

Our reference: **ACTHDFOI23-24.23**



Dear 

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Thursday 23 November 2023**.

This application requested access to:

'A copy of the survey report for the Digital Solutions Division for the pulse survey conducted in September 2023.'

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Friday 12 January 2024**.

I have identified one document holding the information within scope of your access application.

Decisions

I have decided to grant full access to one document. The documents released to you are provided as Attachment A to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

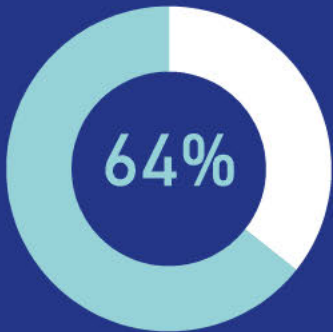
Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely,



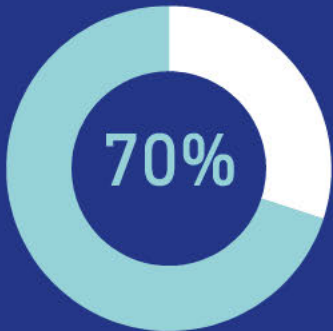
Dr Holger Kaufmann
Chief Information Officer
ACT Health Directorate
3 January 2024

Key Outcome Measures Score



-4% -2%
 Mar 23 ACTHD

Participation



+5% 0%
 Mar 23 ACTHD

Workplace Factors and Survey Summary

Key Outcomes

63%

Commitment and Loyalty

-4% -2%
 Mar 23 ACTHD

69%

Engagement

-2% +1%
 Mar 23 ACTHD

64%

Satisfaction

-9% -6%
 Mar 23 ACTHD

Key Drivers

68%

Inclusivity

+3% -6%
 Mar 23 ACTHD

66%

Innovation

+1% +7%
 Mar 23 ACTHD

68%

Intrinsic Rewards

0% -1%
 Mar 23 ACTHD

74%

Job-Skills Match

-6% -6%
 Mar 23 ACTHD

A total of 195 staff from Digital Solutions participated in the September 2023 Pulse Survey. If all participants answered a question, 1% of the question response will represent approximately 2 participants.

Other Workplace Factors

74%

Autonomy

+3% 0%
 Mar 23 ACTHD

48%

Work Impact on Wellbeing

0% -5%
 Mar 23 ACTHD

44%

Workload Management

+3% -7%
 Mar 23 ACTHD

A Workplace Factor represents a group of 1-5 survey questions with a common theme. Factors are calculated as the average proportion of positive or strong positive responses to those questions.

Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Digital Solutions's results from the 2023 ACTPS Employee Survey (held in March). The **ACTHD** benchmark is a comparison to September 2023 results for the ACT Health Directorate.

▲ Indicates this Factor is five percentage points or more **above** the benchmark.

▼ Indicates this Factor is five percentage points or more **below** the benchmark.

Key Outcomes

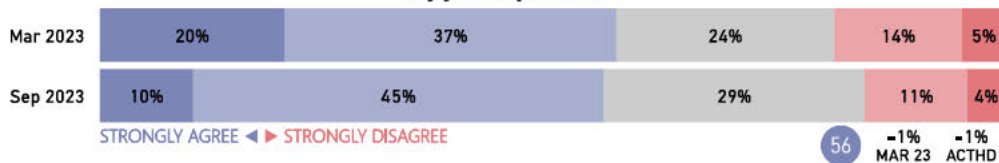
Digital Solutions

The Key Outcomes of **Commitment and Loyalty**, **Engagement** and **Satisfaction** provide an overall view of the employee experience. When these Key Outcomes are high, the organisation is performing well. Responses to these eight questions are used to calculate the **Key Outcome Measures Score**, an indicator of overall organisational performance.



ENGAGEMENT

My job inspires me



I work beyond what is required in my job to help my organisation achieve its objectives



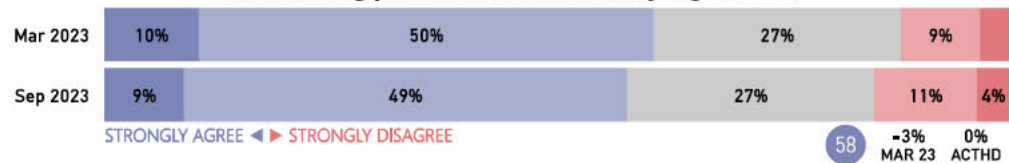
SATISFACTION

Overall, I am satisfied with my job



COMMITMENT AND LOYALTY

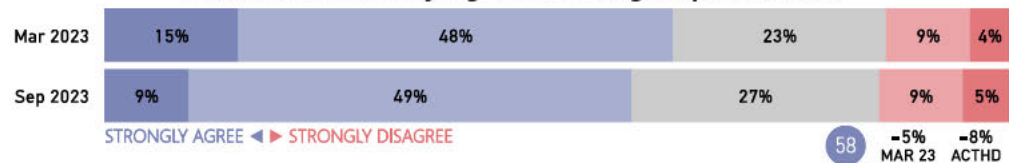
I feel a strong personal attachment to my organisation



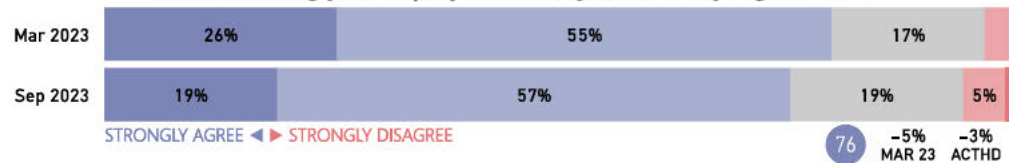
I am proud to work in my organisation



I would recommend my organisation as a good place to work



I believe strongly in the purpose and objectives of my organisation



When someone praises the accomplishments of my organisation, it feels like a personal compliment to me



Mar 2023 refers to the ACTPS Employee Survey conducted 6-24 March 2023. Sep 2023 refers to the ACT Health Pulse Survey conducted 5-25 September 2023.



The **positive** and **strong positive** responses to survey questions are those which align with the desired business outcome. They are typically responses that agree with a positive statement. To provide context, the strong positive and strong negative responses for each question are shown next to the ◀▶ icons.

A blue circle shows the **positive response**, defined as the proportion of positive or strong positive responses, to each question from the **September 2023 Pulse Survey**.

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Key Drivers

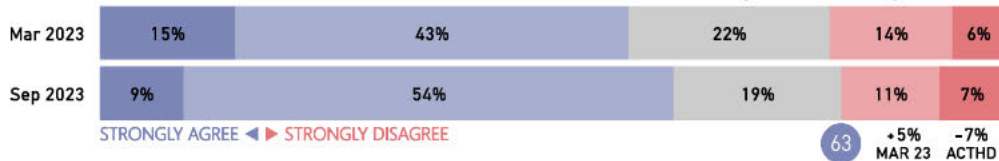
Digital Solutions

Results from the 2023 ACTPS Employee Survey showed that several workplace factors, known as **Key Drivers**, were highly correlated with the Key Outcomes. Of these, four were measured in the September 2023 Pulse Survey: **Inclusivity, Innovation, Intrinsic Rewards, and Job-Skills Match**. Note that two of these factors, Innovation and Job-Skills Match, are measured using a single survey item.

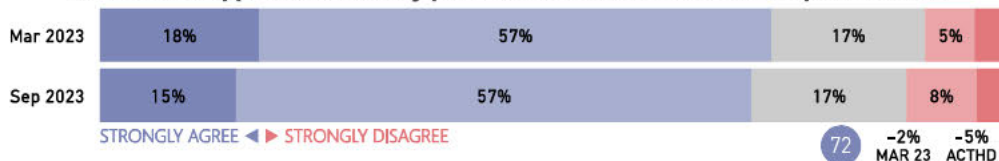


INCLUSIVITY

ACT Health fosters an environment where staff are treated fairly and with respect



ACT Health supports and actively promotes a safe and inclusive workplace culture

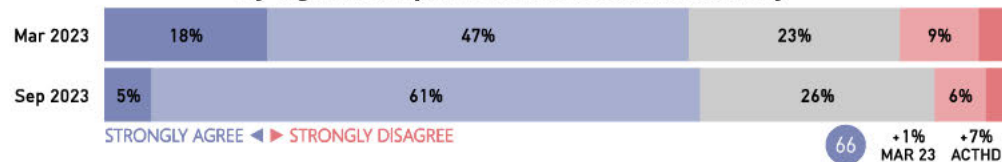


I do not face unfair barriers in accessing opportunities



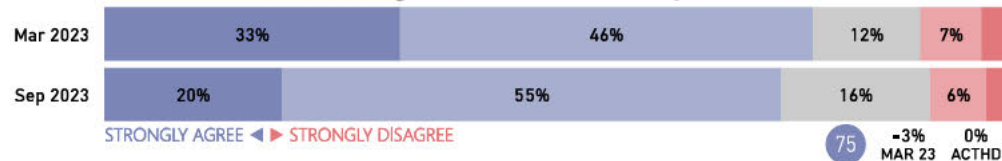
INNOVATION

My organisation promotes innovation and creativity



INTRINSIC REWARDS

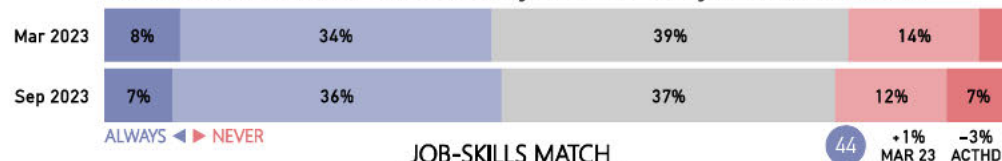
The work I do gives me a sense of accomplishment



I feel that I can make a worthwhile contribution at work

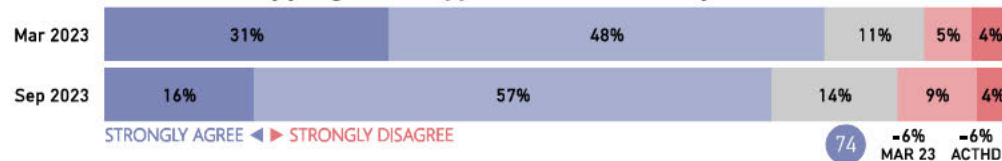


In the last three months, how often has your work made you feel enthusiastic?



JOB-SKILLS MATCH

My job gives me opportunities to utilise my skills



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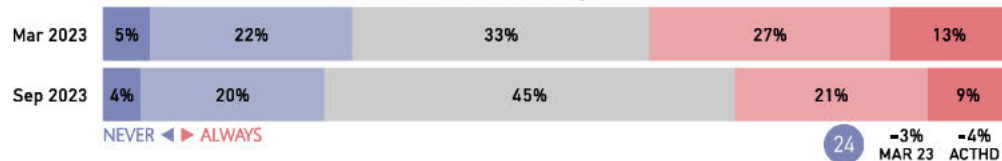
Workload Management

Digital Solutions

The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking participants to describe their workload and nominate significant barriers to performance.

44%
Workload Management

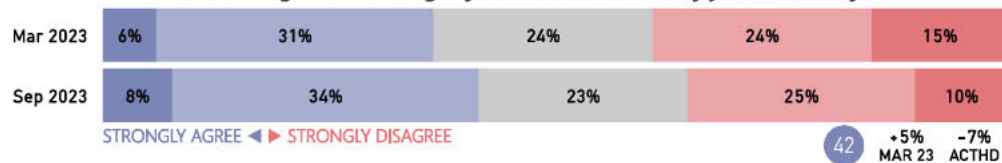
I have unrealistic time pressures



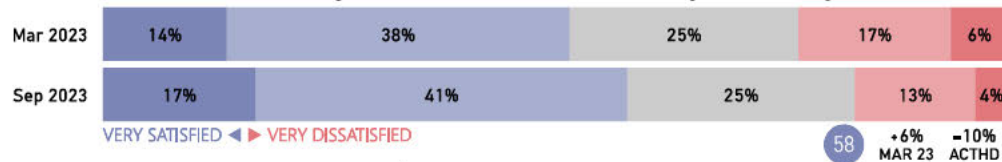
The workload I have is appropriate for my role



I have enough time during my work hours to do my job effectively



How satisfied are you with the work-life balance in your current job?



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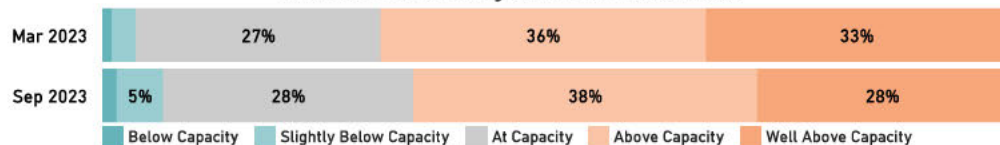
Strong Positive
Positive
Neutral
Negative
Strong

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What best describes your current workload?



Which of the following are the most significant barriers to you performing at your best?

Participants could select multiple responses for this question (maximum 3). Only the top five responses are shown.

March 2023



September 2023

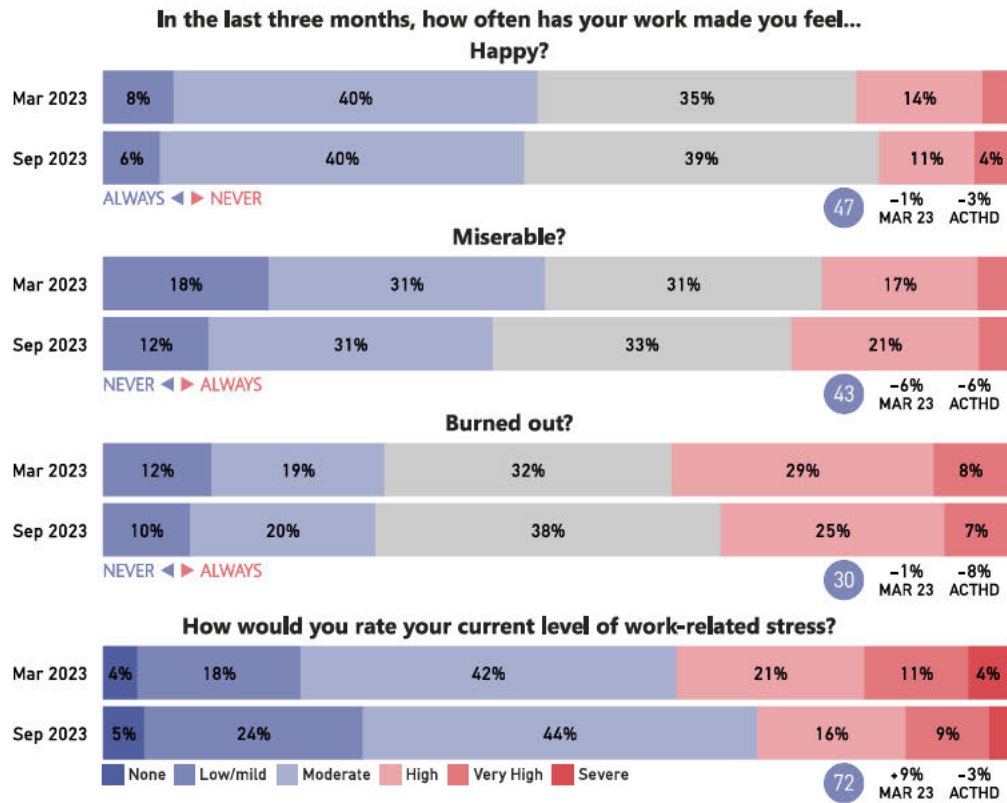


Work Impact on Wellbeing

Digital Solutions

The 2023 ACTPS Employee Survey identified **Work Impact on Wellbeing** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as an additional question asking participants to nominate the main causes of work-related stress.

48%
Work Impact on Wellbeing



Participants experiencing at least some level of work-related stress (n = 186) were asked:

What are the main causes of your work-related stress?

Participants could select multiple responses for this question. Only the top five responses are shown.



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Strong Positive
Positive
Neutral
Negative
Strong

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Other Workplace Factors

Digital Solutions

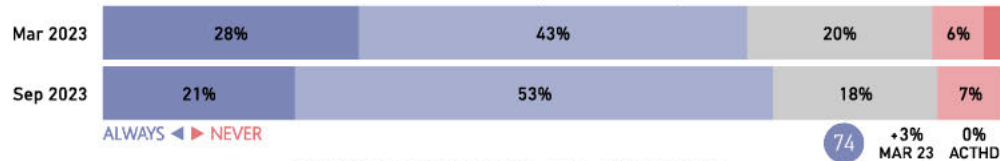
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy, Support for Health and Wellbeing, and Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the summary page.

The Pulse Survey also repeated the ACT Health-specific questions from the 2023 ACTPS Employee Survey relating to **Managing Teams** and **Psychological Safety**. *Note that only participants with direct responsibility for managing staff were asked the questions about Managing Teams.

65
participants have direct responsibility for managing staff

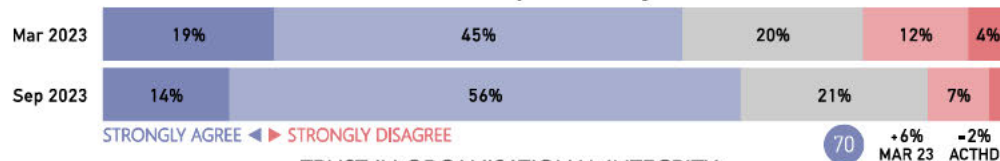
AUTONOMY

I have a choice in deciding how I do my work



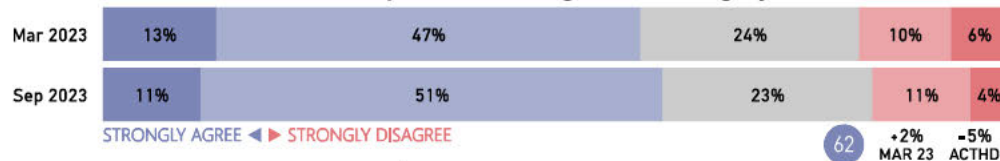
SUPPORT FOR HEALTH AND WELLBEING

ACT Health takes actions to keep me healthy and safe at work



TRUST IN ORGANISATIONAL INTEGRITY

ACT Health operates with a high level of integrity



MANAGING TEAMS*

I find it easy to manage team resourcing



I can access additional resources for my team when I need to



I feel supported by my supervisor to manage any issues that arise in my team



PSYCHOLOGICAL SAFETY

Within my workgroup, it is easy to speak up about what is on my mind



People in my workgroup are eager to share information about what does and does not work



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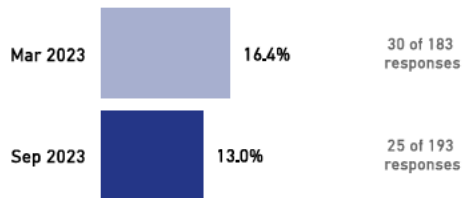
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Inappropriate Behaviours | Digital Solutions

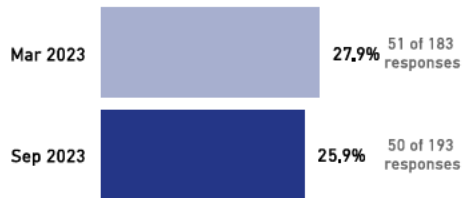
Participants in the September 2023 Pulse Survey were asked if they had personally experienced or witnessed any of four inappropriate behaviours within their organisation in the six months since the ACTPS Employee Survey was conducted in March 2023. Participants who indicated they personally experience these behaviours were asked a follow-up question on the type of behaviour they experienced. Due to the Shorter Format of the September 2023 Pulse Survey, additional follow up questions used in March 2023 were not repeated.

Bullying

Yes, personally experienced

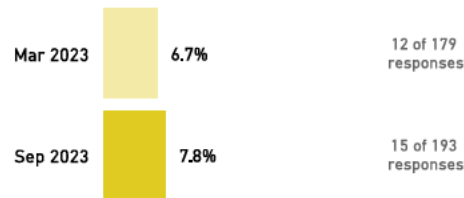


Yes, witnessed it happening to someone else

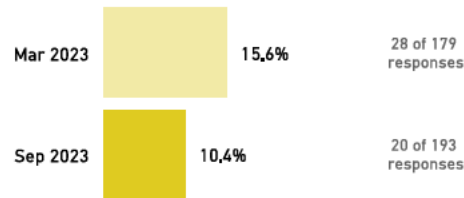


Discrimination

Yes, personally experienced

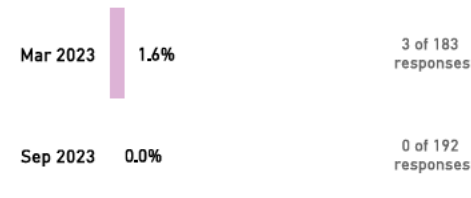


Yes, witnessed it happening to someone else

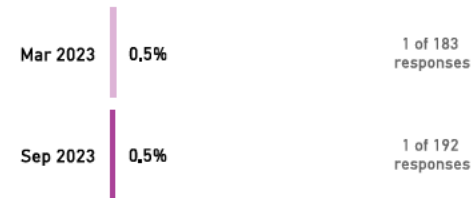


Sexual Harrasment

Yes, personally experienced

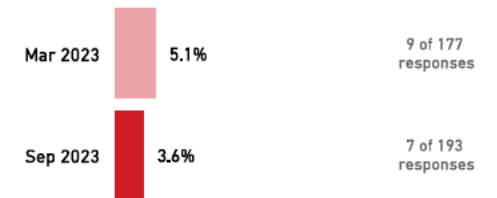


Yes, witnessed it happening to someone else

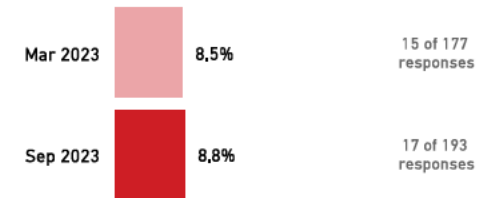


Aggression or Violence

Yes, personally experienced



Yes, witnessed it happening to someone else



Participants who experienced bullying were asked:

What type of bullying did you experience?

Participants were able to select multiple responses.

Results shown are the top five from September 2023.



Participants who experienced discrimination were asked:

What type of discrimination did you experience?

Participants were able to select multiple responses.

Results shown are the top five from September 2023.

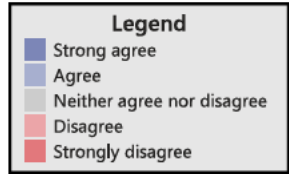


Results for some questions can not be shown as there were fewer than 10 responses.

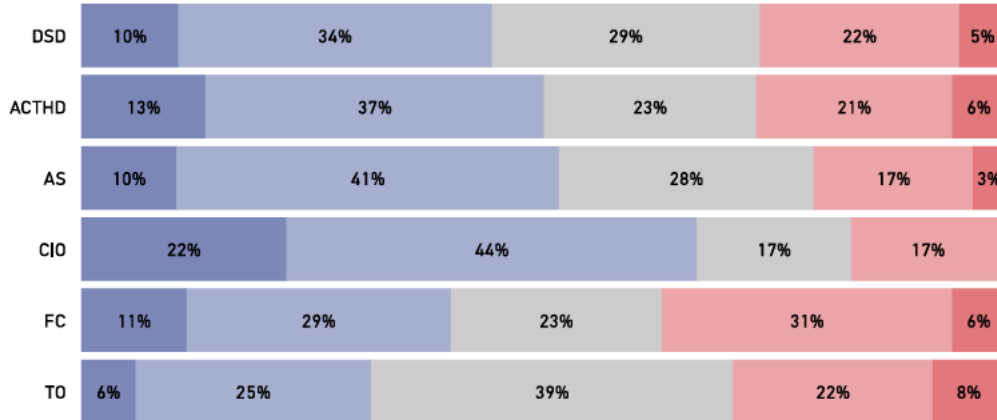
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Survey Follow-up | Digital Solutions

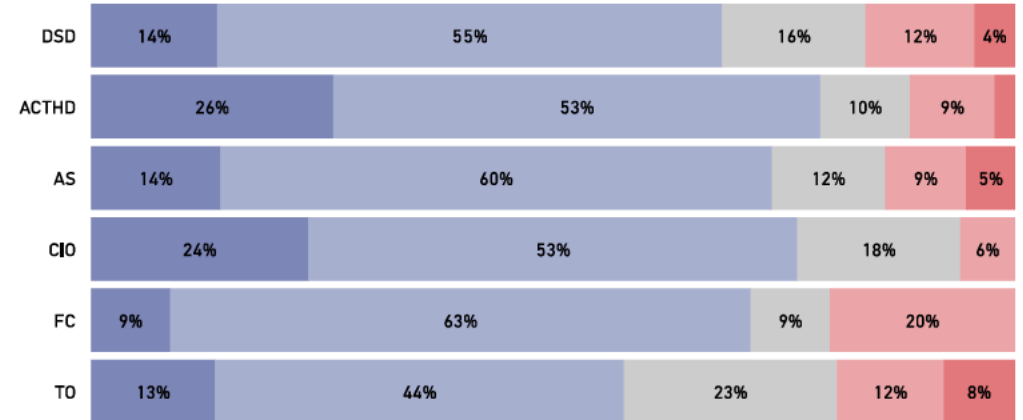
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results as a comparison.



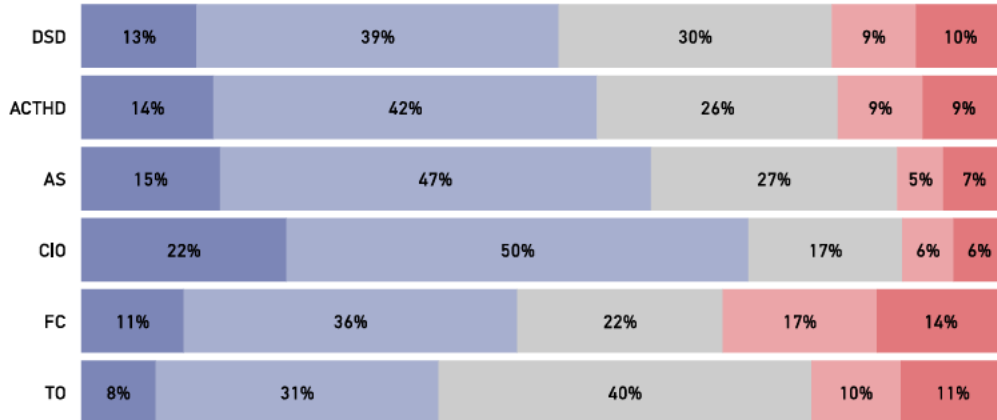
Our team developed an action plan to address issues raised by the results of the last staff survey



My manager shared the results of the last staff survey with our team



I believe that senior leadership is committed to responding to the results of staff surveys



I have noticed positive change as a result of the last staff survey

