



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



Your Voice
In Health

Minister for Health Engagement Survey

Minister for Health Engagement Survey 2019

WA health system Results Report



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GUIDE TO THIS REPORT

YOUR BENCHMARK DATA

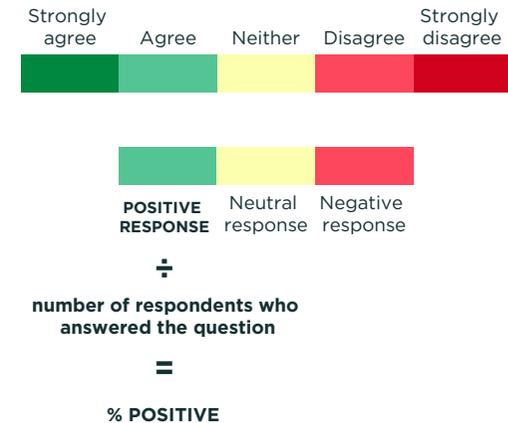
ORC INTERNATIONAL FACILITATES A BENCHMARKING PROGRAMME WHICH ALLOWS ORGANISATIONS TO BENCHMARK THEIR RESULTS AGAINST THE RESULTS OF OTHER ORGANISATIONS IN THEIR SECTOR. IN THIS REPORT, THE EXTERNAL BENCHMARK DATA IS THE AVERAGE % POSITIVE SCORE ACHIEVED FROM RECENT SURVEYS

ANONYMITY

IT IS ORC INTERNATIONAL'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 ENGAGEMENT SURVEY 2019

WA health system

RESPONSE RATE:

33%

RESPONSES:

15588
of 46591



YOUR EMPLOYEE ENGAGEMENT SCORE:

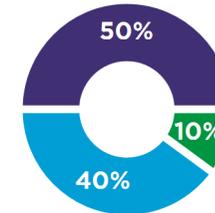


62%

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the company and in helping it to achieve its goals.

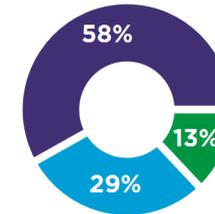
vs. Australian Public Health Sector

- 3 questions above
- 12 questions in line
- 15 questions below



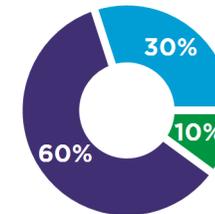
vs. Global Public Health Sector

- 4 questions above
- 9 questions in line
- 18 questions below



vs. Australian Public Sector

- 3 questions above
- 9 questions in line
- 18 questions below



WHAT NOW?

1. TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.



TOP 3

HIGHEST SCORING QUESTIONS AGAINST BENCHMARK:

VARIANCE FROM BENCHMARK

Q2. I have clear, measurable work objectives	+17
Q3. I feel committed to my organisation's goals	+11
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we	+8



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	85%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%
Q28. People in my team are committed to workplace safety	80%

EMPLOYEE ENGAGEMENT



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		62%				RESPONSE SCALE	% POSITIVE	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
SAY	Q40. I would recommend my organisation as a great place to work	16	40	26	11	8	55%	-6 ↓	-6 ↓	-6 ↓
	Q43. I am proud to tell others I work for my organisation	21	44	24			65%	-3	-3	-3
STAY	Q5. I feel a strong personal attachment to my organisation	20	40	23	11		61%	0	0	-1
STRIVE	Q44. My organisation inspires me to do the best in my job	15	37	28	12	7	52%	0	-4	0
	Q47. My organisation motivates me to help it achieve its objectives	9	33	35	15	7	43%	-10 ↓	-8 ↓	-11 ↓

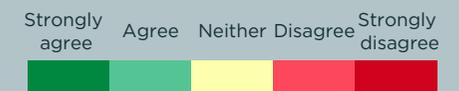
KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



CORE QUESTIONS HEADLINES SCORES

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



Q28. People in my team are committed to workplace safety



Q3. I feel committed to my organisation's goals



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



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



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



Q45. My organisation supports me and my goals



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



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



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.



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

vs. Australian
Public Health
Sector

vs. Global Public
Health Sector

vs. Australian
Public Sector

		% POSITIVE	vs. Australian Public Health Sector	vs. Global Public Health Sector	vs. Australian Public Sector
.1	Q45. My organisation supports me and my goals	46%	-	-	-
.2	Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	-10 ↓	-5 ↓	-12 ↓
.3	Q46. My organisation is making the necessary improvements to meet our future challenges	44%	-	-	-
.4	Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	-	-	-
.5	Q8. I believe in the purpose and objectives of my organisation	74%	-6 ↓	-6 ↓	-5 ↓
.6	Q1. My role enables me to make good use of my skills and abilities	79%	-1	+1	0

ALL QUESTIONS



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		68%				RESPONSE SCALE	% POSITIVE	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	27	52	9	8	79%	-1	+1	0	
	Q2. I have clear, measurable work objectives	20	53	15	9	73%	+17 ↑	+15 ↑	+18 ↑	
	Q3. I feel committed to my organisation's goals	30	50	13		80%	+11 ↑	+23 ↑	+10 ↑	
	Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	15	45	17	16	60%	0	-9 ↓	-3	
	Q5. I feel a strong personal attachment to my organisation	20	40	23	11	61%	0	0	-1	
	Q6. I am able to strike the right balance between my work and home life	16	44	19	15	60%	-3	-1	-5 ↓	
	Q7. I feel valued and recognised for the work I do	12	34	22	19	13	46%	-12 ↓	-18 ↓	-11 ↓
K	Q8. I believe in the purpose and objectives of my organisation	23	52	17		74%	-6 ↓	-6 ↓	-5 ↓	
	Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	22	54	15		76%	-12 ↓	-15 ↓	-11 ↓	
	Q10. Considering everything, I am satisfied with the job I do	19	51	16	9	70%	-1	0	0	

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



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

OUR VALUES		59%					RESPONSE SCALE	% POSITIVE	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
K	Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	9	34	26	19	12	42%	-10 ↓	-5 ↓	-12 ↓	
	Q12. I am able to speak up and share a different view to my colleagues and manager	12	45	19	15	9	57%	-	-	-	
	Q13. I think it is safe to speak up and challenge the way things are done in my organisation	8	33	23	22	14	41%	-3	-25 ↓	-6 ↓	
	Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	9	41	32	10	8	50%	-	-	-	
	Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	31	54	10			85%	+8 ↑	+15 ↑	+9 ↑	
	Q16. People in my team treat each other with respect	24	45	15	10		69%	-	-	-	
	Q17. The people in my team cooperate to get the work done	28	47	14			75%	-6 ↓	-5 ↓	-6 ↓	
	Q18. Employees are treated with respect regardless of their job	14	44	19	15	8	58%	-1	+10 ↑	-2	

KEY

K KEY DRIVER QUESTIONS

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

OUR VALUES	59%	RESPONSE SCALE	% POSITIVE	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector			
Q19. In my team, people take responsibility for their decisions and actions	16	52	18	10	68%	-	-	-	
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	30	53	11		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.	18	43	17	13	9	61%	-10 ↓	-15 ↓	-11 ↓
Q22. Leaders are open and honest in their communications with staff	10	34	24	18	13	45%	-	+1	-
Q23. Our senior managers encourage collaboration	12	36	26	15	12	48%	+2	+4	-4
Q24. My organisation does a good job of keeping me informed about matters affecting me	10	39	24	16	11	49%	-15 ↓	-18 ↓	-16 ↓

K KEY DRIVER QUESTIONS

KEY

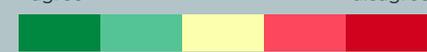


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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

IS THERE ROOM FOR IMPROVEMENT?

HEALTH AND WELLBEING

61%

RESPONSE SCALE

% POSITIVE

Australian Public Health Sector

Global Public Health Sector

Australian Public Sector

Q25. I know how to access the Employee Assistance Program	22	52	11	12	73%	-	-	-
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	12	46	27	11	58%	0	-15 ↓	-5 ↓
Q27. I believe my organisation cares about my health and wellbeing	10	36	28	16	46%	-	-	-
Q28. People in my team are committed to workplace safety	21	59	13		80%	-	-	-
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	9	36	31	16	46%	-6 ↓	-19 ↓	-14 ↓

K KEY DRIVER QUESTIONS

KEY

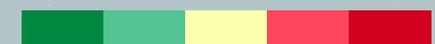


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE AND DEVELOPMENT

55%

RESPONSE SCALE

% POSITIVE

Australian Public Health Sector

Global Public Health Sector

Australian Public Sector

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	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	15	38	15	22	10	52%	-	-	-
Q31. In the past 12 months, I have received informal feedback on my performance	15	49	15	14	7	64%	-	-	-
Q32. The performance feedback I have received has been beneficial to my ongoing development	13	39	29	11	8	52%	-	-	-
Q33. I feel comfortable to give feedback to my manager about the performance of others	13	41	21	15	10	54%	-	-	-

KEY

K KEY DRIVER QUESTIONS

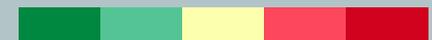


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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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

63%

RESPONSE SCALE

% POSITIVE

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	22	49	16	9	71%	+1	-2	+1
K	Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	15	44	21	13	59%	-	-	-
	Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	20	50	17	8	70%	-15 ↓	-18 ↓	-15 ↓
	Q37. I feel that my team is recognised for coming up with new and innovative ways of working	11	33	31	17	44%	-15 ↓	-17 ↓	-12 ↓
	Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	20	45	19	11	65%	-11 ↓	-19 ↓	-6 ↓
	Q39. I would be happy for my family members to receive health care services from my organisation	23	49	18		71%	-	-	-

KEY

K KEY DRIVER QUESTIONS

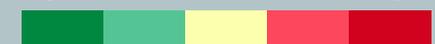


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

ABOUT YOUR ORGANISATION		53%					RESPONSE SCALE	% POSITIVE	Australian Public Health Sector	Global Public Health Sector	Australian Public Sector
	Q40. I would recommend my organisation as a great place to work	16	40	26	11	8	55%	-6 ↓	-6 ↓	-6 ↓	
	Q41. My manager recognises and acknowledges when I have done my job well	20	38	20	12	10	58%	-5 ↓	-10 ↓	-9 ↓	
	Q42. My manager supports me and my goals	20	39	21	10	9	60%	-6 ↓	-6 ↓	-5 ↓	
	Q43. I am proud to tell others I work for my organisation	21	44	24			65%	-3	-3	-3	
	Q44. My organisation inspires me to do the best in my job	15	37	28	12	7	52%	0	-4	0	
K	Q45. My organisation supports me and my goals	12	34	31	14	9	46%	-	-	-	
K	Q46. My organisation is making the necessary improvements to meet our future challenges	9	35	34	15		44%	-	-	-	
	Q47. My organisation motivates me to help it achieve its objectives	9	33	35	15	7	43%	-10 ↓	-8 ↓	-11 ↓	

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



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” to question 45 *My organisation supports me and my goals*

YOUR TOP 5 THEMES:



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:



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 could do to improve?’

YOUR TOP 5 THEMES:



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.

HEALTH SERVICE COMPARISON



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
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Your job	68%	69%	60%	67%	70%	67%	65%	70%	71%
Q1. My role enables me to make good use of my skills and abilities	79%	75%	66%	75%	81%	82%	79%	79%	83%
Q2. I have clear, measurable work objectives	73%	68%	59%	74%	74%	74%	74%	75%	75%
Q3. I feel committed to my organisation's goals	80%	79%	70%	79%	84%	78%	77%	82%	83%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	58%	53%	65%	61%	54%	63%	61%	63%
Q5. I feel a strong personal attachment to my organisation	61%	58%	51%	56%	66%	63%	55%	65%	63%
Q6. I am able to strike the right balance between my work and home life	60%	69%	63%	54%	62%	60%	54%	62%	65%
Q7. I feel valued and recognised for the work I do	46%	57%	41%	41%	47%	43%	40%	48%	51%
Q8. I believe in the purpose and objectives of my organisation	74%	80%	64%	75%	82%	72%	69%	75%	77%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	73%	71%	78%	78%	73%	73%	78%	77%
Q10. Considering everything, I am satisfied with the job I do	70%	70%	61%	70%	72%	68%	65%	70%	75%

HEALTH SERVICE COMPARISON



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
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Our values	59%	65%	53%	56%	61%	57%	58%	61%	62%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	51%	38%	43%	43%	36%	38%	47%	46%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	69%	54%	54%	58%	54%	54%	59%	61%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	47%	38%	39%	41%	38%	38%	44%	44%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	44%	41%	52%	50%	49%	51%	51%	53%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	89%	74%	77%	90%	85%	84%	86%	89%
Q16. People in my team treat each other with respect	69%	78%	70%	62%	75%	67%	69%	70%	71%
Q17. The people in my team cooperate to get the work done	75%	80%	73%	70%	79%	74%	76%	75%	76%
Q18. Employees are treated with respect regardless of their job	58%	62%	52%	58%	59%	54%	57%	58%	61%

HEALTH SERVICE COMPARISON



HOW DO YOU COMPARE?

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	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Our values	59%	65%	53%	56%	61%	57%	58%	61%	62%
Q19. In my team, people take responsibility for their decisions and actions	68%	75%	64%	59%	73%	66%	67%	69%	70%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	88%	78%	80%	88%	83%	83%	83%	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.	61%	63%	48%	56%	61%	59%	60%	62%	65%
Q22. Leaders are open and honest in their communications with staff	45%	50%	39%	42%	44%	41%	43%	48%	48%
Q23. Our senior managers encourage collaboration	48%	60%	42%	44%	48%	42%	46%	50%	50%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	51%	40%	45%	51%	46%	48%	53%	52%

HEALTH SERVICE COMPARISON



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	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Health and wellbeing	61%	62%	61%	50%	61%	57%	57%	64%	68%
Q25. I know how to access the Employee Assistance Program	73%	78%	80%	48%	75%	69%	69%	77%	85%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	58%	56%	48%	58%	53%	53%	63%	67%
Q27. I believe my organisation cares about my health and wellbeing	46%	53%	47%	43%	45%	41%	39%	49%	51%
Q28. People in my team are committed to workplace safety	80%	78%	72%	79%	84%	79%	79%	80%	83%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	42%	49%	35%	43%	41%	44%	51%	51%

- 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	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Performance and development	55%	59%	46%	51%	55%	56%	57%	55%	58%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	52%	39%	51%	44%	54%	60%	52%	53%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	73%	61%	57%	68%	64%	64%	62%	66%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	59%	40%	48%	53%	52%	52%	52%	54%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	54%	44%	48%	54%	53%	52%	55%	59%

HEALTH SERVICE COMPARISON



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	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
Service delivery and patient care	63%	60%	54%	66%	66%	60%	61%	64%	67%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	63%	56%	69%	74%	70%	71%	72%	75%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	59%	51%	61%	60%	54%	56%	60%	63%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	66%	63%	76%	73%	65%	66%	69%	74%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	49%	37%	40%	42%	40%	45%	48%	48%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	57%	60%	71%	69%	60%	61%	67%	68%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	66%	58%	81%	80%	71%	66%	69%	73%

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HEALTH SERVICE COMPARISON



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	WA health system	DoH	HSS	PathWest	CAHS	NMHS	SMHS	EMHS	WACHS
RESPONDENTS	15588	642	718	1504	1195	2717	2633	2448	3727
EMPLOYEE ENGAGEMENT INDEX	62%	61%	52%	62%	66%	60%	60%	64%	64%
About your organisation	53%	56%	45%	50%	57%	49%	49%	56%	57%
Q40. I would recommend my organisation as a great place to work	55%	52%	43%	53%	58%	51%	51%	60%	60%
Q41. My manager recognises and acknowledges when I have done my job well	58%	73%	52%	50%	63%	55%	55%	58%	62%
Q42. My manager supports me and my goals	60%	72%	51%	53%	65%	56%	57%	60%	64%
Q43. I am proud to tell others I work for my organisation	65%	61%	46%	63%	73%	66%	62%	69%	67%
Q44. My organisation inspires me to do the best in my job	52%	52%	42%	48%	57%	49%	48%	56%	56%
Q45. My organisation supports me and my goals	46%	49%	37%	39%	47%	43%	43%	51%	51%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	46%	47%	51%	49%	36%	39%	48%	47%
Q47. My organisation motivates me to help it achieve its objectives	43%	43%	39%	41%	47%	36%	39%	47%	47%

JOB ROLE



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Your job	68%	65%	65%	72%	70%	69%	80%
Q1. My role enables me to make good use of my skills and abilities	79%	84%	82%	82%	83%	74%	90%
Q2. I have clear, measurable work objectives	73%	73%	75%	78%	76%	70%	82%
Q3. I feel committed to my organisation's goals	80%	74%	78%	80%	82%	81%	94%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	51%	57%	70%	60%	64%	63%
Q5. I feel a strong personal attachment to my organisation	61%	61%	59%	65%	60%	61%	84%
Q6. I am able to strike the right balance between my work and home life	60%	52%	56%	66%	58%	67%	48%
Q7. I feel valued and recognised for the work I do	46%	48%	40%	45%	48%	47%	69%
Q8. I believe in the purpose and objectives of my organisation	74%	69%	69%	77%	78%	76%	91%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	68%	71%	81%	78%	78%	92%
Q10. Considering everything, I am satisfied with the job I do	70%	69%	66%	75%	74%	70%	84%



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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Our values	59%	61%	58%	65%	63%	57%	81%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	37%	37%	59%	46%	44%	68%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	59%	52%	60%	60%	58%	83%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	42%	37%	46%	42%	42%	70%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	48%	51%	62%	55%	46%	77%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	88%	88%	75%	87%	81%	96%
Q16. People in my team treat each other with respect	69%	77%	67%	74%	74%	67%	86%
Q17. The people in my team cooperate to get the work done	75%	81%	75%	80%	79%	71%	89%
Q18. Employees are treated with respect regardless of their job	58%	59%	56%	67%	64%	54%	77%

- 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	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Our values	59%	61%	58%	65%	63%	57%	81%
Q19. In my team, people take responsibility for their decisions and actions	68%	76%	68%	70%	72%	63%	84%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	86%	83%	89%	88%	80%	93%
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.	61%	69%	61%	61%	63%	56%	83%
Q22. Leaders are open and honest in their communications with staff	45%	45%	43%	58%	46%	43%	72%
Q23. Our senior managers encourage collaboration	48%	46%	43%	50%	53%	47%	78%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	46%	49%	61%	49%	47%	75%

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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Health and wellbeing	61%	47%	60%	73%	60%	63%	77%
Q25. I know how to access the Employee Assistance Program	73%	45%	80%	85%	69%	75%	90%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	40%	59%	69%	54%	61%	75%
Q27. I believe my organisation cares about my health and wellbeing	46%	34%	39%	55%	47%	51%	67%
Q28. People in my team are committed to workplace safety	80%	82%	80%	89%	83%	78%	91%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	34%	43%	65%	45%	49%	60%

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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Performance and development	55%	64%	50%	71%	63%	53%	75%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	66%	39%	88%	66%	51%	67%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	69%	59%	73%	71%	61%	83%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	58%	48%	63%	59%	49%	71%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	62%	55%	60%	55%	49%	79%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/Support Services/Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
Service delivery and patient care	63%	59%	62%	69%	65%	63%	80%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	67%	73%	74%	75%	67%	88%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	54%	57%	71%	60%	59%	74%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	63%	66%	75%	71%	72%	86%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	43%	43%	44%	47%	43%	70%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	56%	63%	69%	65%	67%	78%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	72%	67%	81%	74%	72%	84%

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	WA health system	Medical	Nursing and Midwifery	Dental	Allied Health and Health Professions	Corporate/ Support Services/ Other	Executive
RESPONDENTS	15588	1159	4697	186	3159	6093	294
EMPLOYEE ENGAGEMENT INDEX	62%	61%	61%	67%	64%	61%	75%
About your organisation	53%	51%	50%	61%	55%	53%	75%
Q40. I would recommend my organisation as a great place to work	55%	54%	54%	70%	59%	53%	74%
Q41. My manager recognises and acknowledges when I have done my job well	58%	59%	53%	66%	61%	58%	79%
Q42. My manager supports me and my goals	60%	64%	57%	74%	63%	58%	80%
Q43. I am proud to tell others I work for my organisation	65%	66%	64%	72%	69%	63%	82%
Q44. My organisation inspires me to do the best in my job	52%	49%	50%	58%	54%	52%	74%
Q45. My organisation supports me and my goals	46%	45%	45%	52%	47%	45%	72%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	36%	40%	54%	45%	47%	72%
Q47. My organisation motivates me to help it achieve its objectives	43%	37%	39%	46%	44%	44%	69%

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- 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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Your job	68%	70%	66%	46%	43%
Q1. My role enables me to make good use of my skills and abilities	79%	81%	78%	60%	55%
Q2. I have clear, measurable work objectives	73%	76%	70%	56%	48%
Q3. I feel committed to my organisation's goals	80%	83%	75%	64%	54%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	63%	56%	32%	36%
Q5. I feel a strong personal attachment to my organisation	61%	63%	60%	40%	34%
Q6. I am able to strike the right balance between my work and home life	60%	62%	60%	28%	37%
Q7. I feel valued and recognised for the work I do	46%	47%	47%	20%	20%
Q8. I believe in the purpose and objectives of my organisation	74%	77%	72%	60%	51%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	78%	73%	56%	54%
Q10. Considering everything, I am satisfied with the job I do	70%	73%	67%	44%	39%

- 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, ORC INTERNATIONAL 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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Our values	59%	61%	60%	38%	37%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	44%	42%	12%	17%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	58%	60%	36%	29%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	42%	44%	32%	14%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	52%	51%	28%	22%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	86%	86%	64%	70%
Q16. People in my team treat each other with respect	69%	70%	72%	64%	53%
Q17. The people in my team cooperate to get the work done	75%	76%	76%	60%	59%
Q18. Employees are treated with respect regardless of their job	58%	60%	57%	28%	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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	WA health system	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Our values	59%	61%	60%	38%	37%
Q19. In my team, people take responsibility for their decisions and actions	68%	68%	69%	56%	52%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	84%	83%	48%	67%
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.	61%	62%	60%	24%	34%
Q22. Leaders are open and honest in their communications with staff	45%	46%	45%	28%	19%
Q23. Our senior managers encourage collaboration	48%	49%	48%	28%	23%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	51%	48%	24%	25%

- 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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Health and wellbeing	61%	62%	59%	50%	43%
Q25. I know how to access the Employee Assistance Program	73%	75%	67%	68%	72%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	60%	55%	40%	36%
Q27. I believe my organisation cares about my health and wellbeing	46%	47%	46%	28%	20%
Q28. People in my team are committed to workplace safety	80%	81%	79%	72%	64%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	47%	46%	40%	24%

- 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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Performance and development	55%	57%	55%	42%	39%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	54%	51%	52%	39%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	65%	63%	48%	54%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	54%	49%	24%	32%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	54%	57%	44%	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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
Service delivery and patient care	63%	66%	61%	39%	39%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	74%	66%	48%	43%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	61%	56%	28%	31%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	72%	67%	44%	47%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	46%	43%	20%	23%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	67%	61%	36%	45%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	73%	70%	60%	47%

- 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	Female	Male	Indeterminate / Intersex / Unspecified	Prefer not to say
RESPONDENTS	15588	11623	3208	25	732
EMPLOYEE ENGAGEMENT INDEX	62%	64%	60%	52%	43%
About your organisation	53%	55%	51%	31%	27%
Q40. I would recommend my organisation as a great place to work	55%	58%	53%	32%	24%
Q41. My manager recognises and acknowledges when I have done my job well	58%	59%	59%	32%	38%
Q42. My manager supports me and my goals	60%	61%	60%	24%	36%
Q43. I am proud to tell others I work for my organisation	65%	68%	63%	44%	35%
Q44. My organisation inspires me to do the best in my job	52%	55%	48%	44%	24%
Q45. My organisation supports me and my goals	46%	48%	45%	20%	19%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	47%	42%	20%	21%
Q47. My organisation motivates me to help it achieve its objectives	43%	45%	40%	32%	18%

- 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, ORC INTERNATIONAL 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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Your job	68%	(r)	78%	69%	68%	68%	69%	77%	68%	47%
Q1. My role enables me to make good use of my skills and abilities	79%	(r)	85%	82%	80%	78%	81%	88%	65%	57%
Q2. I have clear, measurable work objectives	73%	(r)	85%	75%	73%	73%	75%	83%	65%	51%
Q3. I feel committed to my organisation's goals	80%	(r)	89%	81%	81%	81%	81%	85%	76%	59%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	(r)	74%	64%	59%	59%	62%	69%	65%	40%
Q5. I feel a strong personal attachment to my organisation	61%	(r)	62%	58%	61%	62%	64%	74%	71%	39%
Q6. I am able to strike the right balance between my work and home life	60%	(r)	69%	61%	60%	60%	63%	75%	71%	41%
Q7. I feel valued and recognised for the work I do	46%	(r)	60%	47%	47%	46%	45%	55%	47%	23%
Q8. I believe in the purpose and objectives of my organisation	74%	(r)	85%	77%	76%	74%	74%	78%	76%	54%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	(r)	85%	77%	75%	76%	78%	82%	71%	57%
Q10. Considering everything, I am satisfied with the job I do	70%	(r)	84%	72%	70%	69%	72%	83%	76%	44%



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	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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Our values	59%	(r)	72%	64%	61%	58%	58%	61%	51%	39%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	(r)	62%	49%	45%	40%	40%	46%	35%	20%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	(r)	63%	61%	61%	57%	56%	62%	35%	32%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	(r)	50%	45%	44%	41%	40%	46%	35%	17%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	(r)	66%	56%	51%	49%	49%	54%	35%	27%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	(r)	83%	85%	86%	87%	86%	86%	76%	70%
Q16. People in my team treat each other with respect	69%	(r)	77%	73%	70%	69%	70%	70%	71%	55%
Q17. The people in my team cooperate to get the work done	75%	(r)	81%	77%	76%	74%	76%	78%	82%	62%
Q18. Employees are treated with respect regardless of their job	58%	(r)	74%	66%	61%	56%	54%	57%	35%	33%

- 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, ORC INTERNATIONAL 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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Our values	59%	(r)	72%	64%	61%	58%	58%	61%	51%	39%
Q19. In my team, people take responsibility for their decisions and actions	68%	(r)	72%	70%	67%	68%	69%	72%	71%	52%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	(r)	89%	86%	83%	83%	84%	83%	71%	69%
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.	61%	(r)	79%	69%	63%	60%	55%	61%	53%	36%
Q22. Leaders are open and honest in their communications with staff	45%	(r)	70%	53%	48%	43%	41%	43%	35%	19%
Q23. Our senior managers encourage collaboration	48%	(r)	69%	56%	50%	45%	44%	49%	41%	24%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	(r)	69%	53%	51%	47%	48%	53%	35%	26%

- 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	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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Health and wellbeing	61%	(r)	63%	58%	61%	62%	63%	67%	48%	46%
Q25. I know how to access the Employee Assistance Program	73%	(r)	46%	61%	73%	79%	80%	78%	41%	72%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	(r)	64%	56%	57%	59%	62%	67%	41%	39%
Q27. I believe my organisation cares about my health and wellbeing	46%	(r)	65%	49%	47%	44%	46%	54%	47%	25%
Q28. People in my team are committed to workplace safety	80%	(r)	87%	81%	80%	81%	81%	82%	76%	66%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	(r)	54%	45%	45%	46%	48%	54%	35%	27%

- 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	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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Performance and development	55%	(r)	65%	61%	57%	56%	53%	56%	46%	38%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	(r)	60%	56%	52%	53%	52%	54%	47%	41%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	(r)	76%	72%	65%	63%	59%	61%	59%	52%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	(r)	73%	62%	53%	51%	47%	53%	35%	30%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	(r)	50%	55%	57%	56%	53%	55%	41%	30%

- 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	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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
Service delivery and patient care	63%	(r)	76%	68%	64%	62%	64%	68%	54%	41%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	(r)	83%	78%	72%	69%	71%	76%	53%	47%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	(r)	76%	66%	59%	57%	58%	64%	47%	33%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	(r)	82%	74%	70%	68%	70%	74%	71%	48%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	(r)	57%	48%	46%	44%	43%	48%	35%	24%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	(r)	78%	68%	65%	64%	66%	70%	59%	45%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	(r)	81%	73%	71%	71%	73%	77%	59%	51%

- 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, ORC INTERNATIONAL 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	15588	0	462	2721	3456	4092	3490	505	17	845
EMPLOYEE ENGAGEMENT INDEX	62%	(r)	72%	64%	62%	61%	62%	68%	61%	45%
About your organisation	53%	(r)	73%	59%	54%	52%	51%	59%	49%	29%
Q40. I would recommend my organisation as a great place to work	55%	(r)	74%	63%	57%	53%	53%	62%	53%	28%
Q41. My manager recognises and acknowledges when I have done my job well	58%	(r)	72%	62%	59%	57%	55%	60%	47%	39%
Q42. My manager supports me and my goals	60%	(r)	77%	67%	61%	59%	57%	63%	47%	36%
Q43. I am proud to tell others I work for my organisation	65%	(r)	84%	71%	66%	64%	64%	73%	71%	38%
Q44. My organisation inspires me to do the best in my job	52%	(r)	74%	59%	53%	51%	50%	59%	53%	26%
Q45. My organisation supports me and my goals	46%	(r)	71%	53%	47%	44%	44%	52%	41%	20%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	(r)	65%	49%	45%	43%	43%	52%	41%	24%
Q47. My organisation motivates me to help it achieve its objectives	43%	(r)	68%	48%	43%	41%	40%	49%	35%	21%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
Your job	68%	72%	69%	44%
Q1. My role enables me to make good use of my skills and abilities	79%	77%	80%	53%
Q2. I have clear, measurable work objectives	73%	75%	74%	49%
Q3. I feel committed to my organisation's goals	80%	85%	81%	56%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	69%	61%	35%
Q5. I feel a strong personal attachment to my organisation	61%	67%	61%	37%
Q6. I am able to strike the right balance between my work and home life	60%	63%	61%	39%
Q7. I feel valued and recognised for the work I do	46%	56%	46%	20%
Q8. I believe in the purpose and objectives of my organisation	74%	74%	75%	48%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	81%	76%	55%
Q10. Considering everything, I am satisfied with the job I do	70%	78%	71%	43%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
Our values	59%	61%	60%	34%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	49%	43%	16%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	62%	58%	29%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	51%	42%	15%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	53%	51%	19%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	86%	86%	67%
Q16. People in my team treat each other with respect	69%	68%	70%	48%
Q17. The people in my team cooperate to get the work done	75%	73%	76%	56%
Q18. Employees are treated with respect regardless of their job	58%	58%	59%	25%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
Our values	59%	61%	60%	34%
Q19. In my team, people take responsibility for their decisions and actions	68%	65%	68%	48%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	73%	84%	62%
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.	61%	60%	62%	31%
Q22. Leaders are open and honest in their communications with staff	45%	48%	46%	17%
Q23. Our senior managers encourage collaboration	48%	57%	48%	20%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	53%	50%	21%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
Performance and development	55%	56%	56%	38%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	55%	53%	40%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	59%	64%	54%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	52%	53%	30%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	56%	55%	30%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
Service delivery and patient care	63%	70%	64%	37%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	78%	72%	44%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	69%	59%	31%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	73%	70%	41%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	56%	45%	24%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	70%	66%	39%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	75%	72%	44%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	293	14748	547
EMPLOYEE ENGAGEMENT INDEX	62%	67%	62%	42%
About your organisation	53%	62%	54%	27%
Q40. I would recommend my organisation as a great place to work	55%	64%	56%	26%
Q41. My manager recognises and acknowledges when I have done my job well	58%	60%	59%	34%
Q42. My manager supports me and my goals	60%	62%	61%	33%
Q43. I am proud to tell others I work for my organisation	65%	74%	66%	35%
Q44. My organisation inspires me to do the best in my job	52%	65%	53%	26%
Q45. My organisation supports me and my goals	46%	58%	47%	19%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	54%	45%	21%
Q47. My organisation motivates me to help it achieve its objectives	43%	57%	43%	19%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



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	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Your job	68%	71%	68%	54%
Q1. My role enables me to make good use of my skills and abilities	79%	80%	81%	63%
Q2. I have clear, measurable work objectives	73%	78%	73%	61%
Q3. I feel committed to my organisation's goals	80%	84%	80%	67%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	66%	60%	49%
Q5. I feel a strong personal attachment to my organisation	61%	64%	61%	47%
Q6. I am able to strike the right balance between my work and home life	60%	64%	60%	48%
Q7. I feel valued and recognised for the work I do	46%	49%	46%	29%
Q8. I believe in the purpose and objectives of my organisation	74%	77%	75%	59%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	80%	75%	64%
Q10. Considering everything, I am satisfied with the job I do	70%	71%	71%	52%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



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	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Our values	59%	60%	61%	43%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	44%	44%	26%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	57%	59%	37%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	42%	43%	23%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	52%	52%	30%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	86%	86%	71%
Q16. People in my team treat each other with respect	69%	69%	71%	55%
Q17. The people in my team cooperate to get the work done	75%	74%	77%	64%
Q18. Employees are treated with respect regardless of their job	58%	61%	59%	38%

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

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YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Our values	59%	60%	61%	43%
Q19. In my team, people take responsibility for their decisions and actions	68%	68%	69%	55%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	79%	86%	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.	61%	60%	63%	40%
Q22. Leaders are open and honest in their communications with staff	45%	46%	46%	27%
Q23. Our senior managers encourage collaboration	48%	50%	48%	31%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	51%	50%	32%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Health and wellbeing	61%	60%	62%	49%
Q25. I know how to access the Employee Assistance Program	73%	68%	76%	68%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	58%	59%	45%
Q27. I believe my organisation cares about my health and wellbeing	46%	49%	46%	32%
Q28. People in my team are committed to workplace safety	80%	79%	82%	67%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	47%	46%	35%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



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	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Performance and development	55%	55%	57%	40%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	53%	53%	43%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	61%	66%	50%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	53%	53%	34%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	52%	56%	35%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



YOUR DEMOGRAPHIC PROFILES

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	WA health system	Yes	No	Prefer not to say
RESPONDENTS	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
Service delivery and patient care	63%	66%	64%	49%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	73%	72%	55%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	62%	59%	43%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	72%	70%	54%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	50%	44%	34%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	70%	64%	53%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	72%	73%	56%

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

CULTURALLY OR LINGUISTICALLY DIVERSE



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	15588	3402	11126	1060
EMPLOYEE ENGAGEMENT INDEX	62%	64%	62%	51%
About your organisation	53%	56%	53%	37%
Q40. I would recommend my organisation as a great place to work	55%	58%	56%	37%
Q41. My manager recognises and acknowledges when I have done my job well	58%	59%	59%	43%
Q42. My manager supports me and my goals	60%	60%	61%	42%
Q43. I am proud to tell others I work for my organisation	65%	69%	66%	48%
Q44. My organisation inspires me to do the best in my job	52%	56%	52%	38%
Q45. My organisation supports me and my goals	46%	49%	47%	30%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	48%	44%	32%
Q47. My organisation motivates me to help it achieve its objectives	43%	47%	43%	29%

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

DISABILITY



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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
Our values	59%	52%	60%	36%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	38%	43%	18%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	52%	58%	31%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	35%	42%	17%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	43%	52%	21%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	86%	86%	66%
Q16. People in my team treat each other with respect	69%	57%	70%	50%
Q17. The people in my team cooperate to get the work done	75%	65%	76%	59%
Q18. Employees are treated with respect regardless of their job	58%	47%	59%	29%

- 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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
Our values	59%	52%	60%	36%
Q19. In my team, people take responsibility for their decisions and actions	68%	56%	69%	48%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	70%	84%	61%
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.	61%	50%	62%	33%
Q22. Leaders are open and honest in their communications with staff	45%	39%	46%	19%
Q23. Our senior managers encourage collaboration	48%	42%	48%	25%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	43%	50%	24%

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

DISABILITY



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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
Health and wellbeing	61%	59%	61%	41%
Q25. I know how to access the Employee Assistance Program	73%	75%	74%	69%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	55%	59%	32%
Q27. I believe my organisation cares about my health and wellbeing	46%	45%	47%	21%
Q28. People in my team are committed to workplace safety	80%	75%	81%	59%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	44%	46%	22%

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

DISABILITY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
Performance and development	55%	54%	56%	39%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	58%	53%	42%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	60%	64%	54%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	52%	53%	30%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	48%	55%	32%

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

DISABILITY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
Service delivery and patient care	63%	59%	64%	39%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	70%	72%	43%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	57%	60%	32%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	65%	71%	43%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	38%	45%	26%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	61%	66%	41%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	64%	72%	47%

- 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	15588	216	14829	543
EMPLOYEE ENGAGEMENT INDEX	62%	59%	63%	44%
About your organisation	53%	48%	54%	29%
Q40. I would recommend my organisation as a great place to work	55%	51%	56%	28%
Q41. My manager recognises and acknowledges when I have done my job well	58%	52%	59%	36%
Q42. My manager supports me and my goals	60%	51%	61%	36%
Q43. I am proud to tell others I work for my organisation	65%	63%	66%	38%
Q44. My organisation inspires me to do the best in my job	52%	49%	53%	28%
Q45. My organisation supports me and my goals	46%	41%	47%	22%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	38%	45%	24%
Q47. My organisation motivates me to help it achieve its objectives	43%	40%	44%	21%

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

MANAGERIAL RESPONSIBILITY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Your job	68%	79%	69%	66%	68%
Q1. My role enables me to make good use of my skills and abilities	79%	92%	85%	83%	77%
Q2. I have clear, measurable work objectives	73%	82%	71%	71%	75%
Q3. I feel committed to my organisation's goals	80%	92%	85%	78%	80%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	60%	52%	55%	64%
Q5. I feel a strong personal attachment to my organisation	61%	85%	72%	61%	58%
Q6. I am able to strike the right balance between my work and home life	60%	44%	52%	56%	64%
Q7. I feel valued and recognised for the work I do	46%	72%	48%	43%	45%
Q8. I believe in the purpose and objectives of my organisation	74%	92%	80%	71%	74%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	92%	79%	73%	76%
Q10. Considering everything, I am satisfied with the job I do	70%	83%	71%	68%	70%

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

MANAGERIAL RESPONSIBILITY



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Our values	59%	82%	66%	60%	57%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	71%	47%	38%	42%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	86%	68%	59%	54%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	75%	47%	42%	39%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	77%	60%	52%	47%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	97%	95%	90%	81%
Q16. People in my team treat each other with respect	69%	87%	79%	70%	67%
Q17. The people in my team cooperate to get the work done	75%	88%	82%	77%	73%
Q18. Employees are treated with respect regardless of their job	58%	77%	62%	58%	56%

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

MANAGERIAL RESPONSIBILITY



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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Our values	59%	82%	66%	60%	57%
Q19. In my team, people take responsibility for their decisions and actions	68%	86%	76%	68%	66%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	94%	89%	85%	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.	61%	85%	69%	63%	57%
Q22. Leaders are open and honest in their communications with staff	45%	73%	48%	43%	44%
Q23. Our senior managers encourage collaboration	48%	81%	55%	46%	46%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	78%	52%	46%	48%

MANAGERIAL RESPONSIBILITY



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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Health and wellbeing	61%	77%	69%	60%	59%
Q25. I know how to access the Employee Assistance Program	73%	94%	90%	77%	68%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	75%	66%	56%	57%
Q27. I believe my organisation cares about my health and wellbeing	46%	67%	48%	41%	46%
Q28. People in my team are committed to workplace safety	80%	92%	89%	81%	78%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	59%	51%	44%	45%

MANAGERIAL RESPONSIBILITY



YOUR DEMOGRAPHIC PROFILES

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

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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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Performance and development	55%	77%	64%	59%	52%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	67%	56%	53%	51%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	85%	71%	65%	61%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	73%	57%	52%	51%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	82%	73%	66%	45%

MANAGERIAL RESPONSIBILITY



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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
Service delivery and patient care	63%	80%	66%	61%	63%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	85%	73%	72%	70%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	75%	57%	55%	60%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	87%	73%	66%	70%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	73%	52%	42%	43%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	78%	66%	61%	66%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	84%	75%	69%	71%

MANAGERIAL RESPONSIBILITY



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	Executive Level	Middle Management	Front line Management	Non-managerial
RESPONDENTS	15588	334	1748	3716	9790
EMPLOYEE ENGAGEMENT INDEX	62%	76%	65%	60%	61%
About your organisation	53%	76%	57%	51%	52%
Q40. I would recommend my organisation as a great place to work	55%	74%	60%	53%	54%
Q41. My manager recognises and acknowledges when I have done my job well	58%	79%	64%	59%	56%
Q42. My manager supports me and my goals	60%	82%	65%	61%	57%
Q43. I am proud to tell others I work for my organisation	65%	82%	70%	64%	64%
Q44. My organisation inspires me to do the best in my job	52%	74%	54%	49%	52%
Q45. My organisation supports me and my goals	46%	73%	50%	44%	45%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	75%	49%	39%	45%
Q47. My organisation motivates me to help it achieve its objectives	43%	71%	47%	37%	43%

CONTRACTED MEDICAL PRACTITIONER - YES



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 systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX	58%	(r)	65%	58%	54%	75%	51%
Your job	65%	(r)	68%	64%	56%	82%	62%
Q1. My role enables me to make good use of my skills and abilities	83%	(r)	78%	81%	77%	94%	84%
Q2. I have clear, measurable work objectives	77%	(r)	67%	77%	77%	94%	74%
Q3. I feel committed to my organisation's goals	76%	(r)	83%	81%	68%	94%	67%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	48%	(r)	61%	34%	52%	67%	45%
Q5. I feel a strong personal attachment to my organisation	61%	(r)	72%	74%	52%	85%	45%
Q6. I am able to strike the right balance between my work and home life	53%	(r)	33%	49%	35%	73%	57%
Q7. I feel valued and recognised for the work I do	48%	(r)	50%	45%	35%	61%	48%
Q8. I believe in the purpose and objectives of my organisation	69%	(r)	78%	72%	58%	82%	62%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	67%	(r)	78%	64%	61%	85%	60%
Q10. Considering everything, I am satisfied with the job I do	71%	(r)	83%	66%	48%	88%	73%

CONTRACTED MEDICAL PRACTITIONER - YES



YOUR DEMOGRAPHIC PROFILES

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	WA health systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX	58%	(r)	65%	58%	54%	75%	51%
Our values	62%	(r)	65%	62%	51%	79%	58%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	37%	(r)	39%	15%	39%	73%	31%
Q12. I am able to speak up and share a different view to my colleagues and manager	60%	(r)	67%	62%	42%	76%	58%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	49%	(r)	56%	45%	29%	79%	46%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	47%	(r)	61%	47%	42%	64%	39%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	88%	(r)	89%	87%	77%	97%	88%
Q16. People in my team treat each other with respect	80%	(r)	78%	85%	61%	91%	81%
Q17. The people in my team cooperate to get the work done	85%	(r)	89%	91%	68%	94%	85%
Q18. Employees are treated with respect regardless of their job	58%	(r)	56%	64%	45%	76%	52%

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

CONTRACTED MEDICAL PRACTITIONER - YES



YOUR DEMOGRAPHIC PROFILES

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	WA health systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX	58%	(r)	65%	58%	54%	75%	51%
Our values	62%	(r)	65%	62%	51%	79%	58%
Q19. In my team, people take responsibility for their decisions and actions	75%	(r)	78%	83%	61%	91%	70%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	84%	(r)	83%	87%	81%	91%	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.	67%	(r)	61%	79%	48%	82%	63%
Q22. Leaders are open and honest in their communications with staff	43%	(r)	50%	40%	39%	70%	34%
Q23. Our senior managers encourage collaboration	44%	(r)	61%	36%	39%	67%	37%
Q24. My organisation does a good job of keeping me informed about matters affecting me	46%	(r)	44%	45%	39%	61%	42%

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

CONTRACTED MEDICAL PRACTITIONER - YES



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	○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	WA health systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS		235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX		58%	(r)	65%	58%	54%	75%	51%
Health and wellbeing		45%	(r)	57%	35%	34%	61%	44%
Q25. I know how to access the Employee Assistance Program		37%	(r)	44%	26%	32%	45%	39%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing		34%	(r)	56%	21%	13%	55%	36%
Q27. I believe my organisation cares about my health and wellbeing		36%	(r)	50%	23%	19%	55%	34%
Q28. People in my team are committed to workplace safety		81%	(r)	83%	81%	77%	88%	79%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing		37%	(r)	50%	23%	26%	61%	33%

CONTRACTED MEDICAL PRACTITIONER - YES



YOUR DEMOGRAPHIC PROFILES

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	WA health systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS	235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX	58%	(r)	65%	58%	54%	75%	51%
Performance and development	56%	(r)	57%	54%	69%	78%	44%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	(r)	39%	62%	81%	85%	29%
Q31. In the past 12 months, I have received informal feedback on my performance	59%	(r)	72%	57%	71%	79%	47%
Q32. The performance feedback I have received has been beneficial to my ongoing development	48%	(r)	56%	43%	55%	67%	39%
Q33. I feel comfortable to give feedback to my manager about the performance of others	64%	(r)	61%	55%	71%	82%	60%

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

CONTRACTED MEDICAL PRACTITIONER - YES



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 systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS		235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX		58%	(r)	65%	58%	54%	75%	51%
Service delivery and patient care		56%	(r)	69%	49%	41%	81%	51%
Q34. I feel empowered to do what I think is best for our patients/clients/customers		62%	(r)	78%	70%	39%	79%	56%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers		50%	(r)	61%	36%	26%	73%	51%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction		59%	(r)	67%	51%	42%	88%	55%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working		42%	(r)	72%	34%	42%	70%	31%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do		56%	(r)	61%	47%	48%	91%	46%
Q39. I would be happy for my family members to receive health care services from my organisation		68%	(r)	78%	57%	52%	88%	66%

CONTRACTED MEDICAL PRACTITIONER - YES



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.

	○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	WA health systems - Yes	PathWest - Yes	CAHS - Yes	NMHS - Yes	SMHS - Yes	EMHS - Yes	WACHS - Yes
RESPONDENTS		235	8	18	47	31	33	98
EMPLOYEE ENGAGEMENT INDEX		58%	(r)	65%	58%	54%	75%	51%
About your organisation		48%	(r)	56%	44%	41%	74%	39%
Q40. I would recommend my organisation as a great place to work		49%	(r)	67%	36%	35%	82%	42%
Q41. My manager recognises and acknowledges when I have done my job well		56%	(r)	56%	70%	45%	73%	44%
Q42. My manager supports me and my goals		56%	(r)	50%	70%	58%	73%	43%
Q43. I am proud to tell others I work for my organisation		62%	(r)	78%	66%	55%	88%	47%
Q44. My organisation inspires me to do the best in my job		46%	(r)	50%	38%	42%	79%	37%
Q45. My organisation supports me and my goals		42%	(r)	44%	32%	39%	70%	36%
Q46. My organisation is making the necessary improvements to meet our future challenges		35%	(r)	50%	17%	26%	64%	32%
Q47. My organisation motivates me to help it achieve its objectives		37%	(r)	50%	21%	29%	67%	32%

EMPLOYMENT STATUS



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Your job	68%	67%	71%	74%	67%
Q1. My role enables me to make good use of my skills and abilities	79%	79%	81%	81%	87%
Q2. I have clear, measurable work objectives	73%	72%	75%	80%	73%
Q3. I feel committed to my organisation's goals	80%	79%	82%	85%	75%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	59%	63%	69%	58%
Q5. I feel a strong personal attachment to my organisation	61%	60%	61%	62%	65%
Q6. I am able to strike the right balance between my work and home life	60%	59%	63%	73%	58%
Q7. I feel valued and recognised for the work I do	46%	43%	53%	54%	52%
Q8. I believe in the purpose and objectives of my organisation	74%	72%	79%	80%	68%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	75%	78%	80%	69%
Q10. Considering everything, I am satisfied with the job I do	70%	68%	74%	79%	69%

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

EMPLOYMENT STATUS



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Our values	59%	57%	65%	63%	62%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	40%	49%	52%	39%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	55%	63%	61%	64%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	39%	46%	50%	49%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	49%	53%	55%	49%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	85%	86%	85%	85%
Q16. People in my team treat each other with respect	69%	68%	76%	69%	80%
Q17. The people in my team cooperate to get the work done	75%	74%	79%	74%	85%
Q18. Employees are treated with respect regardless of their job	58%	56%	65%	62%	55%

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

EMPLOYMENT STATUS



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Our values	59%	57%	65%	63%	62%
Q19. In my team, people take responsibility for their decisions and actions	68%	66%	75%	69%	74%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	82%	86%	81%	88%
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.	61%	58%	68%	63%	70%
Q22. Leaders are open and honest in their communications with staff	45%	42%	54%	53%	41%
Q23. Our senior managers encourage collaboration	48%	45%	55%	54%	47%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	47%	53%	59%	47%

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

EMPLOYMENT STATUS



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Health and wellbeing	61%	60%	61%	66%	50%
Q25. I know how to access the Employee Assistance Program	73%	77%	63%	68%	50%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	58%	57%	67%	47%
Q27. I believe my organisation cares about my health and wellbeing	46%	43%	52%	56%	37%
Q28. People in my team are committed to workplace safety	80%	79%	84%	81%	82%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	44%	47%	56%	33%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
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EMPLOYMENT STATUS



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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Performance and development	55%	55%	60%	47%	53%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	53%	54%	38%	49%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	62%	72%	56%	55%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	50%	60%	48%	43%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	54%	54%	47%	64%

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- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

EMPLOYMENT STATUS



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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
Service delivery and patient care	63%	62%	67%	71%	56%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	70%	74%	78%	64%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	56%	64%	70%	54%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	68%	74%	76%	60%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	43%	50%	49%	44%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	63%	67%	74%	54%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	70%	76%	77%	60%

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

EMPLOYMENT STATUS



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	WA health system	Permanent	Fixed Term	Casual	Sessional
RESPONDENTS	15588	11422	3113	950	103
EMPLOYEE ENGAGEMENT INDEX	62%	60%	65%	66%	61%
About your organisation	53%	50%	60%	59%	49%
Q40. I would recommend my organisation as a great place to work	55%	53%	61%	64%	52%
Q41. My manager recognises and acknowledges when I have done my job well	58%	56%	66%	59%	55%
Q42. My manager supports me and my goals	60%	57%	68%	61%	57%
Q43. I am proud to tell others I work for my organisation	65%	63%	72%	75%	61%
Q44. My organisation inspires me to do the best in my job	52%	49%	60%	61%	49%
Q45. My organisation supports me and my goals	46%	44%	53%	53%	40%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	43%	50%	50%	40%
Q47. My organisation motivates me to help it achieve its objectives	43%	40%	51%	51%	38%

- 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



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	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	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Your job	68%	77%	71%	66%	66%	64%	68%	42%
Q1. My role enables me to make good use of my skills and abilities	79%	84%	82%	78%	78%	79%	80%	55%
Q2. I have clear, measurable work objectives	73%	76%	75%	72%	74%	73%	75%	46%
Q3. I feel committed to my organisation's goals	80%	87%	84%	79%	79%	76%	77%	50%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	68%	64%	60%	57%	57%	62%	36%
Q5. I feel a strong personal attachment to my organisation	61%	65%	63%	59%	60%	58%	67%	33%
Q6. I am able to strike the right balance between my work and home life	60%	69%	61%	58%	60%	57%	64%	38%
Q7. I feel valued and recognised for the work I do	46%	67%	51%	41%	41%	38%	41%	19%
Q8. I believe in the purpose and objectives of my organisation	74%	86%	79%	72%	72%	69%	70%	50%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	83%	79%	74%	75%	71%	76%	50%
Q10. Considering everything, I am satisfied with the job I do	70%	81%	73%	67%	68%	66%	70%	38%

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RESPONDENTS	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Our values	59%	73%	64%	56%	56%	54%	57%	35%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	61%	49%	38%	36%	36%	39%	16%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	73%	63%	54%	53%	50%	55%	27%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	56%	45%	37%	37%	36%	39%	14%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	58%	55%	48%	49%	47%	49%	22%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	91%	88%	85%	84%	82%	84%	65%
Q16. People in my team treat each other with respect	69%	82%	72%	67%	67%	66%	67%	50%
Q17. The people in my team cooperate to get the work done	75%	84%	76%	73%	73%	73%	75%	56%
Q18. Employees are treated with respect regardless of their job	58%	74%	64%	54%	54%	52%	52%	28%

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE

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LENGTH OF SERVICE IN YOUR CURRENT JOB ROLE



YOUR DEMOGRAPHIC PROFILES

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RESPONDENTS	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Our values	59%	73%	64%	56%	56%	54%	57%	35%
Q19. In my team, people take responsibility for their decisions and actions	68%	79%	70%	65%	64%	64%	67%	49%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	89%	85%	83%	81%	82%	83%	64%
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.	61%	76%	66%	60%	56%	53%	55%	33%
Q22. Leaders are open and honest in their communications with staff	45%	66%	52%	40%	38%	36%	38%	19%
Q23. Our senior managers encourage collaboration	48%	66%	55%	44%	43%	38%	41%	24%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	64%	55%	44%	45%	41%	48%	23%

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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	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Health and wellbeing	61%	69%	63%	58%	59%	57%	60%	43%
Q25. I know how to access the Employee Assistance Program	73%	72%	73%	74%	76%	74%	73%	72%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	67%	61%	55%	57%	54%	58%	36%
Q27. I believe my organisation cares about my health and wellbeing	46%	62%	51%	42%	42%	38%	42%	22%
Q28. People in my team are committed to workplace safety	80%	87%	83%	78%	78%	78%	83%	61%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	57%	49%	42%	43%	40%	45%	25%

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RESPONDENTS	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Performance and development	55%	61%	61%	56%	53%	51%	51%	37%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	46%	57%	57%	52%	51%	52%	37%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	74%	71%	63%	60%	56%	55%	55%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	65%	60%	51%	48%	44%	43%	29%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	59%	56%	53%	53%	51%	53%	28%

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- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

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RESPONDENTS	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
Service delivery and patient care	63%	73%	68%	60%	61%	59%	63%	36%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	80%	75%	68%	68%	68%	72%	40%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	72%	64%	55%	56%	52%	57%	27%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	80%	74%	68%	66%	65%	68%	43%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	56%	49%	41%	42%	39%	42%	24%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	74%	69%	62%	62%	61%	66%	39%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	78%	75%	69%	69%	69%	74%	43%

- 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



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	15588	2287	3526	2419	3038	2618	1258	442
EMPLOYEE ENGAGEMENT INDEX	62%	70%	65%	60%	59%	58%	61%	42%
About your organisation	53%	69%	59%	49%	48%	46%	49%	26%
Q40. I would recommend my organisation as a great place to work	55%	71%	61%	51%	50%	48%	54%	26%
Q41. My manager recognises and acknowledges when I have done my job well	58%	73%	64%	55%	53%	51%	49%	36%
Q42. My manager supports me and my goals	60%	74%	67%	57%	56%	53%	53%	32%
Q43. I am proud to tell others I work for my organisation	65%	79%	70%	62%	62%	59%	64%	31%
Q44. My organisation inspires me to do the best in my job	52%	70%	57%	49%	47%	45%	49%	25%
Q45. My organisation supports me and my goals	46%	64%	52%	42%	40%	38%	43%	17%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	58%	49%	40%	41%	39%	43%	21%
Q47. My organisation motivates me to help it achieve its objectives	43%	61%	49%	38%	38%	34%	38%	18%

○ 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



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	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	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Your job	68%	80%	74%	69%	67%	66%	68%	43%
Q1. My role enables me to make good use of my skills and abilities	79%	83%	82%	79%	78%	79%	82%	55%
Q2. I have clear, measurable work objectives	73%	81%	77%	74%	73%	72%	74%	47%
Q3. I feel committed to my organisation's goals	80%	91%	86%	81%	80%	78%	79%	51%
Q4. I have the tools, resources and processes (i.e. work equipment, information technology systems etc.) to complete my work effectively	60%	75%	67%	64%	60%	57%	60%	38%
Q5. I feel a strong personal attachment to my organisation	61%	64%	62%	60%	59%	60%	67%	34%
Q6. I am able to strike the right balance between my work and home life	60%	76%	67%	62%	59%	58%	59%	41%
Q7. I feel valued and recognised for the work I do	46%	75%	56%	45%	43%	43%	43%	22%
Q8. I believe in the purpose and objectives of my organisation	74%	90%	82%	76%	74%	71%	73%	49%
Q9. I am aware of how my work contributes to the overall strategic objectives of my organisation	76%	85%	81%	76%	75%	73%	76%	51%
Q10. Considering everything, I am satisfied with the job I do	70%	85%	76%	70%	69%	68%	70%	41%

LENGTH OF SERVICE WITHIN THE WA HEALTH SYSTEM



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	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Our values	59%	77%	67%	60%	58%	57%	58%	35%
Q11. I believe that the decisions and behaviours of senior management are consistent with my organisation's values	42%	69%	55%	44%	40%	38%	39%	18%
Q12. I am able to speak up and share a different view to my colleagues and manager	57%	74%	64%	58%	56%	56%	56%	27%
Q13. I think it is safe to speak up and challenge the way things are done in my organisation	41%	63%	48%	42%	40%	38%	40%	16%
Q14. My organisation treats staff who are involved in an error, near miss or incident fairly	50%	62%	58%	50%	49%	48%	51%	24%
Q15. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	85%	89%	86%	83%	85%	85%	87%	65%
Q16. People in my team treat each other with respect	69%	84%	73%	70%	67%	69%	70%	50%
Q17. The people in my team cooperate to get the work done	75%	85%	76%	74%	73%	75%	77%	56%
Q18. Employees are treated with respect regardless of their job	58%	79%	68%	59%	57%	56%	53%	28%

○ 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



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	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Our values	59%	77%	67%	60%	58%	57%	58%	35%
Q19. In my team, people take responsibility for their decisions and actions	68%	81%	72%	67%	65%	67%	69%	48%
Q20. The people in my team behave in an accepting manner towards people from diverse backgrounds	83%	89%	85%	83%	81%	84%	85%	64%
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.	61%	80%	71%	61%	58%	58%	59%	32%
Q22. Leaders are open and honest in their communications with staff	45%	74%	58%	46%	42%	40%	40%	21%
Q23. Our senior managers encourage collaboration	48%	71%	59%	50%	47%	43%	43%	25%
Q24. My organisation does a good job of keeping me informed about matters affecting me	49%	73%	59%	49%	47%	45%	48%	25%

○ 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



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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	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Health and wellbeing	61%	71%	64%	60%	59%	59%	62%	44%
Q25. I know how to access the Employee Assistance Program	73%	62%	65%	70%	73%	77%	80%	71%
Q26. I am satisfied with the policies and procedures in place to help me manage my health and wellbeing	58%	72%	62%	57%	57%	55%	60%	37%
Q27. I believe my organisation cares about my health and wellbeing	46%	71%	57%	48%	43%	41%	43%	25%
Q28. People in my team are committed to workplace safety	80%	88%	83%	79%	78%	80%	83%	59%
Q29. My organisation does a good job of communicating what it can offer in terms of health and wellbeing	46%	64%	52%	46%	44%	42%	46%	27%

- 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



YOUR DEMOGRAPHIC PROFILES

TO HELP YOU UNDERSTAND HOW ENGAGED DIFFERENT GROUPS OF COLLEAGUES ARE, ORC INTERNATIONAL 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	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Performance and development	55%	59%	61%	58%	54%	54%	55%	38%
Q30. In the past 12 months, I have received formal feedback on my performance	52%	43%	58%	56%	52%	52%	53%	38%
Q31. In the past 12 months, I have received informal feedback on my performance	64%	71%	72%	67%	62%	61%	62%	55%
Q32. The performance feedback I have received has been beneficial to my ongoing development	52%	65%	63%	56%	51%	49%	48%	32%
Q33. I feel comfortable to give feedback to my manager about the performance of others	54%	56%	51%	54%	53%	54%	58%	28%

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RESPONDENTS	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
Service delivery and patient care	63%	78%	71%	64%	62%	61%	64%	38%
Q34. I feel empowered to do what I think is best for our patients/clients/customers	71%	82%	77%	72%	70%	69%	72%	42%
Q35. I am given the support I need to deliver a high level of service to our patients/clients/customers	59%	79%	68%	61%	58%	55%	57%	30%
Q36. In my opinion, my organisation is committed to patient/client/customer satisfaction	70%	85%	77%	70%	68%	67%	69%	45%
Q37. I feel that my team is recognised for coming up with new and innovative ways of working	44%	58%	52%	44%	44%	41%	45%	26%
Q38. As an organisation, we put patients/clients/customers at the heart of everything we do	65%	81%	73%	66%	63%	62%	65%	41%
Q39. I would be happy for my family members to receive health care services from my organisation	71%	82%	77%	71%	69%	70%	74%	44%

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RESPONDENTS	15588	802	1823	1692	3553	4173	3142	403
EMPLOYEE ENGAGEMENT INDEX	62%	74%	68%	62%	61%	60%	62%	42%
About your organisation	53%	75%	63%	54%	51%	49%	51%	28%
Q40. I would recommend my organisation as a great place to work	55%	78%	66%	56%	53%	51%	54%	27%
Q41. My manager recognises and acknowledges when I have done my job well	58%	76%	66%	60%	56%	55%	55%	38%
Q42. My manager supports me and my goals	60%	77%	69%	62%	58%	57%	57%	35%
Q43. I am proud to tell others I work for my organisation	65%	83%	76%	66%	63%	62%	65%	33%
Q44. My organisation inspires me to do the best in my job	52%	77%	63%	54%	51%	47%	50%	27%
Q45. My organisation supports me and my goals	46%	72%	57%	47%	44%	41%	44%	20%
Q46. My organisation is making the necessary improvements to meet our future challenges	44%	64%	53%	46%	42%	41%	43%	23%
Q47. My organisation motivates me to help it achieve its objectives	43%	69%	55%	45%	41%	38%	39%	22%

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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.					