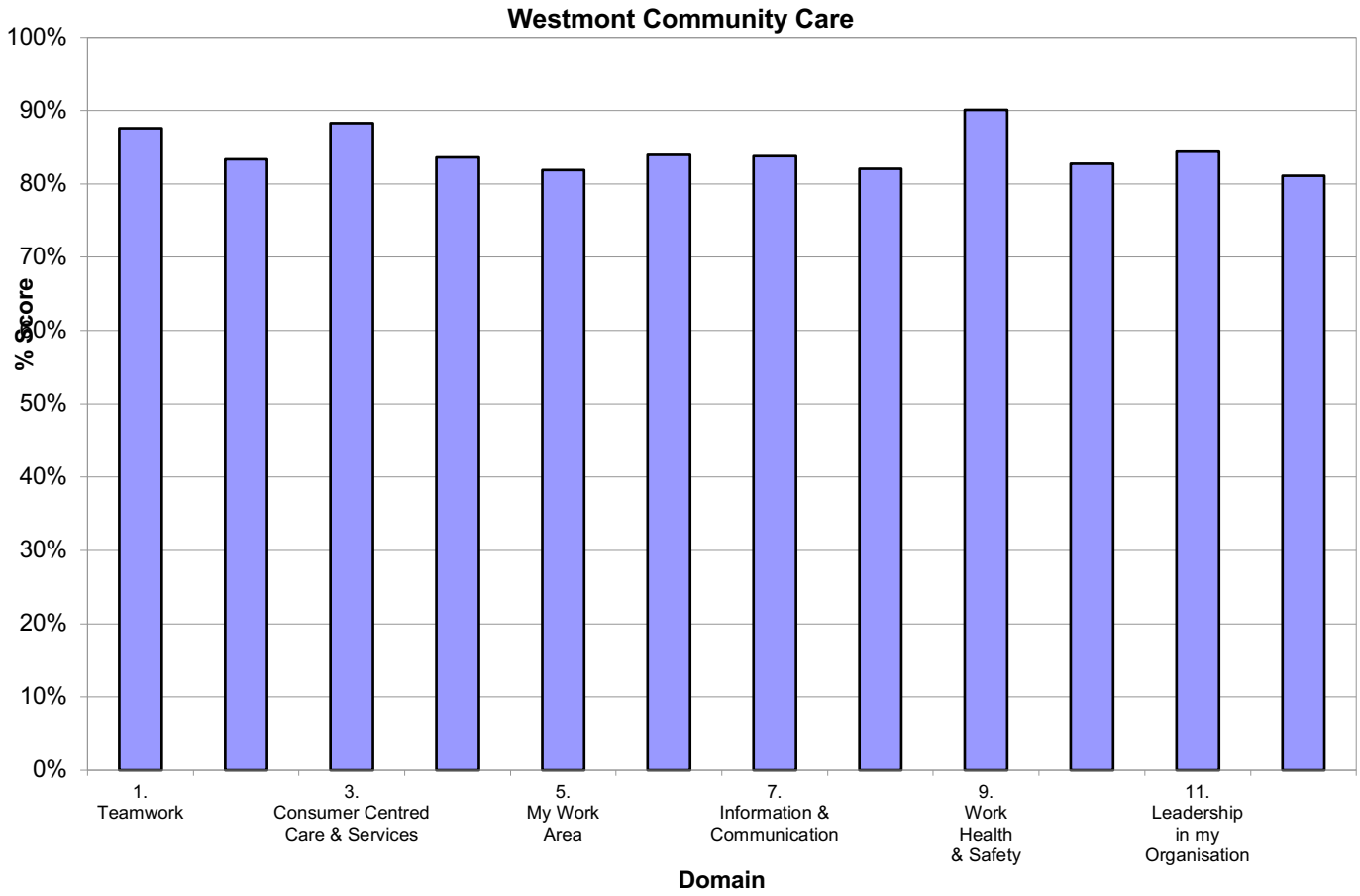


EMPLOYEE SATISFACTION SURVEY APRIL 2023

Domain	Score
Teamwork	87.64
Performance and feedback	83.36
Consumer Centred Care	88.31
Decision making	83.64
My work area	81.93
External relationships	84.00
Information and Communication	83.75
Skills, knowledge and training	82.02
WHS	90.12
Equipment	82.79
Leadership in my organisation	84.4
Recommendation	81.08

6.3.0.S7 Employee Satisfaction – Domain Results – Total % Score



Question: Employee Satisfaction Survey	Percentage
1a I receive support & assistance from co-workers.	90.55%
1b Communication between team members is effective.	84.36%
1c Co-operation & respect between staff & other departments.	88.00%
2a I understand my job description & know what is expected.	91.64%
2b I am told when I've done a good job.	82.18%
2c I am held accountable for my performance at work.	89.45%
2d I am provided with regular feedback on my performance.	73.09%
2e There are no significant barriers to doing my job well.	80.37%
3a Support to deliver consistent high quality care & services.	87.04%
3b Consumer views & choices respected & responded to.	86.91%
3c Culturally appropriate & safe practices are provided for consumers.	89.09%
3d Consumers from all cultures made to feel welcomed, respected & valued.	89.26%
3e Complaints taken seriously & responded to promptly, in an honest manner.	89.26%
4a Policies & procedures are easy to understand & accessible.	83.27%
4b Report & escalate critical incidents is clear, easy to follow & effective.	84.00%
4c Urgent issues dealt with effectively & quickly.	83.64%
5a Enough staff & right mix to provide safe, quality care & services.	71.85%
5b Correct & safe procedures are always insisted upon.	89.26%
5c Changes discussed, & input sought, before being implemented.	78.15%
5d Work area is free from discrimination, harassment or bullying.	85.93%
5e Comfortable reporting mistakes, issues or complaints.	84.44%
6a Good relationships with other organisations/healthcare professionals.	84.00%
6b Communicate effectively with our community & other organisations.	84.00%
7a Access to information to provide safe quality care & services.	87.86%
7b Timely critical information & alerts to avoid risks is effective.	83.93%
7c Those who supervise me encourage good communication.	82.50%
7d Those who supervise me welcome my ideas.	80.71%
8a Staff have the relevant skills & knowledge to do their jobs well.	89.29%
8b I have a development plan which shows what training I need.	74.29%
8c I receive relevant training to develop my knowledge & skills.	82.50%
9a The organisation is committed to providing a safe working environment.	91.07%
9b In my work area we always adopt safe work practices.	90.00%
9c WH&S issues are responded to appropriately & in a timely manner.	89.29%
10a Suitable & enough equipment to provide safe quality care & services.	84.73%
10b Equipment is well maintained, kept clean & repaired in a timely manner.	81.09%
10c My work area makes good use of technology.	82.55%
11a Leaders promote a culture of safe, inclusive & quality care & services.	85.00%
11b Leaders' model & promote behaviour aligned with values.	83.57%
11c My behaviour aligned to values / professional code.	88.57%
11d I am proud to work for my organisation.	90.00%
11e Senior leaders communicate where the organisation is headed.	77.14%
11f How my work contributes to goals.	82.14%
12a Recommend organisation to family & friends as a great place to work.	79.82%
12b Recommend the care & services to my family & friends.	82.36%

Improvements recommended/Action Plan:

Internal or external factors identified by staff member	Issue raised in the survey	Action plan to respond to the issue identified
Internal improvements	<ul style="list-style-type: none"> – low wages, lack of recognition of the work of a carer – more resources needed to undertake client reviews. – More communication on staff changes being rolled out. – More group training – More opportunity to speak to other carers on complex client issues – access resources in Ausmed – Training plan and annual appraisal and path of progression in the organisation. 	<p>Implement SCHADS award pay increases.</p> <p>Refine the review process and identify other ways to obtain quality information and feedback from clients.</p> <p>Keep staff informed of staff changes and advertise internal roles through EOP process</p> <p>Host meetings with carers to discuss complex client issues.</p> <p>Assist carers to use Ausmed</p> <p>Develop a training plan for carers. Continue partnership with Wodonga TAFE to provide onsite Certificate III Individual Support</p> <p>Speak with HR Manager about annual appraisal process and succession planning in the organisation.</p>
External improvements	<ul style="list-style-type: none"> – network and learn what other organisations do in the community and how we could work with them. – More communication with the homestead – Senior Management attend more meetings 	<p>Attend network meetings and share information with other providers</p> <p>Provide monthly updates at the administration meeting on the news occurring at the Homestead.</p> <p>CEO and Community Care Chair to attend meetings throughout the year.</p>
Work health and safety improvements	<ul style="list-style-type: none"> – Back door is unsafe – lack of staff wellness program – ergonomic office equipment – needs to be inspected, 2 screens to work with, speed of computers – Stable workforce needed to reduce changes in shifts – stable roster with the same clients 	<p>Provide locking mechanism on the rear door.</p> <p>Obtain an ergonomic assessment of the office and identify resources to improve OHS.</p> <p>Provide incentives to attract and retain staff.</p> <p>Assist carers to understand the roster changes and what creates these changes.</p> <p>Work towards having permanent rules for carers and clients.</p>