% (+5)
Other	77% (-10)

RR*: 2.9%

Nursing & Midwifery

EEl: 64% (+3)

Enrolled Nurse	69% (+5)
Nurse Practitioner	69% (+12)
Registered Midwife	62% (+3)
Registered Nurse	64% (+4)
Other	68% (+6)

RR*: 29.3%

Executive

EEl: 80% (+5)

Executive	80% (+5)
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RR*: 1.7%

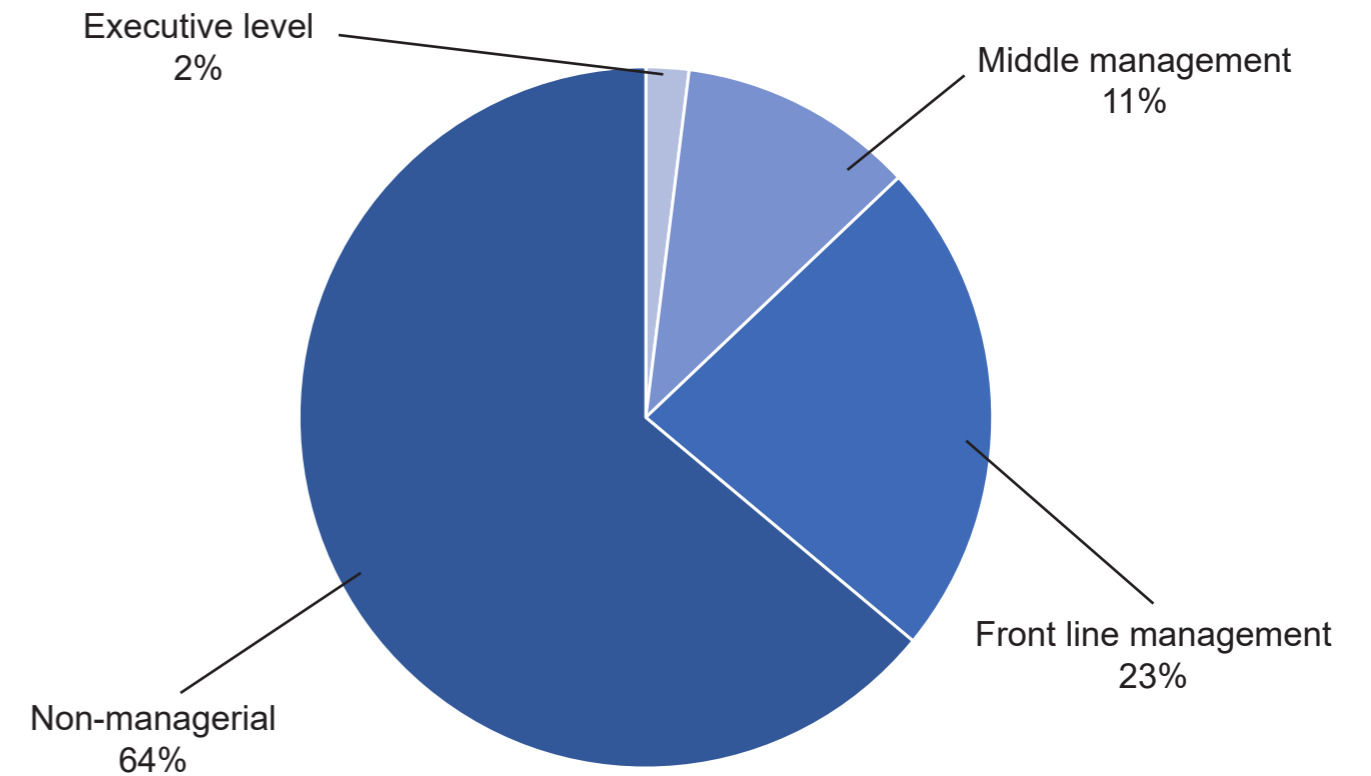
Medical

EEl: 63% (+2)

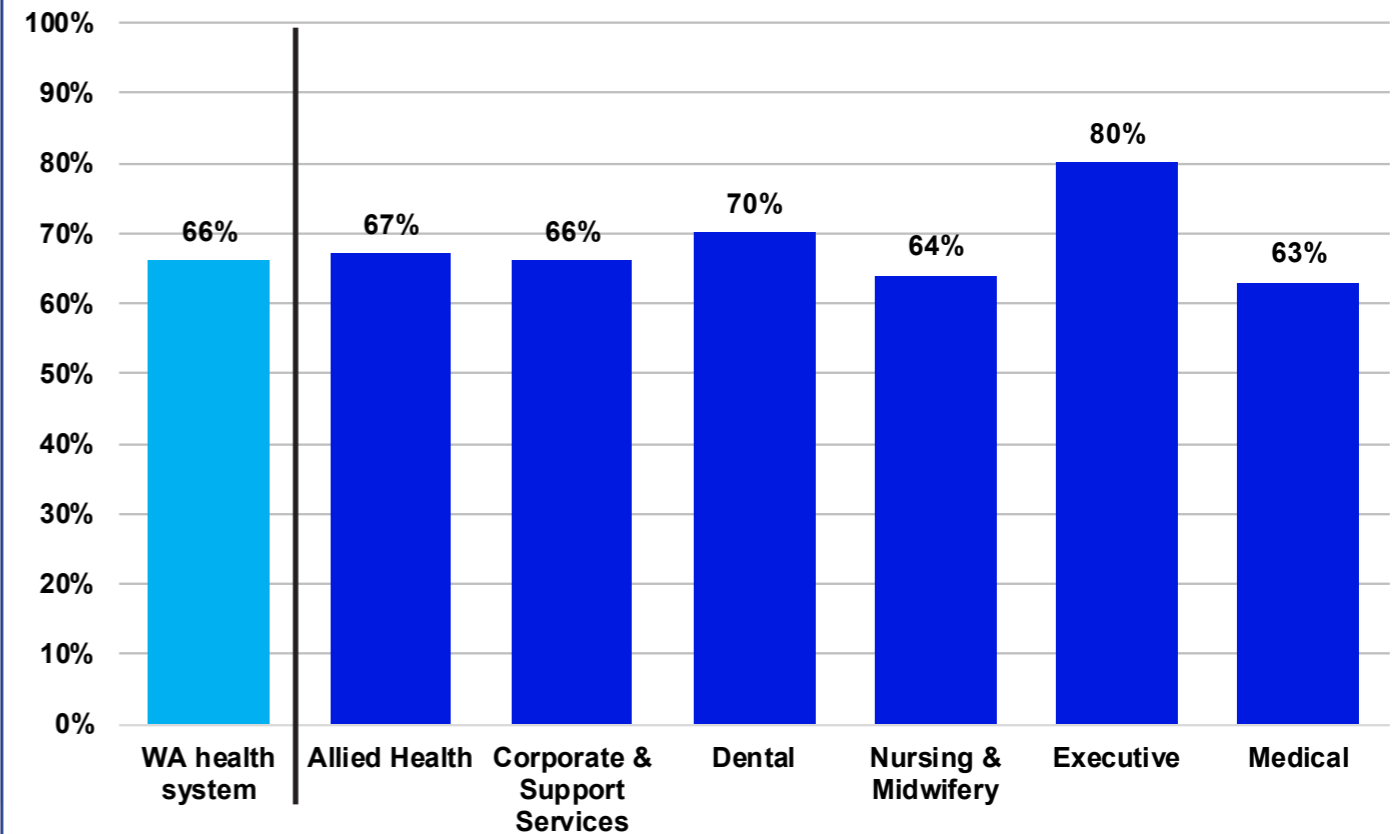
Intern	73% (+3)
Registrar	65% (+5)
Resident Medical Officer	63% (-2)
Senior Registrar	64% (+5)
Specialist Consultant	62% (+2)
Other	65% (+2)

RR*: 5.0%

RR by Managerial Responsibility



EEl by Job Role



*RR by job role indicates the proportion of the overall WA health system RR, and not the proportion of response by job role.