

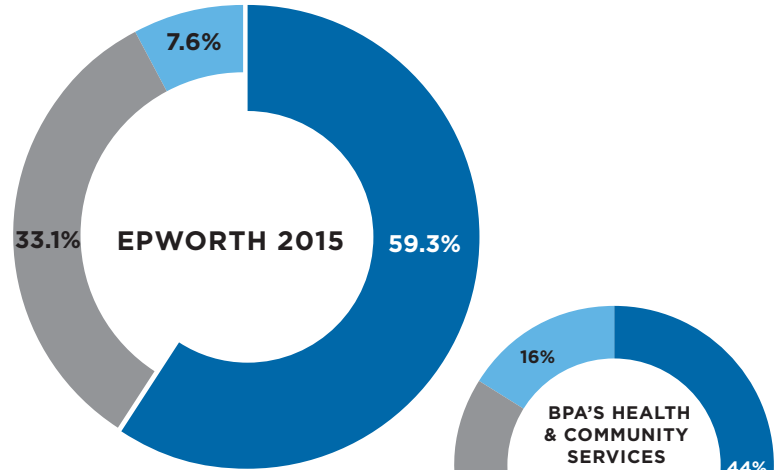
2015 STAFF ENGAGEMENT SURVEY

ORGANISATIONAL RESULTS SNAPSHOT

4,406 surveys distributed
3,327 respondents
76% response rate
1,277 "Messages in a Bottle" sent to Alan Kinkade
677 Messages sent to the Executive Directors
597 Messages sent to the Local Executive Team
257 cost centre reports provided
391,812 pieces of quantitative data
46,651 pieces of narrative text

IN 2015, EPWORTH'S LEVEL OF EMPLOYEE ENGAGEMENT = 59.3%

59.3% Engagement is the highest level Epworth has achieved. This level of Engagement is 1/3 better than the industry norm.

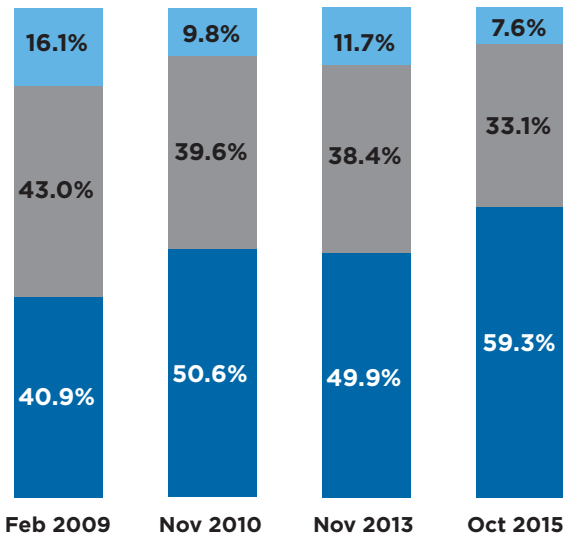


Engagement Cycle
(positive, upbeat, optimistic, engaging)

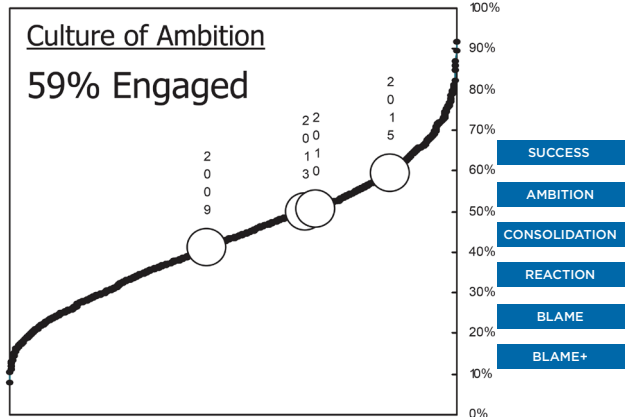
Swinging Voters
(undecided - neither overtly positive nor overtly negative)

DisEngagement Cycle
(negative, pessimistic, blaming)

TRENDING OF THE ENGAGEMENT CYCLES



Epworth is recognised as being in a Culture of Ambition on the cusp of a Culture of Success!



OUR REPUTATION

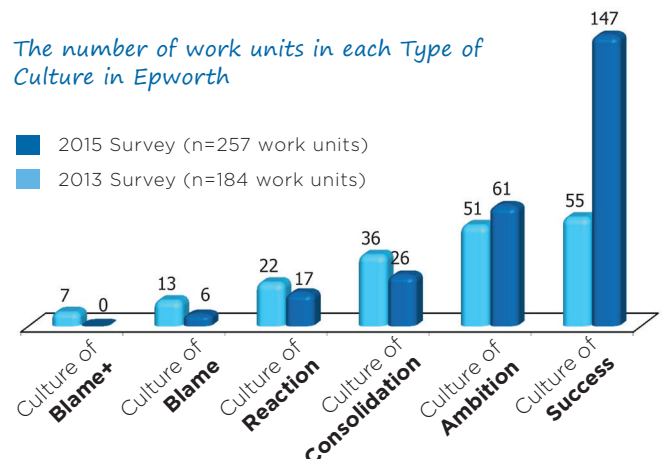
The top 3 Attraction Factors to work in Epworth, as themed by BPA, are:

- Reputation
- Opportunities
- Education

75%

of respondents say they would recommend **Epworth** to their family and friends as the **best choice** if they required the healthcare service we provide.

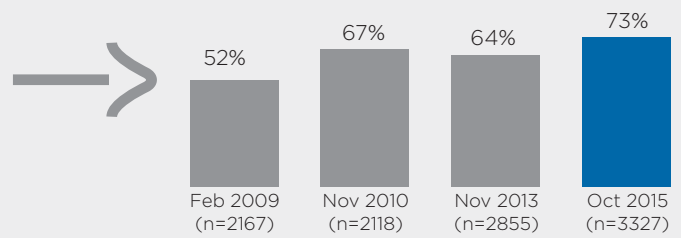
The number of work units in each Type of Culture in Epworth



73% of respondents say, 'Yes', **Epworth** is a **'Truly Great Place To Work'**. This is the highest rating we have achieved.

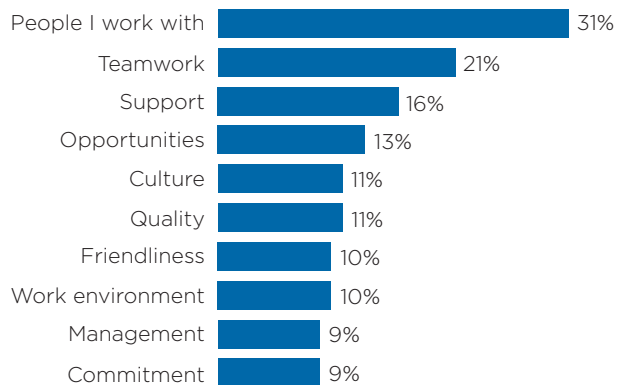
This rating is 15% higher than the industry norm.

Below is a summary of the comments as themed by BPA.



TRULY GREAT PLACE TO WORK

From 1693 respondents who answered 'Yes'



Some comments included:

- *Colleagues are very helpful and supportive.*
- *I have got a wonderful team, we are like a family supporting each other. Makes a big difference to come to work.*
- *The staff support and work culture and exciting new development and opportunities that may bring.*
- *Great training and opportunities. Have completed grad program and still learning from mentors everyday.*

OF THE 3,327 STAFF WHO RESPONDED TO THE SURVEY ...

... WHAT DO STAFF THINK WE'RE DOING WELL?

There were many quantitative questions where Epworth rated much higher when compared with BPA's benchmarking partner norms, some of which include ...

- People are very **Optimistic** about Epworth's future.
- Our Values of **Compassion** and **Integrity** are being put into practice at the team level.
- Managers conducting annual **performance reviews** and managers' preparedness to address poor performance in a **constructive manner**.
- People's perceptions that in the last 1-2 years Epworth has made **significant improvements** and how as an organisation we **manage change**.

... WHAT DO STAFF SEE AS THE TOP AREAS FOR IMPROVEMENT?

The top areas where respondents rated a level of disagreement are ...

Epworth Healthcare ...

- Listens and responds to **staff** issues.
- Ensures **workloads** are fair and equitable.
- Ensures we **retain** quality staff.