



Government of **Western Australia**
Department of **Health**

ENGINE



Minister for Health Staff Survey

Minister for Health Employee Engagement Survey 2020

WA health system Results Report



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GUIDE TO THIS REPORT

YOUR BENCHMARK DATA

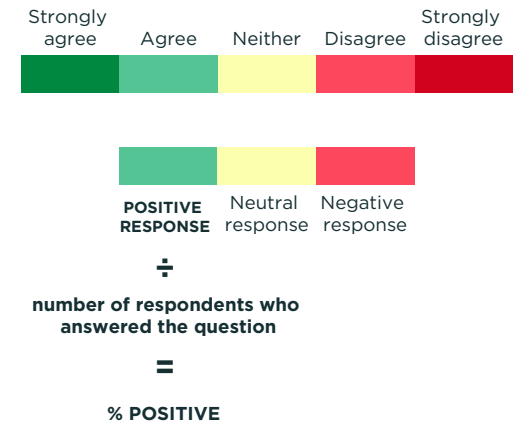
ENGINE FACILITATES A BENCHMARKING PROGRAMME WHICH ALLOWS ORGANISATIONS TO BENCHMARK THEIR RESULTS AGAINST THE RESULTS OF OTHER ORGANISATIONS IN THEIR SECTOR. IN THIS REPORT, THE EXTERNAL BENCHMARK DATA IS THE AVERAGE % POSITIVE SCORE ACHIEVED FROM RECENT SURVEYS

ANONYMITY

IT IS ENGINE'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.

% POSITIVE

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 WHO ANSWERED THE QUESTION.



ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

03.

High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

05.

What do you want employees to be saying about their working lives in the future?

What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

Is there room for improvement?

06.



MINISTER FOR HEALTH EMPLOYEE ENGAGEMENT SURVEY 2020

WA health system

RESPONSE RATE:

25%

RESPONSES:

12092

of 47694

YOUR EMPLOYEE ENGAGEMENT SCORE:

66%

VARIANCE from 2019 SURVEY: **+4**

Child and Adolescent Health Service (CAHS)

67%

EEI

VARIANCE FROM 2019 SURVEY: **+1** ↑

Department of Health (DoH)

66%

EEI

VARIANCE FROM 2019 SURVEY: **+5** ↑

East Metropolitan Health Service (EMHS)

66%

EEI

VARIANCE FROM 2019 SURVEY: **+2** ↑

Health Support Services (HSS)

61%

EEI

VARIANCE FROM 2019 SURVEY: **+9** ↑

North Metropolitan Health Service (NMHS)

67%

EEI

VARIANCE FROM 2019 SURVEY: **+6** ↑

PathWest

57%

EEI

VARIANCE FROM 2019 SURVEY: **-5** ↓

Quadriplegic Centre

83%

EEI

VARIANCE FROM 2019 SURVEY: **-**

South Metropolitan Health Service (SMHS)

66%

EEI

VARIANCE FROM 2019 SURVEY: **+7** ↑

WA Country Health Service (WACHS)

66%

EEI

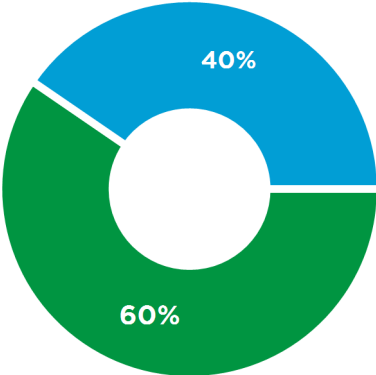
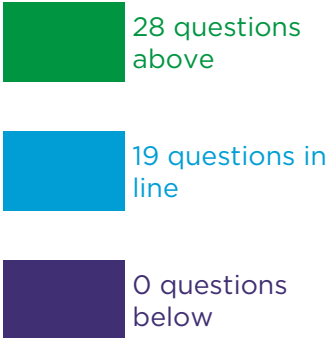
VARIANCE FROM 2019 SURVEY: **+2** ↑

↑ TOP 3 MOST IMPROVED QUESTIONS:	VARIANCE FROM 2019 SURVEY
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	+12
Q46. My organisation is making the necessary improvements to meet our future challenges	+11
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	+11

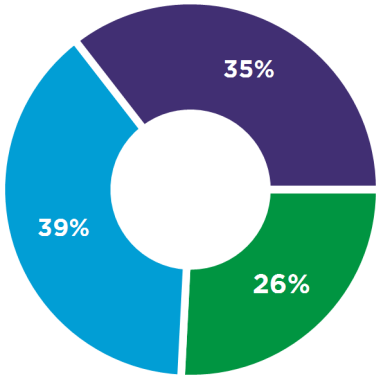
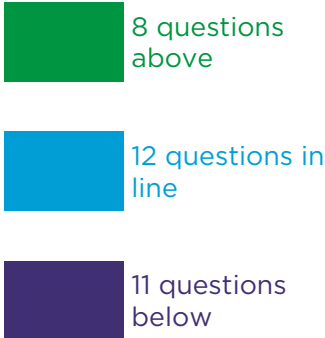
🎯 TOP 3 HIGHEST SCORING QUESTIONS:	% POSITIVE
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%
Q3. I feel committed to my organisation's goals	84%

BENCHMARKS 2020 SURVEY

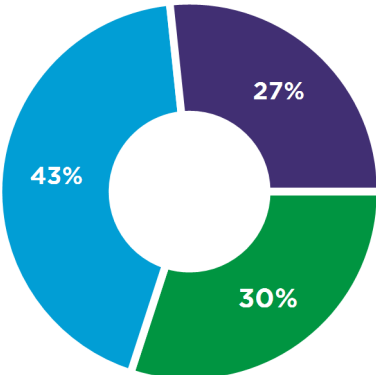
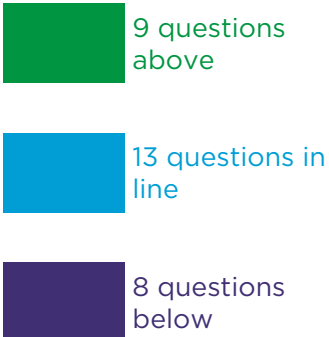
vs. 2019 Survey



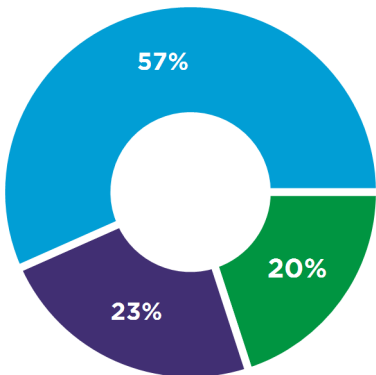
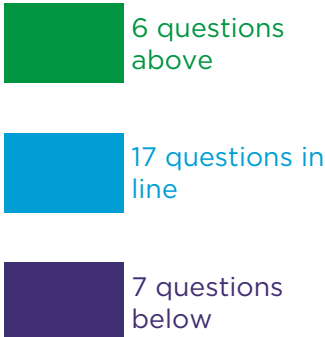
vs. Global Public Health Sector



vs. Australian Public Health Sector



vs. Australian Public Sector



EMPLOYEE ENGAGEMENT 2020 SURVEY



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM.

YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

SCORES ARE ASSIGNED TO EACH OF THE QUESTION RESPONSES IN THE INDEX (100% STRONGLY AGREE, 75% AGREE, 50% NEITHER AGREE NOR DISAGREE, 25% DISAGREE, AND 0 STRONGLY DISAGREE). ONCE THE SCORES ARE ADDED TOGETHER THESE ARE THEN DIVIDED BY THE NUMBER OF RESPONDENTS TO CREATE AN AVERAGE % POSITIVE.

YOUR EMPLOYEE ENGAGEMENT SCORE 66%		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
SAY	Q40. I would recommend my organisation as a great place to work	19	42	22	10	62%	+6 ↑	-1	-1	-1
	Q43. I am proud to tell others I work for my organisation	26	44	21	9	70%	+5 ↑	+1	0	+1
STAY	Q5. I feel a strong personal attachment to my organisation	23	42	22	9	65%	+5 ↑	+5 ↑	+5 ↑	+4
STRIVE	Q44. My organisation inspires me to do the best in my job	19	40	25	10	59%	+7 ↑	+6 ↑	+3	+6 ↑
	Q47. My organisation motivates me to help it achieve its objectives	13	40	30	11	53%	+10 ↑	0	+3	-1

KEY

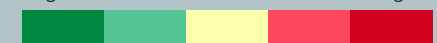


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



CORE QUESTIONS HEADLINES SCORES

2020 SURVEY

HIGHEST POSITIVE SCORING QUESTIONS

% POSITIVE

Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work



Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds



Q3. I feel committed to my organisation's goals



Q28. People in my team are committed to workplace safety



Q1. My role enables me to make good use of my skills and abilities



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q47. My organisation motivates me to help it achieve its objectives



Q14. My organisation treats staff who are involved in an error, near miss or incident fairly



Q46. My organisation is making the necessary improvements to meet our future challenges



Q37. I feel that my team is recognised for coming up with new and innovative ways of working



Q32. The performance feedback I have received has been beneficial to my ongoing development



HIGHEST NEGATIVE SCORING QUESTIONS

% NEGATIVE

Q13. I think it is safe to speak up and challenge the way things are done in my organisation



Q30. In the past 12 months, I have received formal feedback on my performance



Q7. I feel valued and recognised for the work I do



Q22. Leaders are open and honest in their communications with staff



Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values



FIND YOUR HIGHEST SCORES

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? **(STRENGTHS)**

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. **(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? **(AREAS OF CONCERN)**

L - Indicates it is a local question.

KEY QUESTIONS TO FOCUS ON 2020 SURVEY



WHAT TO FOCUS ON?

THESE KEY QUESTIONS HAVE BEEN IDENTIFIED AS BEING IMPORTANT TO EMPLOYEES IN YOUR BUSINESS UNIT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND SOME WILL BE AREAS TO MAINTAIN.

DEVELOP ACTIONS AND ACTIVITIES TO IMPROVE UPON THESE, WHERE POSSIBLE, TO DRIVE HIGHER LEVELS OF PERFORMANCE.

* DENOTES QUESTION WAS ALSO A KEY DRIVER IN 2019

	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	% POSITIVE	VARIANCE FROM 2019 SURVEY	vs. Australian Public Health Sector	vs. Global Public Health Sector	vs. Australian Public Sector
.1 Q45. My organisation supports me and my goals*			53%	+7	-	-	-
.2 Q7. I feel valued and recognised for the work I do			52%	+6	-7	-5	-6
.3 Q46. My organisation is making the necessary improvements to meet our future challenges*			55%	+11	-	-	-
.4 Q37. I feel that my team is recognised for coming up with new and innovative ways of working			50%	+6	-14	-11	-11
.5 Q8. I believe in the purpose and objectives of my organisation *			80%	+6	-2	-1	-1
.6 Q1. My role enables me to make good use of my skills and abilities *			81%	+2	+1	-4	+2

ALL QUESTIONS 2020 SURVEY



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

YOUR JOB		72% RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
K	Q1. My role enables me to make good use of my skills and abilities	29	52	8	7	81%	+2	+1	-4	+2
	Q2. I have clear, measurable work objectives	23	54	13	8	76%	+3	+20 ↑	+17 ↑	+21 ↑
	Q3. I feel committed to my organisation's goals	34	50	11		84%	+4	+14 ↑	+28 ↑	+13 ↑
	Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	18	48	15	15	66%	+5 ↑	+6 ↑	0	+3
	Q5. I feel a strong personal attachment to my organisation	23	42	22	9	65%	+5 ↑	+5 ↑	+5 ↑	+4
	Q6. I am able to strike the right balance between my work and home life	19	47	17	12	66%	+5 ↑	+2	+3	0
K	Q7. I feel valued and recognised for the work I do	15	37	21	16	52%	+6 ↑	-7 ↓	-5 ↓	-6 ↓
K	Q8. I believe in the purpose and objectives of my organisation	27	53	14		80%	+6 ↑	-2	-1	-1
	Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	25	54	13		79%	+3	-9 ↓	-12 ↓	-8 ↓
	Q10. Considering everything, I am satisfied with the job I do	22	52	14	8	74%	+4	+3	+5 ↑	+4

KEY

K KEY DRIVER QUESTIONS

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

ALL QUESTIONS 2020 SURVEY



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OUR VALUES	64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector			
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	13	40	22	15	10	53%	+11 ↑	-1	+3	-2
Q12. I am able to speak up and share a different view to my colleagues and manager	16	46	17	13	8	62%	+4	-	-	-
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	12	36	21	19	12	48%	+7 ↑	+4	-18 ↓	+1
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	12	43	30	9		55%	+5 ↑	-	-	-
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	33	53	9			86%	+1	+7 ↑	+13 ↑	+8 ↑
Q16. People in my team treat each other with respect	28	46	14	9		73%	+4	-	-	-
Q17. The people in my team cooperate to get the work done	31	47	13			78%	+3	-5 ↓	-2	-4
Q18. Employees are treated with respect regardless of their job	17	46	17	13		63%	+5 ↑	+13 ↑	+15 ↑	+12 ↑

K KEY DRIVER QUESTIONS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OUR VALUES	64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector			
Q19. In my team, people take responsibility for their decisions and actions	18	52	17	9	70%	+2	-	-	-	
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	34	51	10		85%	+2	-	-	-	
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	21	43	16	11	8	64%	+4	-7 ↓	-11 ↓	-7 ↓
Q22. Leaders are open and honest in their communications with staff	14	38	21	16	11	52%	+8 ↑	-	+9 ↑	-
Q23. Our senior managers encourage collaboration	16	39	22	13	10	55%	+8 ↑	+10 ↑	+12 ↑	+3
Q24. My organisation does a good job of keeping me informed about matters affecting me	16	43	20	13	8	59%	+10 ↑	-5 ↓	-8 ↓	-6 ↓

K KEY DRIVER QUESTIONS

KEY

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Strongly agree Agree Neither Disagree Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HEALTH AND WELLBEING	68%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
Q25. I know how to access the Employee Assistance Program	26	52	10	10	78%	+5 ↑	-	-	-	
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	15	50	22	9	65%	+7 ↑	+4	-8 ↓	+1	
Q27. I believe my organisation cares about my health and wellbeing	14	41	23	14	55%	+9 ↑	-	-	-	
Q28. People in my team are committed to workplace safety	25	58	12	5	82%	+2	-	-	-	
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	15	43	24	12	58%	+12 ↑	-2	-7 ↓	-4	

K KEY DRIVER QUESTIONS

KEY

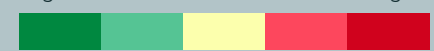


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Strongly agree Agree Neither Disagree Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE AND DEVELOPMENT	58%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector			
Q30. In the past 12 months, I have received formal feedback on my performance	18	38	14	20	10	56%	+3	-	-	-
Q31. In the past 12 months, I have received informal feedback on my performance	18	48	14	13	7	66%	+2	-	-	-
Q32. The performance feedback I have received has been beneficial to my ongoing development	16	38	28	10	7	55%	+3	-	-	-
Q33. I feel comfortable to give feedback to my manager about the performance of others	15	42	20	14	9	57%	+3	-	-	-

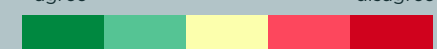
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

SERVICE DELIVERY AND PATIENT CARE		69%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector	
	Q34. I feel empowered to do what I think is best for our patients/clients/customers	25	49	14	8	74%	+3	+5 ↑	+1	+5 ↑
	Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	18	46	19	11	65%	+6 ↑	-	-	-
	Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	24	51	14		76%	+6 ↑	-9 ↓	-12 ↓	-9 ↓
K	Q37. I feel that my team is recognised for coming up with new and innovative ways of working	14	36	29	14	50%	+6 ↑	-14 ↓	-11 ↓	-11 ↓
	Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	24	47	17	8	71%	+6 ↑	-5 ↓	-13 ↓	0
	Q39. I would be happy for my family members to receive health care services from my organisation	27	49	16		76%	+5 ↑	-	-	-

KEY

K KEY DRIVER QUESTIONS

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

ABOUT YOUR ORGANISATION		60% RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2019 SURVEY	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
	Q40. I would recommend my organisation as a great place to work	19	42	22	10	62%	+6 ↑	-1	-1	-1
	Q41. My manager recognises and acknowledges when I have done my job well	23	39	18	11	62%	+4	0	-5 ↓	-5 ↓
	Q42. My manager supports me and my goals	24	40	19	9	64%	+5 ↑	-2	-1	-2
	Q43. I am proud to tell others I work for my organisation	26	44	21		70%	+5 ↑	+1	0	+1
	Q44. My organisation inspires me to do the best in my job	19	40	25	10	59%	+7 ↑	+6 ↑	+3	+6 ↑
K	Q45. My organisation supports me and my goals	16	37	28	12	53%	+7 ↑	-	-	-
K	Q46. My organisation is making the necessary improvements to meet our future challenges	14	42	29	11	55%	+11 ↑	-	-	-
	Q47. My organisation motivates me to help it achieve its objectives	13	40	30	11	53%	+10 ↑	0	+3	-1

K KEY DRIVER QUESTIONS

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



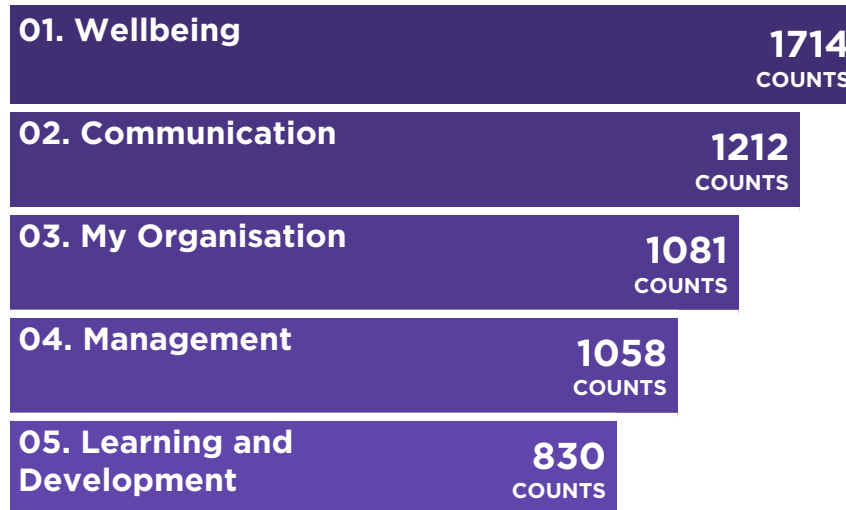


WHAT ARE YOUR COLLEAGUES SAYING ABOUT THEIR WORKING EXPERIENCES?

‘What is one thing your organisation could do to support you better?’

This question was presented to respondents who answered “Strongly disagree” or “Disagree” or “Neutral” to question 45 *My organisation supports me and my goals*

YOUR TOP 5 THEMES:



TOP 5 THEMES 2019 SURVEY



THE COMMENTS MADE BY YOUR COLLEAGUES WERE GROUPED INTO THEMES.

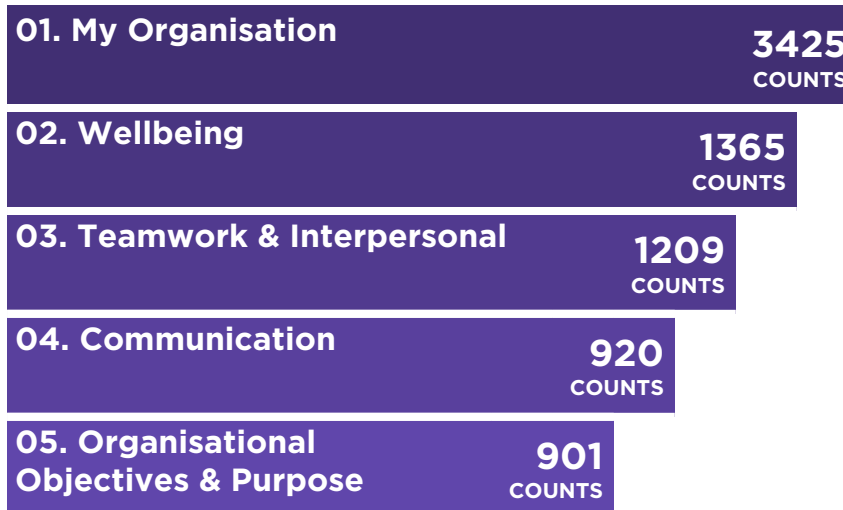
THE BAR CHART SHOWS THE TOP THEMES TO GIVE YOU AN IDEA OF WHERE TO FOCUS ACTION.



WHAT ARE YOUR COLLEAGUES SAYING ABOUT THEIR WORKING EXPERIENCES?

‘What would you say is one thing your organisation does really well?’

YOUR TOP 5 THEMES:



TOP 5 THEMES 2019 SURVEY



THE COMMENTS MADE BY YOUR COLLEAGUES WERE GROUPED INTO THEMES.

THE BAR CHART SHOWS THE TOP THEMES TO GIVE YOU AN IDEA OF WHERE TO FOCUS ACTION.



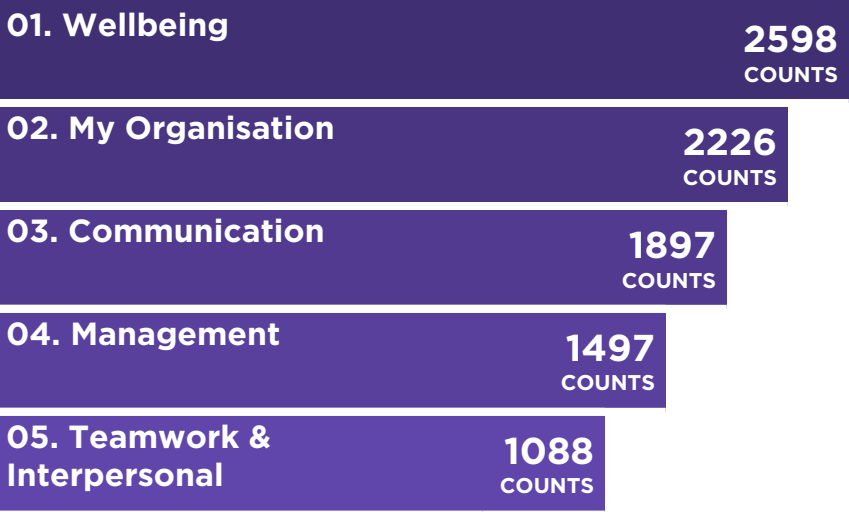
**WHAT ARE
YOUR
COLLEAGUES
SAYING ABOUT
THEIR
WORKING
EXPERIENCES?**

THE COMMENTS MADE BY
YOUR COLLEAGUES WERE
GROUPED INTO THEMES.

THE BAR CHART SHOWS THE
TOP THEMES TO GIVE YOU AN
IDEA OF WHERE TO FOCUS
ACTION.

**‘What would you say
is one thing your
organisation could
do to improve?’**

YOUR TOP 5 THEMES:



TOP 5 THEMES 2019 SURVEY



HEALTH SERVICE COMPARISON 2020 SURVEY



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND BUSINESS OVERALL THIS CHART BENCHMARKS YOUR EMPLOYEE ENGAGEMENT SCORE, THEME SCORES AND QUESTION SCORES WITH THOSE OF YOUR TEAM.

HOW ENGAGED ARE YOUR PEOPLE COMPARED TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS	Quadriplegic Centre
RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Your job	72%	75%	68%	63%	72%	73%	74%	72%	73%	91%
Q1. My role enables me to make good use of my skills and abilities	81%	78%	72%	70%	81%	84%	85%	80%	83%	94%
Q2. I have clear, measurable work objectives	76%	72%	65%	69%	77%	78%	82%	77%	74%	90%
Q3. I feel committed to my organisation's goals	84%	85%	80%	77%	86%	84%	85%	84%	85%	97%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	72%	61%	60%	67%	62%	69%	65%	65%	87%
Q5. I feel a strong personal attachment to my organisation	65%	64%	59%	52%	68%	68%	65%	67%	66%	87%
Q6. I am able to strike the right balance between my work and home life	66%	74%	70%	49%	62%	65%	65%	68%	68%	84%
Q7. I feel valued and recognised for the work I do	52%	65%	53%	38%	49%	52%	50%	51%	55%	84%
Q8. I believe in the purpose and objectives of my organisation	80%	84%	78%	74%	84%	79%	78%	79%	82%	94%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	79%	79%	75%	77%	78%	80%	79%	80%	97%
Q10. Considering everything, I am satisfied with the job I do	74%	75%	67%	63%	73%	75%	76%	73%	76%	94%

HEALTH SERVICE COMPARISON 2020 SURVEY



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RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Our values	64%	72%	65%	52%	63%	65%	66%	63%	65%	84%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	65%	51%	40%	50%	53%	55%	52%	54%	87%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	74%	63%	48%	58%	63%	62%	60%	63%	87%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	53%	48%	35%	44%	49%	50%	48%	49%	71%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	56%	48%	48%	53%	58%	57%	54%	55%	84%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	88%	82%	72%	89%	86%	87%	86%	90%	90%
Q16. People in my team treat each other with respect	73%	84%	82%	62%	70%	74%	74%	70%	73%	84%
Q17. The people in my team cooperate to get the work done	78%	85%	84%	71%	76%	78%	78%	75%	78%	90%
Q18. Employees are treated with respect regardless of their job	63%	71%	62%	50%	61%	64%	64%	61%	63%	81%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

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RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Our values	64%	72%	65%	52%	63%	65%	66%	63%	65%	84%
Q19. In my team, people take responsibility for their decisions and actions	70%	78%	72%	56%	69%	71%	71%	68%	71%	81%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	89%	87%	82%	85%	86%	85%	81%	85%	84%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	68%	62%	49%	63%	66%	66%	63%	64%	84%
Q22. Leaders are open and honest in their communications with staff	52%	60%	53%	37%	50%	53%	56%	51%	52%	84%
Q23. Our senior managers encourage collaboration	55%	67%	58%	37%	53%	55%	58%	53%	55%	90%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	64%	59%	40%	61%	58%	63%	58%	57%	77%

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RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Health and wellbeing	68%	72%	72%	58%	64%	68%	66%	68%	71%	92%
Q25. I know how to access the Employee Assistance Program	78%	82%	85%	72%	76%	77%	73%	77%	87%	84%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	67%	68%	53%	61%	65%	64%	66%	69%	97%
Q27. I believe my organisation cares about my health and wellbeing	55%	64%	59%	42%	51%	56%	53%	56%	57%	94%
Q28. People in my team are committed to workplace safety	82%	83%	81%	79%	81%	83%	83%	80%	84%	94%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	65%	67%	47%	52%	60%	59%	58%	57%	94%

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RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Performance and development	58%	62%	48%	41%	55%	62%	60%	56%	63%	74%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	54%	37%	37%	48%	61%	58%	53%	63%	65%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	75%	61%	49%	68%	68%	66%	62%	70%	68%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	61%	43%	35%	52%	58%	56%	53%	58%	74%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	57%	53%	45%	54%	59%	58%	56%	60%	90%

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	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS	Quadriplegic Centre
RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
Service delivery and patient care	69%	69%	63%	61%	69%	69%	70%	68%	70%	92%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	68%	64%	63%	75%	75%	78%	74%	76%	94%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	69%	59%	54%	62%	66%	66%	65%	66%	90%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	75%	73%	72%	77%	76%	76%	74%	76%	97%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	58%	50%	36%	44%	49%	53%	53%	51%	87%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	65%	66%	69%	75%	70%	72%	71%	72%	97%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	80%	65%	74%	83%	79%	75%	71%	75%	90%

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RESPONDENTS	12092	616	514	665	1202	2396	2720	1684	2264	31
EMPLOYEE ENGAGEMENT INDEX	66%	66%	61%	57%	67%	67%	66%	66%	66%	83%
About your organisation	60%	64%	57%	45%	60%	61%	61%	59%	61%	84%
Q40. I would recommend my organisation as a great place to work	62%	58%	52%	45%	61%	64%	64%	62%	63%	87%
Q41. My manager recognises and acknowledges when I have done my job well	62%	79%	69%	46%	60%	62%	61%	59%	66%	84%
Q42. My manager supports me and my goals	64%	76%	62%	47%	64%	65%	65%	62%	66%	77%
Q43. I am proud to tell others I work for my organisation	70%	69%	58%	58%	75%	72%	72%	69%	71%	81%
Q44. My organisation inspires me to do the best in my job	59%	59%	54%	44%	60%	60%	60%	58%	60%	94%
Q45. My organisation supports me and my goals	53%	59%	50%	36%	51%	55%	54%	54%	55%	81%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	58%	56%	48%	54%	54%	57%	55%	55%	84%
Q47. My organisation motivates me to help it achieve its objectives	53%	57%	55%	38%	54%	53%	53%	54%	54%	87%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

JOB ROLE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Your job	72%	67%	69%	76%	73%	74%	84%
Q1. My role enables me to make good use of my skills and abilities	81%	85%	84%	84%	85%	77%	94%
Q2. I have clear, measurable work objectives	76%	74%	79%	84%	78%	74%	86%
Q3. I feel committed to my organisation's goals	84%	77%	82%	87%	86%	85%	95%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	50%	62%	73%	64%	70%	74%
Q5. I feel a strong personal attachment to my organisation	65%	65%	63%	68%	65%	66%	89%
Q6. I am able to strike the right balance between my work and home life	66%	57%	61%	69%	62%	71%	60%
Q7. I feel valued and recognised for the work I do	52%	50%	45%	52%	53%	55%	72%
Q8. I believe in the purpose and objectives of my organisation	80%	74%	75%	81%	84%	81%	94%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	68%	74%	82%	81%	82%	94%
Q10. Considering everything, I am satisfied with the job I do	74%	72%	70%	82%	77%	75%	88%

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RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Our values	64%	65%	62%	67%	67%	64%	83%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	45%	49%	57%	57%	55%	73%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	61%	55%	64%	62%	65%	86%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	47%	43%	48%	48%	50%	79%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	52%	54%	65%	58%	53%	80%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	88%	89%	77%	89%	83%	98%
Q16. People in my team treat each other with respect	73%	78%	70%	77%	77%	73%	85%
Q17. The people in my team cooperate to get the work done	78%	83%	76%	84%	82%	75%	86%
Q18. Employees are treated with respect regardless of their job	63%	62%	61%	70%	66%	61%	81%

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RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Our values	64%	65%	62%	67%	67%	64%	83%
Q19. In my team, people take responsibility for their decisions and actions	70%	80%	69%	73%	74%	68%	83%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	88%	83%	87%	89%	83%	92%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	73%	64%	62%	67%	61%	85%
Q22. Leaders are open and honest in their communications with staff	52%	51%	50%	57%	53%	53%	77%
Q23. Our senior managers encourage collaboration	55%	50%	51%	55%	58%	56%	80%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	50%	59%	60%	60%	58%	80%

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RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Health and wellbeing	68%	54%	65%	73%	67%	70%	87%
Q25. I know how to access the Employee Assistance Program	78%	53%	80%	82%	76%	79%	96%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	45%	63%	72%	62%	69%	88%
Q27. I believe my organisation cares about my health and wellbeing	55%	41%	47%	60%	55%	61%	77%
Q28. People in my team are committed to workplace safety	82%	84%	81%	89%	85%	82%	95%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	45%	53%	64%	58%	61%	81%

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RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Performance and development	58%	66%	55%	67%	64%	56%	79%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	70%	47%	78%	66%	53%	81%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	72%	63%	69%	72%	64%	81%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	61%	51%	62%	60%	53%	74%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	61%	58%	57%	58%	54%	80%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

JOB ROLE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
Service delivery and patient care	69%	62%	66%	72%	71%	69%	85%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	72%	76%	78%	79%	70%	92%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	58%	62%	72%	67%	66%	81%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	66%	71%	82%	77%	78%	90%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	47%	48%	45%	52%	51%	73%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	60%	68%	75%	72%	73%	83%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	73%	72%	79%	79%	77%	90%

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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	12092	602	3539	346	2362	5033	210
EMPLOYEE ENGAGEMENT INDEX	66%	63%	64%	70%	67%	66%	80%
About your organisation	60%	55%	57%	66%	61%	61%	80%
Q40. I would recommend my organisation as a great place to work	62%	58%	60%	76%	64%	60%	80%
Q41. My manager recognises and acknowledges when I have done my job well	62%	59%	57%	66%	61%	65%	80%
Q42. My manager supports me and my goals	64%	67%	62%	69%	65%	64%	82%
Q43. I am proud to tell others I work for my organisation	70%	67%	68%	77%	73%	69%	87%
Q44. My organisation inspires me to do the best in my job	59%	54%	56%	65%	61%	59%	79%
Q45. My organisation supports me and my goals	53%	49%	52%	55%	55%	53%	76%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	42%	52%	61%	55%	58%	79%
Q47. My organisation motivates me to help it achieve its objectives	53%	45%	50%	58%	53%	55%	79%

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GENDER 2020 SURVEY



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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Your job	72%	75%	71%	53%	44%
Q1. My role enables me to make good use of my skills and abilities	81%	84%	80%	63%	51%
Q2. I have clear, measurable work objectives	76%	79%	72%	68%	47%
Q3. I feel committed to my organisation's goals	84%	87%	81%	58%	59%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	69%	62%	58%	37%
Q5. I feel a strong personal attachment to my organisation	65%	68%	65%	32%	35%
Q6. I am able to strike the right balance between my work and home life	66%	67%	66%	53%	46%
Q7. I feel valued and recognised for the work I do	52%	53%	55%	32%	19%
Q8. I believe in the purpose and objectives of my organisation	80%	82%	78%	53%	54%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	81%	77%	63%	55%
Q10. Considering everything, I am satisfied with the job I do	74%	77%	73%	53%	41%

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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Our values	64%	66%	66%	46%	38%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	55%	53%	26%	20%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	63%	66%	37%	30%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	49%	52%	32%	18%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	57%	56%	42%	24%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	88%	85%	68%	71%
Q16. People in my team treat each other with respect	73%	74%	75%	63%	57%
Q17. The people in my team cooperate to get the work done	78%	78%	79%	74%	63%
Q18. Employees are treated with respect regardless of their job	63%	65%	63%	42%	31%

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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Our values	64%	66%	66%	46%	38%
Q19. In my team, people take responsibility for their decisions and actions	70%	71%	73%	63%	50%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	85%	85%	74%	70%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	66%	65%	42%	31%
Q22. Leaders are open and honest in their communications with staff	52%	54%	55%	21%	18%
Q23. Our senior managers encourage collaboration	55%	56%	59%	32%	23%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	61%	59%	32%	25%

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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Health and wellbeing	68%	69%	67%	52%	48%
Q25. I know how to access the Employee Assistance Program	78%	80%	72%	84%	76%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	67%	63%	47%	39%
Q27. I believe my organisation cares about my health and wellbeing	55%	56%	58%	26%	26%
Q28. People in my team are committed to workplace safety	82%	83%	83%	63%	64%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	60%	58%	37%	32%

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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Performance and development	58%	60%	59%	50%	36%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	57%	55%	53%	40%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	67%	66%	58%	48%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	56%	55%	47%	27%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	58%	60%	42%	32%

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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
Service delivery and patient care	69%	71%	68%	51%	39%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	77%	70%	53%	44%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	67%	65%	53%	32%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	78%	74%	53%	47%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	52%	52%	37%	23%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	73%	70%	47%	43%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	78%	76%	63%	46%

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GENDER 2020 SURVEY



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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	12092	9089	2402	19	582
EMPLOYEE ENGAGEMENT INDEX	66%	67%	65%	49%	43%
About your organisation	60%	62%	60%	36%	28%
Q40. I would recommend my organisation as a great place to work	62%	64%	61%	32%	25%
Q41. My manager recognises and acknowledges when I have done my job well	62%	63%	66%	47%	37%
Q42. My manager supports me and my goals	64%	66%	66%	42%	36%
Q43. I am proud to tell others I work for my organisation	70%	73%	69%	47%	35%
Q44. My organisation inspires me to do the best in my job	59%	61%	58%	37%	24%
Q45. My organisation supports me and my goals	53%	55%	55%	32%	21%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	58%	53%	26%	23%
Q47. My organisation motivates me to help it achieve its objectives	53%	56%	51%	26%	21%

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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Your job	72%	(r)	81%	73%	73%	74%	73%	80%	(r)	49%
Q1. My role enables me to make good use of my skills and abilities	81%	(r)	88%	84%	82%	83%	83%	84%	(r)	57%
Q2. I have clear, measurable work objectives	76%	(r)	89%	78%	76%	77%	79%	85%	(r)	52%
Q3. I feel committed to my organisation's goals	84%	(r)	91%	85%	86%	85%	85%	88%	(r)	63%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	(r)	81%	67%	65%	65%	68%	73%	(r)	43%
Q5. I feel a strong personal attachment to my organisation	65%	(r)	71%	61%	67%	69%	68%	76%	(r)	38%
Q6. I am able to strike the right balance between my work and home life	66%	(r)	72%	65%	67%	66%	66%	80%	(r)	49%
Q7. I feel valued and recognised for the work I do	52%	(r)	60%	51%	53%	55%	52%	61%	(r)	24%
Q8. I believe in the purpose and objectives of my organisation	80%	(r)	90%	81%	81%	81%	80%	83%	(r)	61%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	(r)	83%	79%	80%	81%	79%	85%	(r)	59%
Q10. Considering everything, I am satisfied with the job I do	74%	(r)	83%	75%	76%	75%	75%	83%	(r)	47%



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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Our values	64%	(r)	75%	67%	67%	66%	63%	65%	(r)	41%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	(r)	70%	57%	55%	54%	52%	58%	(r)	24%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	(r)	65%	63%	65%	63%	61%	65%	(r)	34%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	(r)	53%	50%	52%	49%	47%	52%	(r)	19%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	(r)	71%	59%	56%	56%	54%	54%	(r)	28%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	(r)	87%	86%	88%	88%	87%	85%	(r)	76%
Q16. People in my team treat each other with respect	73%	(r)	78%	73%	75%	74%	73%	75%	(r)	60%
Q17. The people in my team cooperate to get the work done	78%	(r)	81%	78%	78%	79%	77%	77%	(r)	67%
Q18. Employees are treated with respect regardless of their job	63%	(r)	77%	68%	67%	63%	59%	59%	(r)	35%



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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Our values	64%	(r)	75%	67%	67%	66%	63%	65%	(r)	41%
Q19. In my team, people take responsibility for their decisions and actions	70%	(r)	77%	69%	71%	72%	71%	73%	(r)	56%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	(r)	91%	87%	85%	84%	85%	86%	(r)	75%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	(r)	85%	71%	67%	65%	61%	63%	(r)	33%
Q22. Leaders are open and honest in their communications with staff	52%	(r)	71%	58%	56%	53%	49%	48%	(r)	20%
Q23. Our senior managers encourage collaboration	55%	(r)	72%	62%	58%	56%	52%	51%	(r)	25%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	(r)	76%	61%	61%	61%	57%	61%	(r)	28%



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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Health and wellbeing	68%	(r)	67%	65%	69%	70%	70%	69%	(r)	52%
Q25. I know how to access the Employee Assistance Program	78%	(r)	49%	68%	79%	83%	84%	80%	(r)	79%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	(r)	70%	61%	66%	67%	69%	71%	(r)	45%
Q27. I believe my organisation cares about my health and wellbeing	55%	(r)	71%	57%	57%	56%	54%	57%	(r)	30%
Q28. People in my team are committed to workplace safety	82%	(r)	87%	83%	83%	84%	83%	81%	(r)	69%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	(r)	61%	58%	59%	60%	59%	60%	(r)	35%

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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Performance and development	58%	(r)	65%	62%	60%	60%	56%	54%	(r)	40%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	(r)	57%	57%	55%	58%	56%	54%	(r)	43%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	(r)	73%	73%	68%	67%	61%	57%	(r)	51%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	(r)	70%	62%	57%	55%	50%	51%	(r)	31%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	(r)	57%	57%	60%	61%	56%	55%	(r)	35%

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	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
Service delivery and patient care	69%	(r)	81%	71%	70%	69%	68%	73%	(r)	44%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	(r)	91%	79%	76%	75%	73%	77%	(r)	48%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	(r)	79%	69%	66%	65%	64%	72%	(r)	35%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	(r)	87%	77%	77%	77%	75%	77%	(r)	55%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	(r)	60%	52%	53%	52%	49%	55%	(r)	26%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	(r)	81%	72%	72%	71%	72%	77%	(r)	50%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	(r)	86%	77%	76%	77%	77%	81%	(r)	53%



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 and over	Prefer not to say
RESPONDENTS	12092	1	387	2204	2730	3094	2566	397	8	705
EMPLOYEE ENGAGEMENT INDEX	66%	(r)	76%	67%	66%	67%	66%	69%	(r)	46%
About your organisation	60%	(r)	76%	63%	62%	61%	58%	63%	(r)	31%
Q40. I would recommend my organisation as a great place to work	62%	(r)	79%	66%	64%	63%	59%	66%	(r)	29%
Q41. My manager recognises and acknowledges when I have done my job well	62%	(r)	70%	65%	64%	64%	61%	62%	(r)	41%
Q42. My manager supports me and my goals	64%	(r)	77%	69%	66%	65%	62%	64%	(r)	39%
Q43. I am proud to tell others I work for my organisation	70%	(r)	86%	74%	72%	71%	68%	77%	(r)	39%
Q44. My organisation inspires me to do the best in my job	59%	(r)	78%	63%	61%	60%	57%	64%	(r)	27%
Q45. My organisation supports me and my goals	53%	(r)	72%	57%	55%	54%	52%	56%	(r)	25%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	(r)	75%	58%	56%	56%	56%	59%	(r)	26%
Q47. My organisation motivates me to help it achieve its objectives	53%	(r)	74%	56%	55%	55%	50%	55%	(r)	23%

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Your job	72%	79%	73%	46%
Q1. My role enables me to make good use of my skills and abilities	81%	82%	83%	50%
Q2. I have clear, measurable work objectives	76%	81%	77%	49%
Q3. I feel committed to my organisation's goals	84%	89%	85%	60%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	77%	66%	40%
Q5. I feel a strong personal attachment to my organisation	65%	74%	66%	38%
Q6. I am able to strike the right balance between my work and home life	66%	71%	66%	48%
Q7. I feel valued and recognised for the work I do	52%	65%	52%	21%
Q8. I believe in the purpose and objectives of my organisation	80%	83%	81%	54%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	83%	80%	53%
Q10. Considering everything, I am satisfied with the job I do	74%	81%	75%	45%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Our values	64%	67%	65%	35%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	61%	54%	17%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	68%	63%	30%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	57%	49%	18%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	54%	56%	22%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	89%	87%	68%
Q16. People in my team treat each other with respect	73%	74%	74%	54%
Q17. The people in my team cooperate to get the work done	78%	75%	78%	59%
Q18. Employees are treated with respect regardless of their job	63%	65%	64%	29%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Our values	64%	67%	65%	35%
Q19. In my team, people take responsibility for their decisions and actions	70%	67%	71%	48%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	76%	86%	63%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	64%	66%	28%
Q22. Leaders are open and honest in their communications with staff	52%	58%	53%	17%
Q23. Our senior managers encourage collaboration	55%	62%	56%	21%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	65%	60%	22%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Health and wellbeing	68%	73%	68%	44%
Q25. I know how to access the Employee Assistance Program	78%	80%	78%	71%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	75%	66%	37%
Q27. I believe my organisation cares about my health and wellbeing	55%	65%	56%	26%
Q28. People in my team are committed to workplace safety	82%	81%	83%	60%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	66%	59%	28%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Performance and development	58%	57%	59%	36%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	57%	56%	41%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	58%	67%	47%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	56%	56%	26%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	56%	58%	31%

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
Service delivery and patient care	69%	74%	70%	39%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	78%	75%	45%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	74%	66%	32%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	77%	77%	45%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	62%	51%	24%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	77%	72%	43%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	78%	77%	47%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

ABORIGINAL AND/OR TORRES STRAIT ISLANDER 2020 SURVEY



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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	227	11469	396
EMPLOYEE ENGAGEMENT INDEX	66%	71%	66%	45%
About your organisation	60%	70%	61%	29%
Q40. I would recommend my organisation as a great place to work	62%	72%	63%	27%
Q41. My manager recognises and acknowledges when I have done my job well	62%	70%	63%	36%
Q42. My manager supports me and my goals	64%	70%	65%	35%
Q43. I am proud to tell others I work for my organisation	70%	75%	71%	37%
Q44. My organisation inspires me to do the best in my job	59%	74%	60%	26%
Q45. My organisation supports me and my goals	53%	67%	54%	22%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	67%	56%	25%
Q47. My organisation motivates me to help it achieve its objectives	53%	64%	54%	22%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
Your job	72%	75%	73%	55%
Q1. My role enables me to make good use of my skills and abilities	81%	82%	83%	61%
Q2. I have clear, measurable work objectives	76%	79%	77%	60%
Q3. I feel committed to my organisation's goals	84%	86%	85%	69%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	71%	65%	50%
Q5. I feel a strong personal attachment to my organisation	65%	69%	66%	47%
Q6. I am able to strike the right balance between my work and home life	66%	69%	65%	56%
Q7. I feel valued and recognised for the work I do	52%	55%	52%	30%
Q8. I believe in the purpose and objectives of my organisation	80%	80%	81%	62%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	82%	79%	64%
Q10. Considering everything, I am satisfied with the job I do	74%	74%	75%	54%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
Our values	64%	66%	66%	43%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	55%	54%	29%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	62%	63%	37%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	49%	49%	25%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	58%	56%	29%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	86%	88%	72%
Q16. People in my team treat each other with respect	73%	72%	74%	60%
Q17. The people in my team cooperate to get the work done	78%	77%	79%	65%
Q18. Employees are treated with respect regardless of their job	63%	66%	64%	40%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
Our values	64%	66%	66%	43%
Q19. In my team, people take responsibility for their decisions and actions	70%	70%	71%	54%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	80%	87%	68%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	64%	66%	38%
Q22. Leaders are open and honest in their communications with staff	52%	56%	53%	27%
Q23. Our senior managers encourage collaboration	55%	61%	56%	31%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	63%	59%	33%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
Health and wellbeing	68%	68%	69%	51%
Q25. I know how to access the Employee Assistance Program	78%	72%	80%	71%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	66%	66%	46%
Q27. I believe my organisation cares about my health and wellbeing	55%	60%	55%	34%
Q28. People in my team are committed to workplace safety	82%	83%	84%	67%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	61%	59%	38%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
Service delivery and patient care	69%	72%	69%	49%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	74%	76%	53%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	68%	66%	42%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	78%	76%	56%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	56%	50%	34%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	76%	71%	55%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	77%	77%	56%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CULTURALLY OR LINGUISTICALLY DIVERSE 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	2373	9037	682
EMPLOYEE ENGAGEMENT INDEX	66%	68%	66%	52%
About your organisation	60%	64%	60%	37%
Q40. I would recommend my organisation as a great place to work	62%	67%	62%	36%
Q41. My manager recognises and acknowledges when I have done my job well	62%	66%	63%	42%
Q42. My manager supports me and my goals	64%	67%	65%	42%
Q43. I am proud to tell others I work for my organisation	70%	74%	71%	45%
Q44. My organisation inspires me to do the best in my job	59%	64%	59%	36%
Q45. My organisation supports me and my goals	53%	57%	54%	32%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	60%	56%	33%
Q47. My organisation motivates me to help it achieve its objectives	53%	57%	54%	32%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

DISABILITY 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	192	11522	378
EMPLOYEE ENGAGEMENT INDEX	66%	61%	66%	46%
Your job	72%	71%	73%	45%
Q1. My role enables me to make good use of my skills and abilities	81%	77%	83%	51%
Q2. I have clear, measurable work objectives	76%	72%	77%	48%
Q3. I feel committed to my organisation's goals	84%	85%	85%	60%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	60%	67%	38%
Q5. I feel a strong personal attachment to my organisation	65%	69%	66%	37%
Q6. I am able to strike the right balance between my work and home life	66%	62%	66%	48%
Q7. I feel valued and recognised for the work I do	52%	51%	53%	23%
Q8. I believe in the purpose and objectives of my organisation	80%	79%	81%	53%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	80%	80%	53%
Q10. Considering everything, I am satisfied with the job I do	74%	73%	75%	43%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	192	11522	378
EMPLOYEE ENGAGEMENT INDEX	66%	61%	66%	46%
Our values	64%	57%	65%	38%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	44%	54%	20%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	56%	63%	31%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	39%	49%	19%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	50%	56%	21%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	81%	87%	68%
Q16. People in my team treat each other with respect	73%	68%	74%	58%
Q17. The people in my team cooperate to get the work done	78%	72%	78%	63%
Q18. Employees are treated with respect regardless of their job	63%	50%	64%	31%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	192	11522	378
EMPLOYEE ENGAGEMENT INDEX	66%	61%	66%	46%
Health and wellbeing	68%	62%	69%	44%
Q25. I know how to access the Employee Assistance Program	78%	79%	78%	71%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	58%	66%	35%
Q27. I believe my organisation cares about my health and wellbeing	55%	50%	56%	23%
Q28. People in my team are committed to workplace safety	82%	70%	83%	62%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	51%	59%	28%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	192	11522	378
EMPLOYEE ENGAGEMENT INDEX	66%	61%	66%	46%
Performance and development	58%	56%	59%	37%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	56%	56%	43%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	68%	67%	50%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	49%	56%	26%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	49%	58%	30%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Yes	No	Prefer not to say
RESPONDENTS	12092	192	11522	378
EMPLOYEE ENGAGEMENT INDEX	66%	61%	66%	46%
Service delivery and patient care	69%	62%	70%	39%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	66%	75%	42%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	58%	66%	31%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	67%	77%	47%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	47%	51%	23%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	63%	72%	43%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	70%	77%	46%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

MANAGERIAL RESPONSIBILITY 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Your job	72%	84%	75%	71%	72%
Q1. My role enables me to make good use of my skills and abilities	81%	93%	86%	85%	79%
Q2. I have clear, measurable work objectives	76%	89%	75%	76%	77%
Q3. I feel committed to my organisation's goals	84%	95%	89%	84%	83%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	72%	61%	60%	68%
Q5. I feel a strong personal attachment to my organisation	65%	87%	76%	67%	62%
Q6. I am able to strike the right balance between my work and home life	66%	54%	58%	62%	69%
Q7. I feel valued and recognised for the work I do	52%	74%	59%	50%	50%
Q8. I believe in the purpose and objectives of my organisation	80%	96%	87%	79%	78%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	95%	85%	77%	78%
Q10. Considering everything, I am satisfied with the job I do	74%	88%	78%	73%	73%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

MANAGERIAL RESPONSIBILITY 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Our values	64%	86%	73%	65%	62%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	76%	61%	50%	52%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	87%	72%	63%	58%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	79%	58%	48%	45%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	81%	67%	56%	52%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	98%	95%	91%	83%
Q16. People in my team treat each other with respect	73%	91%	82%	73%	71%
Q17. The people in my team cooperate to get the work done	78%	90%	86%	79%	75%
Q18. Employees are treated with respect regardless of their job	63%	83%	71%	62%	61%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

MANAGERIAL RESPONSIBILITY 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Our values	64%	86%	73%	65%	62%
Q19. In my team, people take responsibility for their decisions and actions	70%	88%	80%	69%	68%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	95%	92%	86%	83%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	88%	74%	67%	61%
Q22. Leaders are open and honest in their communications with staff	52%	80%	60%	51%	51%
Q23. Our senior managers encourage collaboration	55%	84%	64%	55%	53%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	83%	64%	58%	57%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

MANAGERIAL RESPONSIBILITY 2020 SURVEY



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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Health and wellbeing	68%	88%	76%	67%	66%
Q25. I know how to access the Employee Assistance Program	78%	98%	93%	82%	74%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	87%	71%	64%	64%
Q27. I believe my organisation cares about my health and wellbeing	55%	76%	60%	51%	55%
Q28. People in my team are committed to workplace safety	82%	96%	91%	83%	80%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	82%	64%	56%	57%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Performance and development	58%	83%	71%	63%	54%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	82%	65%	58%	52%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	86%	77%	68%	63%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	78%	62%	57%	52%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	86%	77%	69%	48%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
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MANAGERIAL RESPONSIBILITY 2020 SURVEY



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- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
Service delivery and patient care	69%	86%	73%	68%	68%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	90%	79%	76%	72%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	85%	67%	62%	64%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	91%	81%	73%	75%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	76%	57%	50%	48%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	86%	74%	69%	71%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	91%	79%	75%	75%

MANAGERIAL RESPONSIBILITY 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	12092	276	1306	2729	7781
EMPLOYEE ENGAGEMENT INDEX	66%	80%	69%	65%	65%
About your organisation	60%	81%	67%	59%	58%
Q40. I would recommend my organisation as a great place to work	62%	80%	68%	60%	61%
Q41. My manager recognises and acknowledges when I have done my job well	62%	84%	71%	63%	60%
Q42. My manager supports me and my goals	64%	86%	73%	66%	61%
Q43. I am proud to tell others I work for my organisation	70%	84%	76%	70%	69%
Q44. My organisation inspires me to do the best in my job	59%	79%	64%	57%	58%
Q45. My organisation supports me and my goals	53%	78%	61%	52%	51%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	79%	60%	53%	55%
Q47. My organisation motivates me to help it achieve its objectives	53%	79%	60%	50%	52%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Your job	69%	(r)	(r)	69%	60%	67%	89%	63%
Q1. My role enables me to make good use of my skills and abilities	90%	(r)	(r)	92%	83%	91%	94%	100%
Q2. I have clear, measurable work objectives	80%	(r)	(r)	67%	74%	82%	100%	75%
Q3. I feel committed to my organisation's goals	82%	(r)	(r)	83%	71%	82%	100%	75%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	48%	(r)	(r)	50%	34%	64%	71%	33%
Q5. I feel a strong personal attachment to my organisation	68%	(r)	(r)	75%	66%	45%	88%	58%
Q6. I am able to strike the right balance between my work and home life	59%	(r)	(r)	50%	51%	45%	88%	50%
Q7. I feel valued and recognised for the work I do	48%	(r)	(r)	67%	31%	36%	76%	33%
Q8. I believe in the purpose and objectives of my organisation	79%	(r)	(r)	83%	66%	91%	94%	75%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	67%	(r)	(r)	67%	60%	73%	88%	50%
Q10. Considering everything, I am satisfied with the job I do	71%	(r)	(r)	58%	60%	64%	94%	83%

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Our values	68%	(r)	(r)	67%	63%	60%	82%	68%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	45%	(r)	(r)	58%	29%	27%	65%	50%
Q12. I am able to speak up and share a different view to my colleagues and manager	71%	(r)	(r)	83%	66%	64%	76%	67%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	55%	(r)	(r)	50%	49%	27%	71%	75%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	58%	(r)	(r)	58%	40%	64%	82%	50%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	89%	(r)	(r)	100%	86%	82%	94%	92%
Q16. People in my team treat each other with respect	79%	(r)	(r)	58%	83%	73%	94%	83%
Q17. The people in my team cooperate to get the work done	85%	(r)	(r)	67%	91%	82%	88%	92%
Q18. Employees are treated with respect regardless of their job	63%	(r)	(r)	58%	66%	55%	71%	58%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Our values	68%	(r)	(r)	67%	63%	60%	82%	68%
Q19. In my team, people take responsibility for their decisions and actions	83%	(r)	(r)	50%	89%	82%	94%	83%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	(r)	(r)	83%	77%	82%	100%	92%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	71%	(r)	(r)	58%	69%	55%	94%	67%
Q22. Leaders are open and honest in their communications with staff	54%	(r)	(r)	67%	49%	55%	65%	50%
Q23. Our senior managers encourage collaboration	55%	(r)	(r)	75%	43%	55%	71%	50%
Q24. My organisation does a good job of keeping me informed about matters affecting me	57%	(r)	(r)	67%	54%	36%	82%	42%

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Health and wellbeing	48%	(r)	(r)	55%	42%	44%	59%	45%
Q25. I know how to access the Employee Assistance Program	48%	(r)	(r)	75%	31%	45%	47%	58%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	38%	(r)	(r)	50%	34%	36%	47%	33%
Q27. I believe my organisation cares about my health and wellbeing	38%	(r)	(r)	33%	31%	36%	59%	25%
Q28. People in my team are committed to workplace safety	79%	(r)	(r)	75%	80%	64%	88%	83%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	37%	(r)	(r)	42%	31%	36%	53%	25%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Performance and development	68%	(r)	(r)	60%	71%	73%	74%	58%
Q30. In the past 12 months, I have received formal feedback on my performance	70%	(r)	(r)	58%	71%	91%	71%	58%
Q31. In the past 12 months, I have received informal feedback on my performance	71%	(r)	(r)	83%	74%	73%	76%	50%
Q32. The performance feedback I have received has been beneficial to my ongoing development	64%	(r)	(r)	58%	69%	55%	71%	50%
Q33. I feel comfortable to give feedback to my manager about the performance of others	68%	(r)	(r)	42%	69%	73%	76%	75%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
Service delivery and patient care	61%	(r)	(r)	60%	58%	53%	71%	56%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	70%	(r)	(r)	58%	71%	64%	71%	75%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	51%	(r)	(r)	58%	46%	45%	65%	42%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	64%	(r)	(r)	58%	63%	55%	76%	58%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	45%	(r)	(r)	42%	43%	45%	53%	33%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	59%	(r)	(r)	58%	54%	55%	71%	50%
Q39. I would be happy for my family members to receive health care services from my organisation	75%	(r)	(r)	83%	71%	55%	88%	75%

CONTRACTED MEDICAL PRACTITIONER - YES

2020 SURVEY



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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health systems - Yes	DoH - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	92	1	4	12	35	11	17	12
EMPLOYEE ENGAGEMENT INDEX	63%	(r)	(r)	65%	59%	58%	79%	59%
About your organisation	57%	(r)	(r)	65%	52%	44%	76%	51%
Q40. I would recommend my organisation as a great place to work	57%	(r)	(r)	58%	46%	36%	88%	67%
Q41. My manager recognises and acknowledges when I have done my job well	66%	(r)	(r)	75%	57%	64%	94%	50%
Q42. My manager supports me and my goals	75%	(r)	(r)	75%	71%	64%	94%	67%
Q43. I am proud to tell others I work for my organisation	66%	(r)	(r)	67%	69%	45%	88%	58%
Q44. My organisation inspires me to do the best in my job	52%	(r)	(r)	67%	49%	45%	65%	42%
Q45. My organisation supports me and my goals	43%	(r)	(r)	58%	37%	27%	59%	42%
Q46. My organisation is making the necessary improvements to meet our future challenges	46%	(r)	(r)	67%	43%	36%	47%	42%
Q47. My organisation motivates me to help it achieve its objectives	48%	(r)	(r)	50%	43%	36%	71%	42%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Your job	72%	71%	77%	79%	75%
Q1. My role enables me to make good use of my skills and abilities	81%	80%	86%	84%	88%
Q2. I have clear, measurable work objectives	76%	76%	78%	82%	77%
Q3. I feel committed to my organisation's goals	84%	83%	88%	87%	90%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	64%	70%	77%	63%
Q5. I feel a strong personal attachment to my organisation	65%	64%	68%	70%	81%
Q6. I am able to strike the right balance between my work and home life	66%	64%	70%	79%	71%
Q7. I feel valued and recognised for the work I do	52%	49%	61%	61%	54%
Q8. I believe in the purpose and objectives of my organisation	80%	78%	85%	85%	85%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	78%	82%	83%	71%
Q10. Considering everything, I am satisfied with the job I do	74%	72%	79%	83%	71%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Our values	64%	63%	72%	68%	64%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	51%	61%	61%	46%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	60%	69%	62%	67%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	46%	55%	52%	48%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	54%	60%	60%	52%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	86%	89%	86%	83%
Q16. People in my team treat each other with respect	73%	72%	81%	71%	73%
Q17. The people in my team cooperate to get the work done	78%	76%	84%	76%	85%
Q18. Employees are treated with respect regardless of their job	63%	60%	72%	68%	65%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Our values	64%	63%	72%	68%	64%
Q19. In my team, people take responsibility for their decisions and actions	70%	68%	79%	71%	77%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	84%	90%	82%	81%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	62%	74%	67%	56%
Q22. Leaders are open and honest in their communications with staff	52%	49%	63%	62%	52%
Q23. Our senior managers encourage collaboration	55%	53%	65%	63%	52%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	57%	65%	68%	56%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Health and wellbeing	68%	67%	70%	69%	57%
Q25. I know how to access the Employee Assistance Program	78%	81%	70%	66%	52%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	64%	67%	70%	52%
Q27. I believe my organisation cares about my health and wellbeing	55%	52%	63%	65%	50%
Q28. People in my team are committed to workplace safety	82%	82%	87%	81%	79%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	57%	62%	64%	50%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Performance and development	58%	58%	63%	55%	57%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	57%	54%	46%	58%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	64%	75%	62%	65%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	53%	63%	56%	46%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	57%	59%	56%	60%

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- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
Service delivery and patient care	69%	67%	73%	76%	67%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	73%	79%	83%	67%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	62%	72%	77%	63%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	74%	80%	82%	75%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	49%	55%	55%	46%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	70%	74%	78%	69%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	74%	82%	81%	83%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS 2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	12092	9325	2157	562	48
EMPLOYEE ENGAGEMENT INDEX	66%	64%	70%	71%	70%
About your organisation	60%	58%	68%	67%	59%
Q40. I would recommend my organisation as a great place to work	62%	59%	69%	73%	63%
Q41. My manager recognises and acknowledges when I have done my job well	62%	60%	70%	64%	60%
Q42. My manager supports me and my goals	64%	62%	73%	64%	63%
Q43. I am proud to tell others I work for my organisation	70%	68%	77%	79%	85%
Q44. My organisation inspires me to do the best in my job	59%	56%	68%	70%	63%
Q45. My organisation supports me and my goals	53%	51%	62%	60%	52%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	53%	63%	62%	44%
Q47. My organisation motivates me to help it achieve its objectives	53%	50%	62%	62%	44%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Your job	72%	81%	75%	71%	70%	68%	73%	46%
Q1. My role enables me to make good use of my skills and abilities	81%	88%	83%	83%	79%	79%	83%	51%
Q2. I have clear, measurable work objectives	76%	80%	78%	76%	75%	76%	80%	50%
Q3. I feel committed to my organisation's goals	84%	91%	87%	83%	82%	80%	86%	62%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	75%	68%	66%	61%	61%	68%	42%
Q5. I feel a strong personal attachment to my organisation	65%	70%	68%	63%	64%	64%	69%	36%
Q6. I am able to strike the right balance between my work and home life	66%	77%	67%	60%	64%	64%	65%	46%
Q7. I feel valued and recognised for the work I do	52%	72%	56%	47%	47%	42%	51%	20%
Q8. I believe in the purpose and objectives of my organisation	80%	90%	84%	78%	77%	74%	78%	58%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	87%	81%	78%	76%	75%	79%	54%
Q10. Considering everything, I am satisfied with the job I do	74%	84%	77%	73%	71%	70%	75%	41%

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Our values	64%	78%	68%	62%	61%	58%	62%	38%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	72%	57%	50%	48%	44%	50%	22%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	77%	65%	59%	58%	54%	59%	29%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	63%	52%	47%	43%	40%	45%	16%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	64%	59%	55%	52%	49%	54%	24%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	91%	89%	87%	84%	83%	85%	74%
Q16. People in my team treat each other with respect	73%	85%	75%	71%	71%	69%	70%	53%
Q17. The people in my team cooperate to get the work done	78%	87%	78%	76%	75%	76%	77%	60%
Q18. Employees are treated with respect regardless of their job	63%	79%	68%	61%	58%	54%	57%	31%

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Our values	64%	78%	68%	62%	61%	58%	62%	38%
Q19. In my team, people take responsibility for their decisions and actions	70%	83%	72%	66%	68%	65%	69%	49%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	93%	87%	83%	82%	82%	84%	71%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	80%	70%	62%	59%	55%	60%	33%
Q22. Leaders are open and honest in their communications with staff	52%	73%	58%	49%	46%	41%	47%	22%
Q23. Our senior managers encourage collaboration	55%	75%	62%	52%	51%	43%	49%	24%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	75%	63%	56%	53%	51%	58%	25%

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Health and wellbeing	68%	75%	70%	66%	66%	63%	67%	49%
Q25. I know how to access the Employee Assistance Program	78%	74%	78%	77%	81%	79%	83%	78%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	74%	68%	63%	64%	60%	65%	41%
Q27. I believe my organisation cares about my health and wellbeing	55%	71%	60%	50%	50%	47%	49%	27%
Q28. People in my team are committed to workplace safety	82%	89%	84%	82%	82%	78%	82%	66%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	69%	61%	56%	56%	52%	57%	32%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Performance and development	58%	64%	64%	58%	56%	52%	56%	37%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	50%	61%	57%	56%	54%	58%	43%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	75%	74%	66%	62%	57%	59%	48%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	67%	62%	54%	50%	45%	50%	27%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	63%	60%	57%	56%	53%	58%	30%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
Service delivery and patient care	69%	79%	72%	67%	65%	63%	69%	41%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	83%	78%	73%	72%	69%	75%	45%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	80%	70%	63%	59%	56%	64%	32%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	85%	80%	74%	72%	70%	75%	47%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	62%	53%	49%	47%	44%	50%	25%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	79%	74%	69%	68%	68%	74%	45%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	85%	78%	74%	73%	72%	77%	51%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	1910	2943	1695	2330	1925	928	361
EMPLOYEE ENGAGEMENT INDEX	66%	74%	69%	64%	63%	62%	65%	46%
About your organisation	60%	76%	65%	58%	55%	52%	57%	29%
Q40. I would recommend my organisation as a great place to work	62%	76%	66%	60%	57%	54%	60%	28%
Q41. My manager recognises and acknowledges when I have done my job well	62%	79%	66%	60%	57%	54%	58%	37%
Q42. My manager supports me and my goals	64%	80%	69%	62%	60%	56%	60%	35%
Q43. I am proud to tell others I work for my organisation	70%	83%	75%	70%	65%	63%	69%	37%
Q44. My organisation inspires me to do the best in my job	59%	76%	64%	55%	53%	51%	56%	24%
Q45. My organisation supports me and my goals	53%	71%	58%	50%	48%	45%	50%	23%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	70%	60%	51%	51%	48%	55%	25%
Q47. My organisation motivates me to help it achieve its objectives	53%	71%	58%	51%	47%	44%	50%	21%

LENGTH OF SERVICE WITHIN THE WA HEALTH SYSTEM

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Your job	72%	83%	78%	71%	72%	70%	73%	47%
Q1. My role enables me to make good use of my skills and abilities	81%	87%	84%	81%	81%	81%	84%	50%
Q2. I have clear, measurable work objectives	76%	82%	80%	75%	77%	74%	79%	51%
Q3. I feel committed to my organisation's goals	84%	94%	88%	84%	84%	81%	86%	62%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	66%	76%	72%	68%	65%	62%	65%	44%
Q5. I feel a strong personal attachment to my organisation	65%	71%	70%	60%	64%	65%	70%	36%
Q6. I am able to strike the right balance between my work and home life	66%	79%	73%	64%	65%	64%	62%	49%
Q7. I feel valued and recognised for the work I do	52%	75%	60%	50%	50%	47%	52%	21%
Q8. I believe in the purpose and objectives of my organisation	80%	93%	87%	79%	79%	76%	79%	59%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	79%	89%	83%	79%	79%	76%	80%	56%
Q10. Considering everything, I am satisfied with the job I do	74%	87%	80%	73%	73%	72%	75%	42%

LENGTH OF SERVICE WITHIN THE WA HEALTH SYSTEM

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Our values	64%	81%	71%	64%	63%	61%	65%	38%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	53%	78%	62%	52%	51%	49%	53%	24%
Q12. I am able to speak up and share a different view to my colleagues and manager	62%	76%	68%	62%	61%	58%	63%	30%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	48%	67%	56%	48%	47%	44%	48%	17%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	55%	67%	64%	55%	54%	52%	55%	25%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	86%	90%	88%	86%	86%	85%	88%	74%
Q16. People in my team treat each other with respect	73%	85%	76%	72%	72%	72%	74%	52%
Q17. The people in my team cooperate to get the work done	78%	89%	80%	77%	75%	76%	81%	61%
Q18. Employees are treated with respect regardless of their job	63%	83%	71%	64%	62%	59%	60%	30%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

LENGTH OF SERVICE WITHIN THE WA HEALTH SYSTEM

2020 SURVEY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ENGINE ASKED A FEW DEMOGRAPHIC QUESTIONS IN THE SURVEY.

THESE RESULTS WILL HELP YOU IDENTIFY HOW CERTAIN FACTORS INFLUENCE HOW CONNECTED AND ENGAGED COLLEAGUES FEEL TO THE COMPANY.

	WA health system	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Prefer not to say
RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Our values	64%	81%	71%	64%	63%	61%	65%	38%
Q19. In my team, people take responsibility for their decisions and actions	70%	84%	74%	68%	68%	68%	72%	50%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	85%	92%	87%	85%	82%	84%	87%	70%
Q21. I feel I have equal opportunity for development and career progression in my organisation, regardless of things such as my age, gender, cultural background, carer responsibilities etc.	64%	82%	74%	65%	62%	60%	64%	34%
Q22. Leaders are open and honest in their communications with staff	52%	80%	63%	52%	51%	47%	51%	21%
Q23. Our senior managers encourage collaboration	55%	80%	67%	56%	54%	49%	53%	23%
Q24. My organisation does a good job of keeping me informed about matters affecting me	59%	81%	68%	58%	58%	54%	58%	25%

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RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Health and wellbeing	68%	76%	71%	65%	67%	66%	69%	50%
Q25. I know how to access the Employee Assistance Program	78%	62%	71%	72%	79%	82%	86%	77%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	65%	75%	70%	62%	64%	63%	66%	45%
Q27. I believe my organisation cares about my health and wellbeing	55%	79%	66%	54%	54%	49%	52%	30%
Q28. People in my team are committed to workplace safety	82%	90%	86%	82%	81%	81%	84%	66%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	58%	73%	63%	57%	58%	54%	58%	34%

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EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Performance and development	58%	61%	64%	57%	60%	56%	60%	38%
Q30. In the past 12 months, I have received formal feedback on my performance	56%	45%	59%	52%	58%	55%	59%	42%
Q31. In the past 12 months, I have received informal feedback on my performance	66%	73%	74%	66%	67%	61%	66%	50%
Q32. The performance feedback I have received has been beneficial to my ongoing development	55%	66%	64%	55%	56%	49%	53%	29%
Q33. I feel comfortable to give feedback to my manager about the performance of others	57%	59%	58%	54%	58%	56%	62%	31%

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RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
Service delivery and patient care	69%	82%	75%	69%	68%	65%	70%	41%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	74%	84%	80%	75%	75%	71%	75%	44%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	65%	83%	74%	65%	64%	60%	64%	33%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	76%	89%	82%	76%	74%	72%	76%	48%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	50%	65%	54%	50%	50%	47%	51%	27%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	71%	84%	77%	71%	70%	68%	71%	47%
Q39. I would be happy for my family members to receive health care services from my organisation	76%	88%	81%	76%	74%	72%	79%	50%

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RESPONDENTS	12092	735	1609	1236	2701	3183	2303	325
EMPLOYEE ENGAGEMENT INDEX	66%	78%	71%	65%	65%	63%	66%	46%
About your organisation	60%	81%	69%	59%	59%	55%	59%	29%
Q40. I would recommend my organisation as a great place to work	62%	83%	72%	61%	60%	57%	61%	27%
Q41. My manager recognises and acknowledges when I have done my job well	62%	81%	69%	63%	61%	58%	61%	38%
Q42. My manager supports me and my goals	64%	82%	72%	64%	64%	60%	64%	35%
Q43. I am proud to tell others I work for my organisation	70%	90%	79%	71%	69%	65%	70%	37%
Q44. My organisation inspires me to do the best in my job	59%	82%	69%	58%	57%	53%	59%	26%
Q45. My organisation supports me and my goals	53%	76%	63%	52%	52%	48%	53%	23%
Q46. My organisation is making the necessary improvements to meet our future challenges	55%	76%	64%	54%	53%	51%	56%	25%
Q47. My organisation motivates me to help it achieve its objectives	53%	77%	64%	52%	51%	48%	51%	21%

TIME TO TAKE ACTION

 **CELEBRATE**


The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.

 **INVESTIGATE FURTHER WITH OUR TEAMS**

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?

 **OPPORTUNITIES**

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

	PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.					
02.					
03.					